

5-27-2010

# Dependent Verification Assistance

Robert Costomiris  
*Georgia Southern University*

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## Recommended Citation

Costomiris, Robert, "Dependent Verification Assistance" (2010). *Faculty Senate Index*. 373.  
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# Dependent Verification Assistance

Submitted by Robert Costomiris

5/27/2010

## **Question:**

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Is the university offering its employees any help in completing the process of dependent verification?

## **Rationale:**

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The forms provided by Chapman Kelly are redundant and opaque. Some employees may have trouble locating birth certificates, marriage licenses, school records, etc. and thus may fail to meet Chapman Kelly's requirements. What provisions are there for making sure qualified dependents are not purged from the system in the drive to save money for USG?

## **SEC Response:**

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The Senate Executive Committee has responded to the request for Information from Robert Costomiris in the following way. The request, Dependent Verification Assistance was referred to Paul Michaud Chief Human Resources Officer who has responded with the following: As per your Request for Information on the Dependent Eligibility Verification program, I will attempt to answer your questions to the best of my ability. 1. Is the University offering its employees any help in completing the process of dependent verification? When Chapman Kelly, Inc. was hired by the USG, each institution was initially involved in a system-wide conference call with members of USG and Chapman Kelly. We were told that any questions we may receive from our employees should be directed to Chapman Kelly. Even though we were instructed to do this, my Benefits team and I have spent countless hours explaining the process and answering as many questions as we had knowledge of and felt comfortable in assisting our employees. HR has faxed and scanned documents for employees from other departments who may not have had the capability to do so. 2. The forms provided by Chapman Kelly are redundant and opaque. Some employees may have trouble locating birth certificates,

marriage licenses, school records, etc. and thus may fail to meet Chapman Kelly's requirements. What provisions are there for making sure qualified dependents are not purged from the system in the drive to save money for USG? The Amnesty Phase of the dependent audit started on March 29 and ended on April 21. Emails were sent by my office alerting all benefitted faculty and staff that they would be receiving a letter in the mail from Chapman Kelly if they had dependents on their health plan. Realizing that some documents would take much time to secure, I informed individuals to start gathering pertinent information since the Verification Phase was going to start April 30 through June 30. In my discussions with Chapman Kelly, Inc., I was informed that if relevant documents were not readily available and a person might not meet the deadline of June 30, there were other resources one could go to for copies such as Vital Statistics.com, other web sites, hospitals, county records, etc. If a person cannot locate these documents, a letter of explanation should be sent directly to Chapman Kelly, Inc. At the end of the Verification Phase, Chapman Kelly will inform the USG of the individuals who may still be in the process of locating specific documentation. At that point in time, USG will determine whether an additional grace period might be granted. Additionally, all non-respondent names will be forwarded to the USG and they will instruct us as to whether these people's dependents will be dropped. Every effort will be made to contact individual non-respondents to obtain the proper documents. 3. What evidence is there that USG employees are keeping unqualified dependents on the insurance rolls? What is it costing the USG to have Chapman Kelly conduct the process of dependent verification? I can't answer that question but I can tell you we had GSU employees remove dependents during the Amnesty Phase. We may discover more during the Verification Phase. The only cost I have seen is what has been published in Inside Higher Ed on 5/24/2010 in their article Ensuring Insurance and I quote, "The audit is being conducted by Chapman Kelly, an Indiana-based firm to which the regents agreed to pay about \$300,000."