



## **Frequently Asked Questions**

### **The University of Chicago Dependent Audit**

#### **General Information on the Dependent Audit**

The University of Chicago is committed to offering affordable employee benefit plans to you and your eligible dependents. As part of our continuing effort to effectively manage The University of Chicago's benefit plans, a Dependent Audit is being conducted to verify the eligibility of all enrolled dependents.

The University of Chicago has engaged a third-party vendor, Willis Towers Watson to manage the dependent eligibility verification audit. Documentation submitted to Willis Towers Watson will remain protected and confidential throughout the process.

#### **Dependent Eligibility Verification Audit Frequently Asked Questions**

##### **Where can I find my "Employee ID" to log in to Willis Towers Watson secure website**

[https://review.ehr.com/drs\\_UChicago?](https://review.ehr.com/drs_UChicago?)

Your Employee ID can be found in all communication mailed to you from Willis Towers Watson and in Workday under the **Job** tab. Please note, your Employee ID starts with a 7.

You can find your Employee ID in Workday by following the steps below.

- Log in to Workday with your CNet ID and Password.
- From the Home Page, select the **Cloud** icon and click **View Profile**.
- You are now viewing your Worker Profile.
- From the Worker Profile page, click on **Job** (on the left-hand side of the screen).
- You can now view your Employee ID on the right side of the screen. Your employee Id starts with a 7.

##### **Why is The University of Chicago verifying dependent eligibility?**

Verifying dependent eligibility is a best practice among plan sponsors to help control the cost of benefits for everyone by ensuring only eligible dependents are receiving coverage from our plan benefits. When ineligible individuals incur claims, the total cost of the benefit increases. The University of Chicago and its employees share the cost of some of these benefit plans, and this review will help to monitor the plan eligibility requirements.

##### **Why is the University conducting this review now?**

The University's benefit costs have risen substantially over the last decade. Healthcare costs are one of the largest components of our benefit plans. Employers have a fiduciary duty to monitor plan operations and to ensure that plan funds are only authorized for those employees who are eligible for coverage by the health plans (ERISA requirement).



**Do academic appointees have to participate in the audit?**

The audit will require action from all University active and retired faculty and staff including other academic appointees, senior research associates and lecturers currently providing coverage to a dependent in a medical, dental, vision, life and/or tuition plan.

Postdocs benefits are currently administered by Garnett Powers. Postdocs will not have to submit dependent documentation to Willis Towers Watson.

**Is this process confidential?**

Yes, to protect your information, Willis Towers Watson has been engaged to administer the dependent eligibility verification audit. Willis Towers Watson is a reputable global professional services company that has performed these types of verification projects on behalf of many large employers throughout the U.S.

Documentation submitted to Willis Towers Watson will remain protected and confidential throughout the process. Documents uploaded will require a valid User ID and PIN (provided to you by Willis Towers Watson). Documents mailed or faxed will be promptly scanned to files. All personal information is stored behind firewalls and encrypted backup tapes. All paper documentation will be destroyed using a reputable shredding service 60-90 days after the verification process is complete.

**Will the information be transferred from Willis Towers Watson to The University of Chicago at the end of the audit?**

Yes, all data will be transferred from Willis Towers Watson to The University of Chicago. The data will then be uploaded to individual records in Workday.

**What safety measures will Willis Towers Watson take when transferring the information to The University of Chicago at the end of the audit?**

The information will be transferred with PGP encryption over an SFTP site.

**What will happen to the electronic information provided to Willis Towers Watson after the audit?**

Willis Towers Watson will store all data submitted in secure servers at their National Data Center facility for ten years. The data is encrypted and stored using Commvault software. Commvault manages the data backups and retention period. After ten years, the data is no longer available to restore.

**Will Willis Towers Watson dispose of the information once the information is transferred to The University of Chicago?**

Willis Towers Watson will dispose of all documents submitted (electronic or paper) in 10 years.



**Where can I find a list of Acceptable Documentation?**

Please refer to the Verification Packet mailed to your home by Willis Towers Watson on March 8, 2019. You can also visit

<https://humanresources.uchicago.edu/benefits/dependentaudit.shtml>.

**Where can I find a list of Dependent Eligibility?**

Please refer to the Verification Packet mailed to your home by Willis Towers Watson on March 8, 2019. You can also visit

<https://humanresources.uchicago.edu/benefits/dependentaudit.shtml>.

**If I cover my dependent only for dental or vision benefits, and not medical, do I need to complete the verification process?**

Yes, this verification process applies to each dependent covered under any of The University of Chicago's medical, dental, vision, life and/or tuition benefits.

**How do I get a copy of my dependent's birth certificate, marriage certificate or other records?**

Copies of birth certificates and other personal vital records can only be obtained from the state or country in which they originally were filed. Some resources for obtaining documents:

- Your local county office of your dependent's birth and/or marriage.
- National Center for Health Statistics through the Centers for Disease Control — Information for all states can be found at <http://www.cdc.gov/nchs/w2w.htm>.
- VitalChek — Online provider of vital records at <http://www.vitalchek.com>.
- U.S. Department of State — A Consular Report of Birth can be obtained by writing to the U.S. Department of State for individuals born abroad to U.S. citizen parents. Visit <http://www.state.gov> for more information.
- Internal Revenue Service — A free transcript of a federal tax return can be obtained by contacting the local IRS office. Local contact information is available at <http://www.irs.gov>.

Please note: Obtaining records can sometimes take longer than expected and requesting record copies may cost a fee. Request your records in a timely manner (e.g., foreign birth or marriage record).

**My child's birth certificate states that copies should not be made. Should I submit an original?**

No, The University of Chicago's dependent eligibility verification review is not a government process, photocopies of birth certificates are considered an acceptable form of documentation of dependent eligibility. Only submit copies, not originals, of all requested documents, not just your child's birth certificate. Also, please redact all Social Security numbers and financial information on all submitted documents.



**Will The University of Chicago help me pay the costs of obtaining documents that I may not have on hand?**

No, you must pay any costs associated with obtaining or copying acceptable documents.

**What type of files can I upload to the online system?**

You can upload .jpg, .png, .pdf, and .gif photo files. You can upload photos of documents taken from a camera or smartphone, provided they are legible.

**My dependent documentation was issued in a foreign country and is not in English. Is it acceptable? Do I need to provide a copy of the document translated into English for it to be acceptable?**

Documents provided as proof of eligibility that are in a foreign language (such as marriage certificate or birth certificate) may require an English translation. Willis Towers Watson will review all documents and determine next steps.

**What if my divorce decree stipulates that I maintain health insurance for my former spouse?**

Regardless of the decree, a former spouse is not an eligible dependent for The University of Chicago's benefits. Upon divorce decree date, a former spouse can continue COBRA coverage for up to 36 months.

**I am faxing a document that may not come through clear enough to read. Should I do anything different when faxing documents?**

Yes, a normal loss of quality occurs when faxing, sometimes making received faxes difficult to read. This can be especially true when trying to fax a photo ID or other documents that are not black and white or contain small print. To make the document easier to read, try the following:

- Make a black and white copy of the document (if the original is in color).
- Enlarge the document as much as possible while ensuring it is still an 8.5" x 11" copy.
- Change the settings on the fax machine that you are using to the highest resolution available. On most fax machines you can go to Settings > Resolution > Choose "Fine" or "Highest Quality." See your fax machine's Owner's Manual for additional instructions.

If the quality of the copy is still in question, you may upload via the secure website at [https://review.ehr.com/drs\\_UChicago](https://review.ehr.com/drs_UChicago) or mail the copy to: Willis Towers Watson Dependent Verification Center P.O. Box 419127, Rancho Cordova, CA 95741.

**I have some documents ready, but not all of them. Should I submit them individually?**

We encourage you to send in all of your documentation at the same time. However, if the deadline is approaching, you may submit whatever documentation you have collected. You will receive a letter with a list of your dependent(s) who still have missing documents.



**If I submit my verification documents via mail or fax, how will I know if my completed Certification of Dependent Eligibility Form and documents were received?**

If you send copies via U.S. mail or fax, you may check the status online at [https://review.ehr.com/drs\\_UChicago](https://review.ehr.com/drs_UChicago) within 5 to 7 business days of receipt. A confirmation statement will be mailed to your home within 7 to 10 business days of processing all of your dependents.

If you submit all of your documentation online, you may confirm delivery and track verification by logging on to [https://review.ehr.com/drs\\_UChicago](https://review.ehr.com/drs_UChicago).

**What happens if I do not provide documents by the deadline?**

If you fail to complete the verification process, your unverified dependents will be removed from The University of Chicago's medical, dental, vision, life and/or tuition plans on June 30, 2019. Termination of an individual who was not eligible for benefits is not a COBRA qualifying event.

If you provide documents by the deadline, but they are incorrect or incomplete for one or more of your dependents, you will be sent an Insufficient Documentation Letter explaining the reason for incomplete documentation and requesting the appropriate documents.

**Who can I contact if I have questions?**

If you have any questions or need assistance navigating the Willis Towers Watson website, call the Willis Towers Watson Dependent Verification Center at 1-855-376-7203 between 9 a.m. and 6 p.m. (CST) Monday through Friday.

You can also call a Benefit Specialist Monday through Friday from 8:30 a.m. to 4:30 p.m. at (773)702-9634, or email [benefits@uchicago.edu](mailto:benefits@uchicago.edu).

**Why do I have to submit my documentation to Willis Towers Watson if it is already in Workday?**

The University of Chicago Benefits Office is not administering the dependent eligibility verification audit. Therefore, all documents must be submitted to Willis Towers Watson during the audit for verification.

**Can I ask the Benefits Office for documents submitted in the past through Workday?**

Documentation submitted to Workday in the past can be downloaded. For instructions on how to download documents from Workday click [here](#). If you need assistance, please contact the Benefits Office Monday through Friday from 8:30 am to 4:30 pm. (773)702-9634.



**Will the Benefits Office be available to assist with the submission process to Willis Towers Watson?**

The Benefits team will hold weekly sessions every Tuesday from 12:00 to 2:00 p.m. starting March 12, 2019 through May 21, 2019, at 6054 S. Drexel Avenue, Room 146 to assist you with the submission process and answer any questions you may have about the Dependent Audit.

**When did the University last conduct a dependent audit?**

The University last conducted a Dependent Audit in 2009.

**Is the University planning to conduct a Dependent Audit in the future?**

The outcome of the audit this year will determine when the next audit will be conducted.