



DEPENDENT VERIFICATION CENTER
 P.O. BOX 1506
 LINCOLNSHIRE, IL 60069-1506
 Return Service Requested

8/11/2023

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Action Needed! Urgent Request! One or more of your dependents will lose coverage unless you take action by August 31, 2023.

As of the date of this notice, we either have not received the required documents or you did not provide enough information to prove a dependent is eligible to be covered by the Georgia Department of Administrative Services – Human Resources Administration Flexible Benefits Program.

Coverage for any unverified dependents listed below **will be canceled**, and unverified dependents **will not** be eligible for COBRA coverage. Any current coverage choices you made for an unverified dependent **will be removed** (including dental, vision, spouse/child life, and/or spouse critical illness).

Alight’s Dependent Verification Services team has made multiple attempts to contact you to obtain the required documentation. Your **deadline to provide the required documents has been extended to August 31, 2023. This is the final grace period extension.**

If you are unable to obtain any of the required documents or if you are facing extenuating circumstances that may prevent you from submitting the required documents before the deadline, please reach out to the Dependent Verification Center at 1-877-342-7339 for additional assistance. There may be alternate options available. If the required documentation is not provided by August 31, 2023, including the available alternate options, the applicable spouse/dependents plan coverages will be cancelled effective September 30, 2023! After coverage cancellation, claims for services will be denied. If you enroll your spouse/dependents in any of these plan options again during Open Enrollment (October 16, 2023 – November 3, 2023) for Plan Year 2024, Alight will request the same dependent verification documents again as part of the Open Enrollment process. Provide the requested documents now to avoid any loss in coverage.

If you fail to provide the required documentation by the August 31, 2023, deadline and your spouse/dependent’s coverage is cancelled, a reinstatement process to reinstate lost coverage will be available. Go to www.gabreeze.ga.gov, click the 'Documentation Required For Your Dependents' link to be routed to Alight’s Dependent Verification Services portal. On the site, employees will be able to upload documentation for reinstatement by clicking on Appeal in the red Action Needed box. Then, follow the steps to upload, fax or mail documentation; or call the Alight Dependent Verification Services team at 1-877-342-7339. The Reinstatement process window will end 120 days after the final deadline of August 31, 2023, which will be December 29, 2023. If approved, benefits will be reinstated retroactively if verification is provided within the reinstatement period. Retroactive deductions may apply for one to four months of premiums, depending on when the required documents were provided and approved.

For more information, including Frequently Asked Questions (FAQs), visit the Dependent Verification Services web page at: <https://doas.ga.gov/human-resources-administration/employee-benefits-information/flexible-benefits/dependent-verification>.

Name	Status	Due Date
Johnny Test	Not verified	Aug 31, 2023

This list represents the status of each of your dependents as of the date of this letter. Any more recent activity will not be reflected. Please note you will be notified by mail of the results within 10-14 days after your documentation is received. You may also visit the website to view the results within 3-5 business days of faxing or uploading your documents.



Steps:

1. Match each person listed above with the correct type of dependent (they are listed on page 2). Refer to your Summary Plan Description (SPD) for complete dependent eligibility rules and definition. You can locate your current SPD at www.GaBreeze.ga.gov. From the homepage, click the Flexible Benefits drop-down menu and select Plan Information.
2. Gather the required documents and review important information (listed on page 3).
3. Send your documents to the Dependent Verification Center using one of the methods below.

Method	Instructions	Timing
Upload (For fastest results) using your computer or smartphone	Log in at: www.GaBreeze.ga.gov Click the 'Documentation Required For Your Dependents' tile under the 'To-Do's' menu.	Expect a determination within 3 business days , but you can check the status online.
Secure Fax	Fax to 1-866-961-6881	Expect a determination within 3 business days , but you can check the status online.
U.S. Mail	Dependent Verification Center P.O. Box 1403 Lincolnshire, IL 60069-1403	Expect a determination in the mail within 21 business days .

If you have questions, access FAQs online. You can also contact the Dependent Verification Center at 1-877-342-7339 and choose the 'Dependent Verification' option or send an email through the Secure Mailbox option available on the Dependent Verification Portal. Representatives are available Monday through Friday from 8:00 a.m. – 8:00 p.m. ET.

TYPES OF DEPENDENTS

Find the appropriate dependent type from the list below and gather the documents you will need to send. Refer to the GLOSSARY on page 3 for definitions and descriptions of terms used.

Important

- Black out all financial information and Social Security numbers.
- PHOTOCOPYING VITAL RECORDS MAY BE PROHIBITED BY STATE LAW
Some states have laws that do not allow a person to copy vital records, such as birth certificates or marriage certificates. Copying, for this purpose, generally includes documents scanned or faxed, as well as photocopied.

Confirm whether or not it is allowed to copy vital records with the vital records office that issued the record in question.

If copying is not allowed, we recommend that you get a duplicate government issued document from your vital records office (a non-certified document is acceptable if available) and send it by way of U.S. mail. **Document(s) sent will not be returned.**

Spouse, including Common Law	
Two documents are required (One from Section A and One from Section B), unless otherwise noted.	
<ul style="list-style-type: none"> • Government Issued Marriage Certificate, including date of marriage (no other document from Section B is required if you were married in the past 12 months.) • Affidavit/Certificate of Common Law Marriage • Marital Status Affidavit (in lieu of Government Issued Marriage Certificate or Affidavit of Common Law Marriage) <p><i>(affidavit can be obtained online)</i></p>	<ul style="list-style-type: none"> • Federal Tax Return Issued Within Last 2 Years Listing Spouse <p>Or</p> <ul style="list-style-type: none"> • Proof of Financial Partnership Issued Within Last 6 months



Child	
One document required unless otherwise noted.	
Dependent Type	Document Required
Biological Child	<ul style="list-style-type: none"> Government Issued Birth Certificate (including parents' names)
Adopted Child	<ul style="list-style-type: none"> Adoption Certificate (including child's date of birth) <p>Or</p> <ul style="list-style-type: none"> Adoption Placement Agreement or Petition for Adoption (including child's date of birth)
Stepchild	<ul style="list-style-type: none"> Government Issued Birth Certificate (including parents' names) and the documentation required above to verify child's parent
Legal Ward	<ul style="list-style-type: none"> Court Ordered Document of Legal Custody (must show child's date of birth)

GLOSSARY

Term	Definition/Description
Birth Certificate	<ul style="list-style-type: none"> Must include names of parents. Certificates that do not include parents' names will not be accepted. Hospital-issued birth certificates are only accepted for children who are less than 3 months of age.
Government Issued	<ul style="list-style-type: none"> An official government record printed on security paper and includes an official raised, embossed, impressed, or multicolor seal.
Proof of Financial Partnership	<ul style="list-style-type: none"> May include mortgage statements, bank statements, credit card statements, current rental/lease agreements (including start and end dates and cannot be month to month) or property tax statements with both parties' names as co-owners. Proof of Financial Partnership includes separate documents in participant's name and spouse or partner's name, both showing the same address. Proof of Financial Partnership cannot be delinquent or past due.
Federal Tax Return	<ul style="list-style-type: none"> Send only the <u>first page</u> of your recent Federal Tax Return (Form 1040) that shows your dependent

FOR MORE INFORMATION

You can log into our online portal any time to check your status, but we will also notify you of your status by U.S. mail.

<p>Dependent Verification Center</p> <p>Visit www.GaBreeze.ga.gov and click on the 'Documentation Required For Your Dependents' tile under the 'To-Do's' menu.</p>	<ul style="list-style-type: none"> Choose delivery preference (email or postal mail). Check dependent verification status. Review letters. Upload documents. Review Security and Privacy Policy. Access FAQs
<p>Dependent Verification Center Customer Care</p> <p>1-877-342-7339 and choose the 'Dependent Verification' option.</p>	<p>Representatives are available Monday through Friday, from 8:00 a.m. – 8:00 p.m. ET.</p>
<p>Secure Mailbox</p> <p>Visit the Dependent Verification homepage and go to 'Contact us'.</p>	<p>Send an email with your questions/concerns</p>

For complete details about the terms of your benefit plans, consult the plan's Summary Plan Description, any Summaries of Material Modification, and/or the plan document. In the event of a conflict between the information in this letter and the information located in the official plan documents, the official plan documents shall control.

Si tiene preguntas acerca de la auditoría o el proceso, llame al Centro de Verificación de Dependientes al 1-877-342-7339. La línea de ayuda esta disponible de Lunes a Viernes de 8:00 a.m. – 8:00 p.m. ET.

Security and Privacy Policy

Individually Identifiable Information

Alight Solutions LLC recognizes that the growth of online services has created many privacy concerns, particularly for consumers. These concerns focus on protecting "individually identifiable" information that an individual or customer reasonably expects to be kept private. As the term suggests, individually identifiable information is information that can be associated with a specific individual or entity, such as name, address, telephone number, e-mail address and/or information about online activities directly linked to them.

It is common practice and often a necessity for companies, governments or other organizations to collect individually identifiable information in order to conduct business and offer services. For example, a telecommunications provider may collect individually identifiable information in the course of billing and providing telephone service to a customer.

Alight's Privacy Policy

Alight has developed the following privacy policy to protect individually identifiable information. This policy covers Alight and its subsidiaries and applies to all individually identifiable information that Alight obtains when a customer provides eligibility substantiation documentation during the course of the verification.

Disclosure. Alight will not sell, trade or disclose to third parties any individually identifiable information derived from the completion of an eligibility verification (except as required by subpoena, search warrant or other legal process or in the case of imminent physical harm to the customer or others). When Alight uses other agents, contractors or companies to perform services on its behalf, Alight will ensure that the company protects your individually identifiable information consistent with this policy. The results of these verifications, along with the substantiating evidence, may be provided to the benefit plan sponsor, or designated business associate during, or at the completion of the verification.

Collection and Use. Alight will collect and use individually identifiable information for eligibility verification purposes, to provide assistance in complying with eligibility verifications, or to notify you about an upcoming or ongoing verification.

Security. Alight has implemented technology and security features and strict policy guidelines to safeguard the privacy of your individually identifiable information from unauthorized access or improper use, and we will continue to enhance our security procedures as new technology becomes available. These policies include, but are not limited to; document access logs, secured physical storage facility with multiple lock access requirements, secured server facility, employee background checks, and advanced encryption techniques.

Alight Information Security

Alight maintains an in depth security policy that describes all necessary procedures to maintain a high level of ongoing security. The policy discusses password policies, security log procedures, classification of vital information and how it is to be encrypted and transferred as well as defines network security administrators who review and approve all of the above information.

Alight encrypts all passwords. Minimum password length and complexity is enforced. Alight utilizes roles-based security to ensure data confidentiality and security. Application users are only provided access to data on an as-needed basis to perform the functions related to their position. User authentication takes place via a backend process that validates user, client access, and password information.

Alight takes system security, privacy, and reliability very seriously. The Alight electronic delivery mechanisms are a key differentiator in the industry, and Alight seeks to ensure high levels of availability of these systems. The Alight strategy is to anticipate potential problems and resolve them in advance.

Security

Alight has policies and procedures in place to address all recommended security incidents. We have alarms configured to notify us when any unauthorized network intrusions or other network security related events occur. We also have assigned personnel who check security logs on a daily basis for violations and anomalies. Clients would be immediately contacted and informed of the security violation, and Alight would take all necessary steps to contain the problem. ID logs and other security transaction logs are used to identify invalid access attempts and other security related incidents, and to help us track down and resolve security related problems as required.

Log monitoring occurs on a daily basis with all vital data storage servers. Multiple contacts are notified immediately and emergency action procedures go into effect when an error is detected. Logs are backed up and stored offsite for future need as required.

We use multiple enterprise level products to manage and protect our data and users from malicious infections. We use an industry grade anti-virus server and software products to perform on demand and daily monitoring of worms and viruses. Software automatically updates virus definition files on a daily basis, and Alight performs full weekly scans of all files and e-mails. Exception reports notify network administrators of any virus issues for immediate research and action. We also use industry recommended spy ware products to protect our web users from the influx of spam and spy ware.



[PLEASE RETURN THIS PAGE BY MAIL OR FAX

YOU MAY USE THE FORM BELOW AS A COVER PAGE WHEN SUBMITTING BY FAX]

Fax

To: **Dependent Verification Center**

From: **Subscriber Test**

Fax: **1-866-961-6881**

Pages:

Phone:

Date:

Re: **13960634**

Company: **State of Georgia**



Please fax this sheet and accompanying documents to 1-866-961-6881 (secure FAX line)

You can contact the Dependent Verification Center at 1-877-342-7339. Representatives are available Monday through Friday from 8:00 a.m. – 8:00 p.m. ET.

Dependent List

<u>Name</u>	<u>Date of Birth</u>	<u>Relationship</u>
Johnny Test	8/12/1972	Spouse

IMPORTANT: Deadline to verify dependent(s) listed above is 8/31/2023



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