



Dependent Eligibility Verification Process (FAQs)

When will the Dependent Verification services administered by Alight (GaBreeze) start?

The Dependent Verification services started in January of 2023 for dependents enrolled in the Flexible Benefits Program on or after January 1, 2023.

Why is the Department of Administration Services (DOAS) – Human Resources Administration (HRA) requesting that we verify our dependents' enrollment in the Flexible Benefits Program?

The Flexible Benefits Program Plan document and Employee Benefit Plan Council (EBPC) rules define who, i.e., employees and dependents, is eligible to participate in the Flexible Benefits Program. The Dependent Eligibility verification process ensures that the Flexible Benefits Program complies with the plan document and EBPC rules.

Are original documents required?

No, we do not need original documents. If the documents are two-sided or multiple pages, please copy and submit all pages, including both sides of the document.

Who must complete and return the documentation required?

All employees enrolling their spouses and/or children in the Flexible Benefits Program are required to provide proof of their dependents' eligibility.

What documents are needed to provide eligibility?

You must send copies of legal documents that provide proof of your relationship with your dependent(s). Examples of approved documents include marriage certificates, birth certificates, adoption certificates, legal adoption placement documents, and tax documents. Document requirements will be in the dependent eligibility notice that will be mailed to you from Alight.

What will happen if I don't send the required documents?

If all documents are not received, or additional information is needed, a Request for Information will be sent to you. If you do not submit the required documentation within the timeframe, your dependent(s) will be terminated prospectively from your coverage.

I have already provided proof of my dependent's eligibility to ADP for my medical benefits administered by the Department of Community Health (DCH) - State Health Benefit Plan (SHBP) Division. Do I need to verify my dependent's eligibility for the Flexible Benefits coverage with Alight (GaBreeze)?

Yes, you must still verify your dependent's eligibility for the Flexible Benefits coverage with Alight (GaBreeze). DCH/SHBP's dependent verification process is separate from DOAS/HRA process, and we do not share information.

Whom do I call if I have questions regarding the Dependent Verification process or the notices that I have received.

You should contact GaBreeze at 1-877-342-7339 and select the Dependent Verification option. The representatives are available Monday through Friday from 8:00 a.m. – 8:00 p.m. ET.