



**EMPLOYEE AND RETIREE
DEPENDENT ELIGIBILITY VERIFICATION PROJECT**

FREQUENTLY ASKED QUESTIONS (FAQ)

GENERAL INFORMATION

1. Why is the State of New Hampshire conducting a Dependent Eligibility Verification?

The State of New Hampshire makes a continuous effort to manage health care expenses. It's important that all dependents covered under our health benefit plans meet the eligibility requirements. The dependent verification process is an opportunity for us to update dependent information and then monitor it for the future.

2. Will my personal information be safe with Secova? What will Secova do with my documents?

Yes, your personal information will be safe with Secova. Secova enforces a strict privacy policy to ensure that the information you submit by any method, including paper, electronic and telephonic, remains secure. **Do not send original documents to Secova, only photocopies.** After the verification process is complete, Secova will destroy all copies and images.

Secova does not disclose, sell, or share personal information with anyone or any company. All employee and retiree data is kept confidential and private throughout each step in Secova's work processes. Secova's Information and Data Security plan is fully compliant with all current federal regulations and international standards.

3. Will I receive confirmation once my verification is complete?

Yes. Secova will send you a confirmation notice after your verification is complete. If your *Verification Form* or Required Documents are incomplete, Secova will send you a notice that lists all additional information needed to complete the process. You may go online to the State's Dependent Eligibility Verification secure website at <https://verify.secova.com/NH> to check the status of your dependent eligibility verification at any time.

4. What do I need to do if one or more of my enrolled dependents no longer meets one of the eligibility requirements?

You must check the appropriate box on the *Verification Form* for each dependent who does not meet the State's eligibility requirements and return it to Secova. Secova will notify the State of New Hampshire Division of Personnel, and coverage for your dependent(s) will be terminated.

5. Who do I contact if I have questions about the Dependent Eligibility Verification Process?

You can visit the State's Dependent Eligibility Verification secure website at <https://verify.secova.com/NH> or call Secova at 1-888-926-5681 (toll-free). Representatives are available Monday through Friday from 7AM to 7PM EST. Your call is always confidential.

DEPENDENT ELIGIBILITY

6. Which dependents are not eligible?

Any dependent not specifically listed on the enclosed *Verification Letter/Form* under “Eligible Dependents” and “Required Documents” - is not eligible for coverage.

7. My child is does not live with me, are they still eligible?

An active employee’s child is eligible for coverage if they are under age 26, regardless of residence, student status, marital status, or access to other coverage. A retiree’s child is eligible for coverage if they are under age 19, regardless of residence, student status, marital status, or access to other coverage. If a retiree’s child is between the ages of 19 and 25, they are only eligible if they are a full-time student. Disabled children must meet the criteria listed under the Active Employee or Retiree Definitions of Eligible Dependents.

8. What happens to the coverage of a dependent(s) enrolled in benefits who does not meet the eligibility requirements?

A dependent(s) who does not meet the eligibility requirements will be terminated from coverage and: May be eligible for COBRA coverage if due to a qualifying event (such as a spouse who divorces or a child who becomes too old for coverage) occurring within the last 30 days. Please follow normal procedures and notify the State of New Hampshire - Division of Personnel of the qualifying event to ensure that COBRA information is mailed to you. **The State of New Hampshire reserves the right to request documentation proving prior eligibility status, such as a divorce decree or court order.*

DOCUMENTATION TO PROVE ELIGIBILITY

9. I have already provided eligibility documentation to the State at the time I enrolled my dependent(s) in benefits coverage. Do I still need to send eligibility documentation to Secova?

We realize that many of you may have already provided eligibility documentation to the State of New Hampshire when enrolling your dependent(s). However, you will need to submit the required documentation to Secova to complete the Dependent Eligibility Verification process. Please refer to the *Verification Form* on the reverse side of the letter enclosed in this packet and take the action required to verify dependent(s) eligibility for each of your dependents enrolled in coverage.

10. What happens if I do not submit/return my *Verification Form* and Required Documentation by the deadline?

Secova will attempt to reach you via phone, email and/or mail to make sure you meet the deadline. If you do not submit/return the *Verification Form* and Required Documents by June 29, 2015, your dependent(s) will be removed from the State’s medical and/or dental plans and their coverage will be terminated. The State reserves the right to recover claims costs paid during any period when a dependent was ineligible for coverage.