

Please submit **ALL REQUIRED DOCUMENTS AND SIGNED LETTER** by October 30, 2015 using any of the following methods (we recommend the first two for faster processing):

- Visit 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, PO 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.**
- 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 Illinois Department of Central Management Services (CMS) conducting a Dependent Eligibility Verification Audit?

The Illinois Department of Central Management Services (CMS), by law, can only cover members and their eligible dependents. This dependent eligibility verification audit is necessary to ensure that the health plans are compliant with these laws.

2. Who is HMS Employer Solutions (HMS)?

HMS Employer Solutions is an independent third-party audit company with whom CMS has contracted to verify the eligibility of dependents covered under the State Employees Program. HMS specializes in verifying health plan eligibility and has audited verification documentation for hundreds of thousands of dependents for some of the largest employers in the United States. Experience and expertise are necessary to complete this audit carefully and successfully, and to limit the inconvenience to participants.

3. The documentation required contains sensitive information. Is this process secure?

Protecting personal information is a priority to CMS and HMS. In compliance with applicable U.S. (federal) and state regulations, information and documentation submitted to HMS for the Dependent Eligibility Verification Audit is stored, processed and protected by physical, electronic and procedural safeguards. **When submitting copies of marriage certificates, birth certificates and other documents, please mark each document "Not for Official Use"**. This notation stipulates that the documents be used only for the purposes of verifying the eligibility of your dependents. When submitting your tax documentation, only the top portion which includes the names of the member, spouse and any dependent children is required. **Please black out any income information.**

All documents are securely stored for six months following completion of the verification audit. 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 CMS. **Please note that documents provided will NOT be returned.** 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 CMS dependent eligibility verification audit will have access to these documents.

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

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

5. **Why is the Illinois Department of Central Management Services (CMS) collecting the Social Security Numbers for my dependents?**

The Illinois Department of Central Management Services (CMS) is required, per the Group Insurance Act and federal mandates, to collect a Social Security Number for every covered dependent on the benefit plan. You must provide a letter from the Social Security Administration if you cannot obtain an SSN.

6. **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?**

Information on the dependent eligibility verification audit is referenced on the CMS website (www.benefitschoice.il.gov) or you may visit us online at www.AuditOS.com for details regarding the audit, tools to assist you in locating and submitting your documentation and more. AuditOS.com is compatible with your mobile device.

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

Yes. We encourage members to elect to receive all audit communications electronically. Please go to the “My Accounts” tab of the www.AuditOS.com website 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 on the “My Accounts” tab to activate electronic communications.

8. **Will I be reimbursed for the cost of obtaining these documents?**

No, any charge for obtaining copies of required documents is your responsibility.

9. **What happens if I do not submit all required documents by the Verification Deadline?**

If you fail to provide or knowingly submit false information for enrolled dependents – one or all of the following actions may occur:

- The ineligible dependent(s) and/or dependents for whom complete documentation has not been submitted will be removed from coverage.
- CMS may seek to recover premiums and claims paid during the period that the ineligible dependent was covered.

CMS is ultimately responsible for determining how best to handle each individual case.

10. **May I provide my documents to CMS or my Group Insurance Representative (GIR) instead of HMS?**

No. Neither CMS nor your GIR will forward documents to HMS nor will they provide members with copies of previously submitted documents. The only way to ensure that all documents are logged appropriately and the eligibility is verified is to use the system that CMS has set up through HMS. Please do not call CMS or your GIR with questions or for assistance with the verification audit, as this is an independent audit.

11. **What can I do if I do cannot provide the documents listed as required?**

Please contact HMS to discuss any possible document alternatives. Additionally, please submit all documentation available to show the dependent’s eligibility to HMS for review as quickly as possible.

12. **Who should I contact at HMS if I have questions?**

You may visit the website for this audit at www.AuditOS.com if you need further assistance or you can call our HMS Employer Solutions Customer Care Representatives who are available toll-free at (855) 596-3354, Monday through Friday, 7am to 7pm CT.