



Dependent Eligibility Verification Process (FAQs) **Revised August 8, 2023**

1. Which flexible benefit plans require documents to support the dependent verification services audits?

The plans are dental, vision, spouse/child life and/or spouse critical illness.

2. When did the “ongoing” and “one-time” dependent verification audit process for Flexible Benefits begin?

For new hires, rehires, and qualifying life events, when a spouse or dependents were added to plan coverages, the “ongoing” dependent verification process started in January 2023. The “one-time” audit began in April 2023 and has been extended through August 31, 2023. Prior to 2023, HRA administered only random audits for plan administration.

3. 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. The Georgia Department of Administrative Services, by law, can only cover eligible employees and their eligible dependents. The dependent eligibility verification is necessary to ensure that the plans are compliant with these laws. Allowing the coverage of dependents who are not eligible puts the company and all eligible employees at financial risk.

4. 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. Some states do not allow copying documents. In this case, duplicate original documents may need to be obtained and submitted.

5. 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.

6. What documents are needed to provide eligibility?

You must send copies of legal documents that provide proof of your relationship with your dependent(s). The document requirements are displayed below and was in the dependent eligibility notice that Alight mailed to you.

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)

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

If all documents are not received, or additional information is needed, Alight will send you a Status Change notice. This notice advises the participant that they have submitted insufficient documentation and what other documents are required. If the dependent is approved the Status Change notice also confirms that update. If you do not submit the required documentation within the timeframe, your dependent(s) will be terminated prospectively from your coverage.

8. 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 DOAS does not have access to SHBP's information.

9. 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.

10. If I received a notice to submit documents for the dependent verification audit and failed to do so, when will my spouse and dependents lose their coverage?

In early August 2023, the grace period was extended to end on August 31, 2023. If the required documents are not provided by that date, coverage for the spouse and the dependents will end on Saturday, September 30, 2023.

11. As an active employee/participant, can I add my spouse and dependents to benefit plans during open enrollment for Plan Year 2024 even if I did not provide the required documents for the dependent verification audit?

Yes, you will be able to enroll your spouse and dependents during open enrollment (October 16, 2023 – November 3, 2023). The dependent verification will be initiated by Alight as part of the open enrollment process. You will be asked to submit the required verification documents when you enroll.

12. As a retiree, can I add my spouse and dependents to benefit plans during the retiree option change period for Plan Year 2024?

No, retirees can only make changes to their dental options (but cannot add a spouse or dependents to the coverage) during the retiree option change period.

Retirees can add dependents to Retiree Dental only during a qualifying event such as marriage, birth/adoption, etc.

For dependent verification, you must submit the required documentation on your dependents by August 31, 2023, to prevent benefits cancellation of dental coverage for spouse and dependents. If a retiree does not provide the required documents by the grace period end date of August 31, 2023, and then does so during the 120-day dependent verification reinstatement period, Alight will reinstate the dependents into their Retiree Dental plan going back to October 1, 2023.

13. I had a difficult time locating the required documents for the dependent verification audit. If I did not submit the required documents by the extended grace period date of August 31, 2023, is there a way to reinstate my spouse or dependent's coverage?

Yes, there is an opportunity to reinstate coverage if you submit the documentation by Wednesday, December 29, 2023. The timeline is 120 days after the last grace period ends. You can submit the required documents to the Dependent Verification Center at Alight by logging in at:

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 to 'Appeal' by clicking on Appeal in the red Action Needed box. Then, follow the steps to upload documentation; Fax to 1-855-769-5782, or mail to Dependent Verification Center, P.O. Box 1448, Lincolnshire, IL 60069-1448. If you are not able to successfully submit your documents online, call 1-877-342-7339 and choose the 'Dependent Verification' option for assistance. If approved, coverages will be retroactively reinstated. Retroactive deductions may apply.

14. I never received a notice via email or mail about the dependent verification audit requesting documents. I have lost benefits for my spouse and dependents and need to know what can be done to reinstate their coverage?

You can reinstate coverage by following the process described above to submit the required documentation before December 29, 2023.