

## PEBB Dependent Eligibility Review Program Frequently Asked Questions and Answers

### 1. Why is PEBB conducting a dependent eligibility review?

PEBB will be implementing a Dependent Eligibility Review beginning November 1, 2017. The purpose of this review is to ensure that only eligible dependents are receiving core benefit (medical, dental and vision) coverage. As a Section 125 Cafeteria Plan, PEBB has a fiduciary responsibility to manage health care costs and to ensure that health plans offered through PEBB cover only those who meet the eligibility criteria.

### 2. Who must complete the dependent eligibility verification review?

All active employees and retirees who have a dependent or dependents enrolled in the PEBB benefit management system will be required to complete and return the required verification documents **IF** selected for the review. Beginning November 1, 2017, PEBB will start by sending Dependent Eligibility Review letters to members who add a dependent or dependents during Open Enrollment. The Dependent Eligibility Review will be an annual process starting this year with an expanded scope in corresponding years.

## Review Process

### 3. How do I complete the review process?

To complete this process, you must verify the eligibility of each of your dependents by submitting or providing acceptable documentation. You can do this one of two ways.

1. You can mail **copies** (not originals) of your required documents to PEBB along with your completed *Dependent Eligibility Worksheet* to 500 Summer Street NE, E-89, Salem, OR 97301-1063 Attn: Dependent Eligibility Review Team.
2. You can fax copies of your required documents, along with your completed *Dependent Eligibility Worksheet*, to our fax number at 503-373-1654.

*Note: The Dependent Eligibility Worksheet is mailed to members at the beginning of the review process.*

Please allow ten to fourteen business days for processing.

### 4. How can I get a copy of my dependent's birth certificate, marriage certificate, or other records?

Copies of birth certificates and other personal vital records can only be obtained from the state where they originally were filed. Below are some resources for obtaining documents:

- **National Center for Health Statistics** through the Centers for Disease Control – Information for all states can be found at <http://www.cdc.gov/nchs/w2w.htm>

- [www.vitalchek.com](http://www.vitalchek.com) – Online provider of vital records
- **U.S. Department of State** - A Consular Report of Birth can be obtained by writing to the U.S. Department of State for individuals born abroad to U.S. citizen parents. Visit <http://www.state.gov/> for more information.
- **Internal Revenue Service** - A free transcript of a federal tax return can be obtained by contacting the local IRS office. Local contact information is available at [www.irs.gov](http://www.irs.gov).
- **Oregon Center for Health Statistics (CHS)** is where you can obtain certified copies of birth certificates and other vital records in Oregon.  
<http://public.health.oregon.gov/BirthDeathCertificates/GetVitalRecords/Pages/index.aspx>

**5. My child's birth certificate states copies should not be made. Should I submit an original?**

No. You should submit a copy. Please DO NOT send the original. PEBB will shred all documentation that is sent in.

Photocopied birth certificates are not considered a valid form of identification for state or federal government uses (e.g., state identification card, driver's license, passport, etc.).

Because the PEBB dependent verification process is not a government process, photocopies of birth certificates are considered an acceptable form of documentation of dependent eligibility. If you are using a birth certificate to certify eligibility, be sure to only submit copies, not the original, as PEBB is not able to return hard copy documents submitted for the review.

**6. Do I need to complete the dependent eligibility review process if all my dependents are eligible?**

Yes. PEBB is required to complete a dependent eligibility review. It is mandatory that you verify and submit acceptable documentation by the review deadline in order to continue benefit coverage (medical, dental and vision) for your dependents.

**7. What happens if I don't complete the dependent eligibility review process by the review deadline?**

Your dependent's coverage will be terminated. If you would like your dependent's coverage reinstated, you will need to complete and appeal form and submit it to PEBB, along with your eligibility documentation, within 30 days of the coverage end date.

**8. How will I know if my completed *Dependent Eligibility Worksheet* was received?**

A confirmation letter that confirms the eligibility status of your dependent(s) will be mailed to you within two weeks after all of your dependents are processed.



**9. If I have questions about the dependent eligibility review process, who should I contact?**

If you have questions about the dependent eligibility review process, eligibility requirements, or forms of acceptable documentation, you may contact PEBB by phone at 1-503-373-1102 or email at [inquiries.pebb@dhsosha.state.or.us](mailto:inquiries.pebb@dhsosha.state.or.us)

**Miscellaneous**

**10. What if the dependents on the *Dependent Eligibility Worksheet* has inaccurate information (example: Spelling)?**

If you find inaccuracies in the information listed for your dependents, please complete the *Dependent Eligibility Worksheet* and submit your documentation for the review along with a description of the inaccuracy. PEBB will follow-up to identify whether additional information or documentation is necessary.

**11. What should I do if I realize that one of my listed dependents is no longer eligible?**

If you believe that one or more of your dependents are no longer eligible for benefits, please call PEBB Member Services at 503-373-1102. A Member Services Representative can confirm with you if the dependent(s) are truly ineligible and what you will need to do to remove them from PEBB benefit coverage.

**12. What about the privacy of my information? How can I be sure that confidentiality is maintained?**

Your privacy is very important to us. All information you provide for the dependent eligibility review will be kept confidential. Copies of documents submitted to PEBB will be destroyed following verification of your dependent(s). No documents will be retained. That is why it is especially important for you to provide PEBB only copies of the documents.

**13. What happens if my dependent is determined to be ineligible for PEBB plans?**

Dependents identified as ineligible will be terminated from all PEBB benefit plans effective the last day of the month in which the determination was made and no later than the last day of the month in which the review is completed.

Imputed taxes may apply in the event a spouse is determined to be a domestic partner. PEBB cannot provide interpretations or advice related to a member's taxes. You should contact a tax professional for more information regarding your circumstances.

COBRA continuation information will be mailed to you indicating the exact date coverage ends and COBRA eligibility begins. More information on COBRA and other insurance alternatives can be found on the PEBB website: [www.oregon.gov/oha/PEBB/Pages/Non-Employee.aspx](http://www.oregon.gov/oha/PEBB/Pages/Non-Employee.aspx).

**14. Can I make changes to my PEBB Benefit Plan (add or remove dependents) using the Dependent Eligibility Review?**

No. The Dependent Eligibility Review program cannot accept requests for changes to your PEBB benefit plan. Please contact your agency payroll or University benefit office for information on how to make changes to your benefit elections.

**15. I provided dependent documentation to my payroll or personnel office when I initially enrolled in coverage. Do I still need to submit a copy of my documents for the dependent eligibility review?**

Yes. You must provide a copy of the required documentation even if you previously submitted it to either your payroll or personnel office to enroll the dependent(s). Failure to provide this documentation may result in termination of coverage for your dependent(s).

**16. Can I cover my domestic partner's children without covering my domestic partner?**

Yes, you may cover the children of a domestic partner, even if you do not cover the domestic partner. However, you will be required to submit proof of your domestic partner relationship. Please contact PEBB Members Services at 503-373-1102 for more information.

**17. Why isn't my joint tax return sufficient to verify my legal spouse? Why a government-issued marriage certificate is also required?**

Verification for a legal spouse is twofold: the marriage certificate establishes the relationship and the tax return is proof that the relationship currently exists.