Options to Complete the Dependent Eligibility Verification Process

You can complete the verification process online at https://review.ehr.com/drs_ISU, or by mailing or faxing your documentation. Follow these steps:

1. Review the documents provided by WTW.
2. If you still have questions, call the WTW Dependent Verification Center at 1-855-722-9663 between 8 a.m. and 5 p.m. (CST), Monday through Friday. **Please do not call UHR Benefits staff with questions related to this process.**
3. Confirm the eligibility status of your covered dependent(s) in one of the following three ways. We encourage you to send your documentation in all at once.

Online	• Log on to the secure Iowa State University **Dependent Eligibility Review website** at **https://review.ehr.com/drs_ISU** • Click "Verify Dependents" on the home page • Identify your dependent(s) as "Eligible" or "Ineligible" by selecting the appropriate button(s). • Follow the instructions to upload electronic documents for each eligible dependent. After your upload, you can return to this website at any time to confirm delivery and track your dependent(s)' verification status.
By Mail	• Make copies of required documents • Complete the enclosed *Certification of Dependent Eligibility Form* by checking the appropriate boxes, signing, and dating. • Return your completed *Certification of Dependent Eligibility Form* with **copies** of documents to**: WTW Dependent Verification Center, DEPT: ISUDRS, P.O. Box 981916, El Paso, TX 79998.** Postmark your mailing by **June 2, 2023**. • You can visit **https://review.ehr.com/drs_ISU** to track your dependent(s)' verification status. Information is generally posted within 5 to 7 business days of receipt.
By Fax	• Make copies of required documents • Complete the enclosed *Certification of Dependent Eligibility Form* by checking the appropriate boxes, signing, and dating. • Fax your completed *Certification of Dependent Eligibility Form* with **copies** of documents to: WTW Dependent Verification Center at **1-866-902-0543**. • You can visit **https://review.ehr.com/drs_ISU** 5 to 7 business days after your fax is sent to track your dependent(s)' verification status.

After you submit acceptable documents, a statement confirming your dependent(s)' eligibility will be mailed to you within 7 to 10 business days of processing all dependents. We will notify you if additional information is required.

We appreciate your cooperation with this process. If you have any questions, please call the **WTW Dependent Verification Center at 1-855-722-9663.**