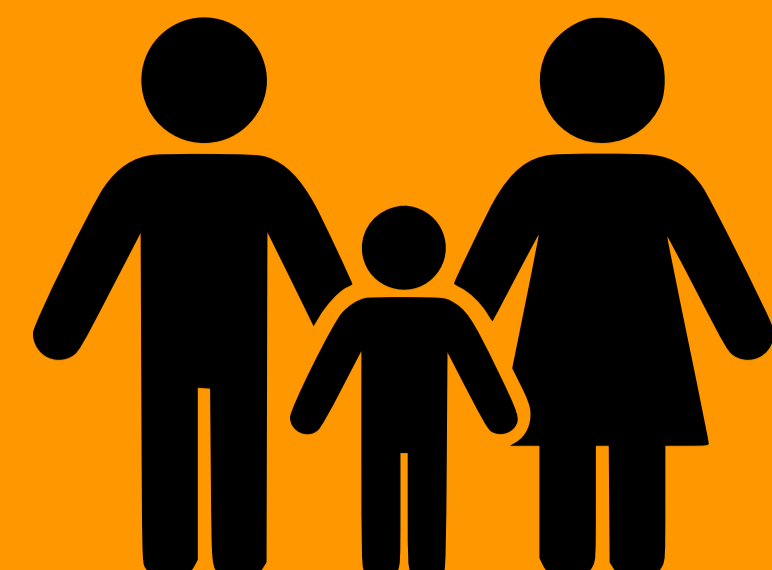


Dependent Audit Verification

Case Study



If you don't conduct a regular dependent verification audit, you likely cover **3-5% more** people than you should. When clients perform a dependent eligibility audit with benefitexpress, they typically see a **\$2,000-\$5,000** cost savings per plan member, per year.

Results

11,634
DEPENDENTS
AUDITED

337
FOUND
INELIGIBLE

\$674,000

ANNUAL SAVINGS

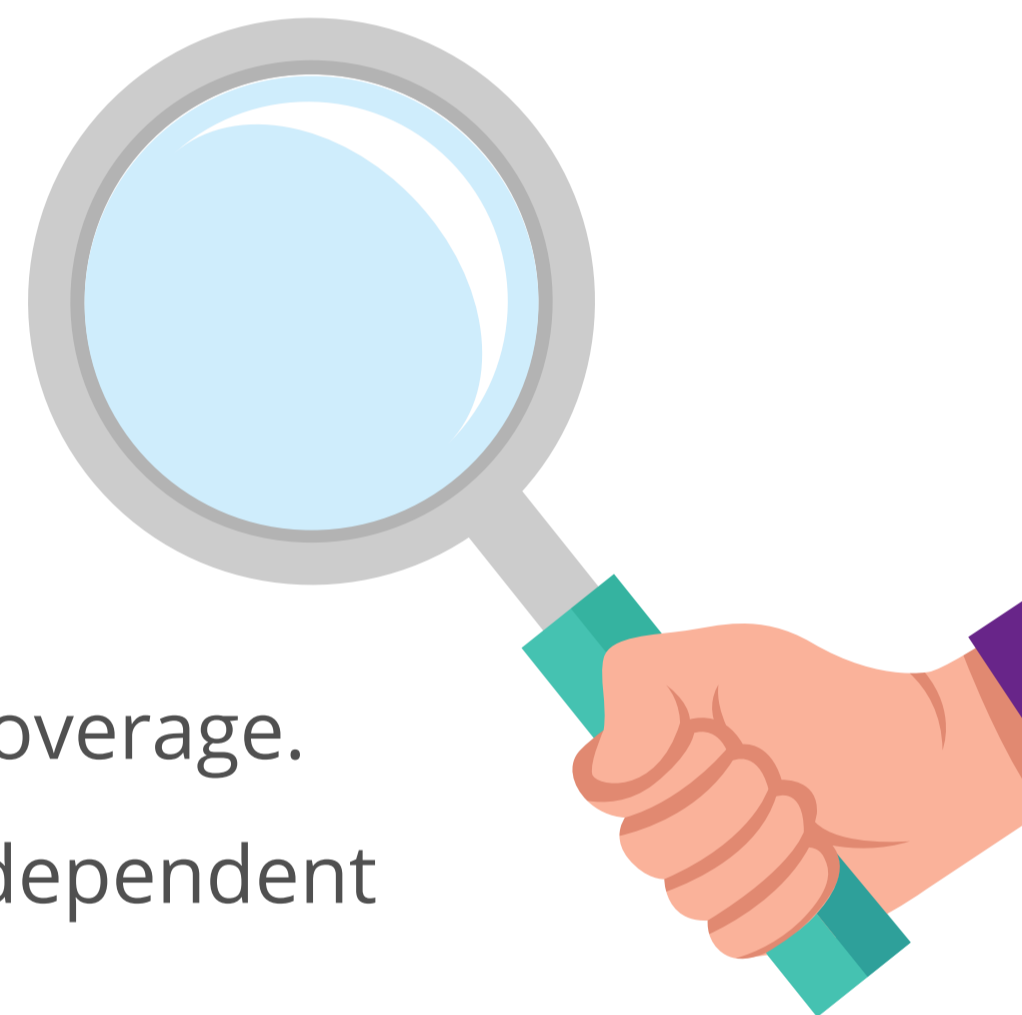
Client

Industry: Healthcare
Location: Great Plains Region,
United States

Employees: 14,000
Client Since: 2015

Challenges

- Identifying currently covered dependents who were ineligible for coverage.
- Streamlining error-prone, inefficient dependent management processes.
- Alleviating the escalating pressure on overburdened HR teams.
- Maintaining compliance with insurance carrier eligibility requirements.
- Maximizing health dollars to invest in the overall health and wellness of their growing workforce.



Solution

Executed a Dependent Verification Audit in November 2016

The benefitexpress dependent eligibility screening services included:

- **Extensive planning** to tailor the audit to meet the employer's objectives, including whether to use an amnesty period and how to handle non-responders.
- **Comprehensive eligibility management** including validation of required documents, application of spouse eligibility rules, and retention of both paper and electronic documents.
- **Easy to use, customizable website** used to inform employees of requirements, track progress and upload documents. Available on desktop or mobile device.
- **Multiple methods of communication** including inbound and outbound call center assistance, and a multi-mailing letter campaign.



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