

Dependent Eligibility Audit

Indian River County, Florida



as of | 4/6/2018



benefitexpress
benefit wise. relationship driven.

Employers have generally relied on the honor system for health plan enrollment; by doing so, they have unknowingly covered many non-eligible dependents, such as ex-spouses, adult children, and others. This practice has translated directly into higher costs.

A carefully planned audit of dependents can help employers uncover ineligible members and potentially significant cost savings. Large plans can generally expect a 3% to 5% reduction in the number of covered dependents after an eligibility audit. This translates into a cost savings of up to \$2,000 - \$4,000 per plan member per year.

At benefitexpress, we provide tools and support to verify the eligibility of enrolled dependents to help employers and other plans manage their risks. We provide the following Dependent Eligibility Screening services:

- Comprehensive planning to tailor the audit to meet the employer's audit objectives, including whether to use an amnesty period and how to handle non-responders;
- Multiple methods to communicate with your population including an easy to use, customizable website, inbound and outbound call center with IVR capability, and a multi-mailing letter campaign;
- Preparation of Eligibility Verification Site and signature form for employee completion;
- Validation of required documents, including marriage licenses, birth certificates and full-time student affidavits;
- Application of spouse eligibility rules for employed spouses;
- Call Center to support employee education about the audit and the plan's eligibility requirements;
- Documentation management including retention during the audit, as well as option to destroy, digitize or return;
- Customized reports to facilitate termination of ineligible claimants; and
- Electronic eligibility auditing to verify coverage is terminated correctly with the carrier.

We offer these services so Indian River County can minimize the risks associated with allowing ineligible dependents to enroll and continue utilizing health plan assets.

Project Summary for Approximately 2,900 Dependents

Employer Statistics

Approximate Total Covered Employees	1,400
Number of Covered Dependents	2,025

Project Features

• Comprehensive Audit, Screen & Appeal Process	• 48 Hour Web Based Inquiry Response
• Designated Account Manager	• Custom Web Portal for Employer and Employees
• Employee Communication Campaign (up to 5 letters mailed per employee)	• Real Time, Web-Based Reporting
• Expanded Bilingual Call Center with IVR	• Audit Results Returned Electronically
• PO Box and Secure E-Fax	• Document Storage and Disposal

Project Assumption

Number of Calls Received	700
Documents Received	1,823
Postage Billed At Cost	

Pricing Summary

Implementation Fee	\$4,000
Dependent Audit Fee (\$16.00 per dependent verified)	\$30,375
Total Cost to Client	\$34,375

Project Estimated ROI

Estimated Reduction in Dependents (3%)	60
Estimated Annual Savings (assumes \$3,000 per dependent per year)	\$180,000
Return on Investment (ROI)	424%

Fees are valid for sixty (60) days from 04/06/2018. Fees are subject to change based on final eligibility and will be adjusted accordingly. Postage for mailings is additional to the above quote.