

## Dependent Eligibility Audit

*Is your health care plan unknowingly subsidizing the cost of health care benefits for ineligible dependents? Without proper eligibility verification processes in place, chances are your organization is needlessly spending millions of dollars in health care expenses each year.*

### Key Benefits:

- Identify ineligible dependents currently enrolled on your plan
- Reduce total health care expenses by 3-5%
- Establish on-going eligibility verification standards
- Meet fiduciary responsibilities

### Client Experience:

We've conducted hundreds of audits for clients, including:

- Bertelsmann
- CDW
- Covenant Health
- Dollar/Thrifty Automotive Group
- Gwinnett County
- Kaiser Permanente
- Nissan
- Nokia
- PacifiCare
- Providence Health
- Safety-Kleen Systems, Inc.
- Sony
- Sprint
- Tyco International
- Hertz
- H-E-B
- Humana
- Ahold USA
- City and County of Denver
- PEPSICO

Expect **More.**

### Reduce Your Health Care Spend, Without Shifting Costs to Your Employees

With the ever-increasing cost of offering employee benefits, employers are faced with the challenge of identifying alternative means to control costs and exposure to adverse risks.

To respond to this challenge, you can look to ConSova. With our Dependent Eligibility Audit services, we are at the forefront of delivering cost containment solutions that enable employers to realize substantial cost savings – often helping clients reduce their total health care spend by 3-5%. In contrast to other cost containment measures, eligibility verification does not shift costs to the employees, rather it helps remove costs from the system entirely.

“The results far surpassed our expectations. We achieved an incredible ROI on the dependent audit... ConSova is very flexible and client focused; they have the right processes, technology, and communications to get it done.”

**T. Todd**

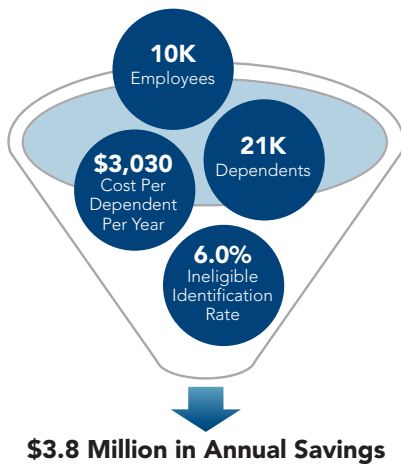
VP – Total Rewards & HR Services,  
Safety-Kleen Systems, Inc.

### Stop Relying on the Honor System – It's Costing Your Plan Millions!

The simple fact is that almost every employer is carrying dependents on its plan that fail to meet its eligibility rules. For far too long, employers have relied on the honor system to verify dependent eligibility. Even when combined with an employee affidavit, the honor system subjects employers to unnecessary liability. Whether attributed to a lack of understanding of eligibility rules by the employee or outright fraud, the bottom line is ineligible dependents are enrolling on health plans because proper preventative measures are not being taken.

ConSova's dependent eligibility audit and ongoing services are a proven mechanism for the identification and removal of ineligible dependents from an employer health plan. On average, ConSova identifies 5-8% of enrolled dependents as ineligible.<sup>1</sup> With annual health care costs ranging from \$3,000 to \$5,000, these ineligible dependents are costing your plan millions of dollars each year.

In addition to the compelling economic incentive, ConSova's eligibility verification services help fulfill your fiduciary responsibility to manage the plan for the exclusive benefit of eligible participants and beneficiaries. The systematic verification of dependent eligibility demonstrates your commitment to running the plan in a fiscally responsible manner.



## Dependent Eligibility Audit Case Study

Clients expect results and that is what we deliver - every time. As an example, an employer sponsored health plan with 21,000 enrolled dependents could realize a cost savings of \$3.8 million in the first year alone. On average, we identify 5-8% of dependents as ineligible. Some examples of ineligible dependents commonly identified include:

- Stepchildren
- Foster Children
- Grandchildren
- Spouses
- Friends
- Relatives

## Expect More From ConSova

At ConSova, our clients expect more. And that's exactly what they get. ConSova's dependent eligibility audit services offer an exceptional combination of domain knowledge and innovation, delivering unmatched results to our clients.

### Maximum ROI

The hallmark of ConSova's service is its focus on maximizing return on investment for its clients. We consistently deliver a ROI of greater than 10:1 by employing all possible cost saving measures. A ConSova eligibility audit verifies eligibility of 100% of dependents, not just a random sample. On average, our clients start to realize a tangible, measurable return within the first 45 days.

### 100% Accuracy

ConSova's verification services are distinct in the depth of analysis performed to ensure 100% accurate audit results. We maintain a zero tolerance for the erroneous removal of dependents. Each audit is verified using our proprietary quality control software to perform integrity checks.

### Employee Support

Support of your employees is our number one priority. We make multiple communication and information channels available, in multiple languages, including call center support, employee and employer web portals, an interactive voice response system, and online employer report access.

### Ongoing Solution

Plan Asset Management (PAM) is a fully integrated solution to protect your initial audit investment by ensuring that all new hires with dependents, and others added to the plan, are properly verified giving you the confidence that only those who are eligible actually enroll.

### System Based & Fully Customizable

ConSova utilizes its proprietary Recovery Eligibility Management System (REMS) to manage the entire audit process. Furthermore, the system is fully customizable to handle any client's unique verification requirements such as alternate documents, identification of VIP's and a multitude of standard and ad hoc reports.

## Take the next step...

To learn more about ConSova's Dependent Eligibility Audit services, visit us online at [www.consova.com](http://www.consova.com) or call 1-866-529-9107.

1. Based on results of client operating under new PPACA regulations.

### Appeals Phase Built-in

With ConSova, the Appeals Phase is always part of our audit process. This allows ConSova, not the plan sponsor, to interact with the participant in this final 30 days to ensure that all eligible dependents remain on the plan. Typically the highest call volume of the project occurs during this time both inbound and outbound and we recognize that it is our responsibility, not the client's, to handle this aspect of the project.

### Security

Rest assured that we take the necessary measures to comply with current HIPAA provisions and to protect your employees' identities, including maintaining a SOC 2 Type II SSAE 16 certification.

### Dual Documentation

To ensure proper accuracy, ConSova employs a minimum dual document verification process (where applicable). Certain dependent types are not able to be accurately verified with only one document such as a spouse, both a marriage certificate as well as a second legal document verifying that the relationship currently exists are required - a utility bill does not substantiate the relationship.

### Other Coverage Verification (OCV)

Employers who implement certain working spouse rules such as surcharge and carve out programs, often rely on the honor system to determine if an employees need to participate. ConSova's Other Coverage Verification (OCV) services incorporate a comprehensive verification process to provide a truly accurate accounting of who should actually participate. ConSova's OCV services have often increased employee participation in programs such as spousal surcharges by nearly 300 percent.

### Dedicated DEV Team

ConSova boasts an experienced core team, with less than a 10% attrition rate, that is specifically trained to deal with dependent verification.