

Upcoming ISU Benefit Plan Dependent Eligibility Verification Project



University Human Resources <uhr@iastate.edu>

To

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Date: March 8, 2023

To: All benefits-eligible employees

From: Ed Holland, University Human Resources Director of Benefits & WorkLife

Subject: Upcoming ISU Benefit Plan Dependent Eligibility Verification Project

Iowa State University is committed to offering quality, affordable healthcare plans to our faculty, staff, and their eligible dependents. As part of this commitment, we are starting a project to verify the eligibility of all dependents enrolled in Iowa State's medical, dental and/or vision plans.

The university is partnering with WTW (formerly Willis Towers Watson), a long-time ISU benefits partner and consultant to manage this project. We want to give you advance notice of this project so you know what to expect and will be on the lookout for future communications from both Iowa State and WTW.

At this time, ISU employees are not being asked to do anything. This email is simply an introduction to the dependent verification project. You will receive a more detailed memo outlining the process and required actions on March 24. A series of follow-up communications will come directly from WTW beginning on March 27. The Dependent Eligibility Verification Project begins on March 27 and runs through June 2.

Why is Iowa State verifying dependents?

Dependent verification helps keep costs down for Iowa State employees and their families by ensuring only eligible dependents receive coverage from the university's health plans. In keeping with recent trends, we expect costs to increase this year. This verification process, which is an industry best practice, is one way to help keep premiums as low as possible.

What is the verification process?

Employees who cover one or more dependents on a health plan will be asked to provide documents that confirm each dependent's eligibility. Examples of the type of documentation you may be asked to submit include birth certificates, marriage certificates, proof of residence in the same household, etc. You will be able to submit documentation directly to WTW, either online, by mail or by fax. You will have approximately eight weeks to complete the process. No action will be required for employees who cover only themselves through Iowa State's health plans.

What happens if I have enrolled an ineligible dependent on the plan?

There will be no negative consequences to employees who are found to have ineligible dependents covered on the plan. At the end of the process, all ineligible dependents will be removed from the health plan.

What are the next steps?

A verification process has already been put into place for new hires. **Look for more information from the WTW Dependent Verification Center beginning on March 27. These emails will appear as follows: Iowa State University Dependent Verification Center NoReply@review.ehr.com.** Please do not disregard these emails from WTW; they are not junk mail and are being sent on behalf of Iowa State University.

We appreciate your cooperation with this verification process.

As always, if you have any benefits-related questions, please email our Benefits team at benefits@iastate.edu.