

## PLEASE RETAIN THIS FAQ FOR YOUR REFERENCE

Please submit **ALL REQUIRED DOCUMENTS AND SIGNED LETTER** by **May 15, 2015** using any of the following methods (we recommend the first two for faster processing):

- Visit [www.AuditOS.com](http://www.AuditOS.com) and upload your documents using a computer or mobile device
- Submit your documents 24 hours a day, 7 days a week via our toll-free fax at 1-877-223-8478
- Submit your documents (do not send original documents) via mail to HMS Employer Solutions, P.O. Box 165308, Irving, TX 75016-9923.

**This checklist will help you complete the verification process:**

- Keep your reference number throughout the review in order to check your status online at [www.AuditOS.com](http://www.AuditOS.com).**
- Include a **COPY** of the Verification Form with **ALL** documents submitted.
- Ensure each document is a **LEGIBLE BLACK and WHITE COPY** of the document. Please note: documents submitted to HMS will not be returned.
- When mailing paper documents DO NOT STAPLE or HIGHLIGHT.**

### FREQUENTLY ASKED QUESTIONS

- 1. Why is the Washington Teamsters Welfare Trust conducting a Dependent Eligibility Verification?**  
The Washington Teamsters Welfare Trust is sensitive to the rising costs of healthcare for its members and feels this verification program is necessary to help make sure its health benefit plans are compliant with state law, competitive, and cost effective. This program also helps manage overall plan costs, which benefits all members.
- 2. Who is HMS Employer Solutions (HMS)?**  
HMS Employer Solutions is an independent third-party cost containment company with whom the Washington Teamsters Welfare Trust has contracted to verify the eligibility of dependents covered under its health benefit plans. HMS specializes in verifying health plan eligibility and has reviewed verification documentation for millions of dependents for some of the largest employers in the United States. Experience and expertise are necessary to complete this program accurately and successfully, and to limit inconvenience to participants.
- 3. The documentation required contains sensitive information. Is this process secure?**  
Protecting personal information is a priority to the Washington Teamsters Welfare Trust and HMS. In compliance with applicable U.S. (federal) and state regulations, information and documentation submitted to HMS for the Dependent Eligibility Verification program is stored, processed, and protected by physical, electronic, and procedural safeguards. **When submitting your tax documentation, only the top portion which includes the names of the member, spouse, and any dependent child(ren) is required. Please mark out Social Security Numbers, as well as any income information.**

***Please note that documents provided will NOT be returned.***

All documents are securely stored for six months following completion of the verification program. Upon expiration of the retention period, all documents and electronic files will be securely destroyed by HMS, and a Certificate of Destruction will be supplied to the Washington Teamsters Welfare Trust. HMS meets all of the professional and legal standards associated with providing service to employers, including the Health Insurance Portability and Accountability Act (HIPAA), Employee Retirement Income Security Act (ERISA), and disposal rules as enforced by the Federal Trade Commission. In addition, every employee of HMS submits to a thorough and multi-tiered background check. Only HMS employees directly involved in the Washington Teamsters Welfare Trust dependent verification program will have access to these documents.

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4. **Do I need to send original documents?**

**Please do not send your original documents;** a copy is sufficient. If the document is two-sided or has multiple pages, ensure you copy all pages and both sides of the paper.

5. **Where do I go for more information regarding the Dependent Eligibility Verification program or to find out where I can obtain copies of the documents I need?**

Visit us online at [www.AuditOS.com](http://www.AuditOS.com) for details regarding the program, tools to assist you in locating and submitting your documentation, and more. This secure site is compatible with your mobile device.

6. **How will I know if my information has been accepted and my dependents are verified?**

Once your documentation has been received by HMS, you may check the status of each of your dependents by logging on to [www.AuditOS.com](http://www.AuditOS.com). In addition, you will receive a written communication indicating that you have completed the dependent verification process or if additional information is needed. Ultimately, it is your responsibility to ensure that your documents were successfully received.

7. **What happens if I do not submit all required documents by the verification deadline?**

If you do not submit complete documentation for your dependents by the deadline, or if you knowingly submit false information for enrolled dependents, one or all of the following actions may occur:

- The effected dependent(s) for whom complete documentation has not been submitted will be removed from coverage.
- The Washington Teamsters Welfare Trust may seek to recover claims paid during the period that the ineligible dependent was covered.

The Washington Teamsters Welfare Trust is ultimately responsible for determining how best to handle each individual case.

8. **May I provide my documents to the Washington Teamsters Welfare Trust office?**

No. The Trust office will not be able to forward your documents to HMS or provide members with copies of previously submitted documents. The only way to ensure that all documents are logged appropriately and eligibility of your dependents is verified is to submit your supporting documentation to HMS. Please do not call the Trust office with questions or for assistance with the verification program, as this is an independent review. If you have questions, you should call (877) 862-8495 Monday – Friday, 5 am – 8 pm PT.

9. **Can an exception be granted to allow my ineligible dependent to stay covered?**

No. Only dependents who currently satisfy the plan's eligibility definition can remain covered.

If the dependent is no longer eligible because of a "qualifying event," (e.g., divorce, child reaches age limit), see your Trust representative for COBRA details. COBRA, or the Consolidated Omnibus Budget Reconciliation Act, gives workers and their families who lose their health benefits the right to choose to continue group health benefits provided by their group health plan for limited periods of time under certain circumstances.

10. **I prefer email communications rather than mailed letters. Can I elect to receive follow up communications about the verification process through email instead?**

Yes. To go green and receive all future communications electronically, please go to the "My Account" tab at [www.AuditOS.com](http://www.AuditOS.com) and enter your email address in the "My Information" section. Once you validate your email address as correct, you will be prompted to log back into the site where you may then click on the "Enable Paperless" button to activate electronic communications.