



**CITY OF TAUNTON**  
**MASSACHUSETTS**

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**HUMAN RESOURCES DEPARTMENT**

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Dear Employees and Retirees,

We are all aware of how important it is to have adequate health care coverage. We also know how expensive paying for health care can be. As part of our commitment to control healthcare costs, the City of Taunton works hard to preserve the benefits we offer to you and your dependents under our healthcare plan(s). In order to continue to do this, on October 21, 2015, we will begin an Enrollment Eligibility Verification Program conducted by HMS Employer Solutions, an independent cost containment firm. All employees and retirees will be required to participate.

The purpose of this program is to ensure that everyone who is enrolled in the City of Taunton medical plans is accurately listed and eligible for coverage. We are confident this process will ensure that we are covering eligible enrollees in a fair and equitable manner.

If you are enrolled in a City of Taunton medical plan, you will receive a letter addressed to your home from HMS Employer Solutions. The letter will detail the steps and information required to keep coverage for your enrolled dependents.

During the verification phase, you will need to collect documents such as marriage certificates, birth certificates, and copies of other documents that validate current relationship status. You will also be asked to submit evidence of eligibility directly to HMS Employer Solutions. It's important for you to know that documents will be used solely to verify eligibility so we can be assured that only those who are eligible for coverage under the terms of the Taunton's healthcare plans are receiving those benefits.

Detailed eligibility information, as well as a toll-free customer service number, fax number and customized web address will be included in the upcoming correspondence from HMS Employer Solutions. In the meantime, if you have questions, please contact the Treasurer's Office at 508-821-1057 or the Human Resources Department at 508-821-1060.

Thank you for helping us manage our plan expenses so we can continue to provide health care at a reasonable cost.

Sincerely,

Maria V. Gomes, Human Resources Director/Benefits Administrator

Please submit **ALL REQUIRED DOCUMENTS AND SIGNED LETTER** by DEADLINE using any of the following methods (we recommend the first two for faster processing):

- Visit [www.AuditOS.com](http://www.AuditOS.com) and upload your documents using a computer or mobile device
- Submit your documents 24 hours a day, 7 days a week via our toll-free fax at 1-877-223-8478
- Submit your documents (do not send original documents) via mail to HMS Employer Solutions, PO Box 165308, Irving, TX 75016-9923

**This checklist will help you complete the verification process:**

- Keep your reference number throughout the review in order to check your status online at [www.AuditOS.com](http://www.AuditOS.com).**
- Include a **COPY** of the Verification Form with **ALL** documents submitted.
- Ensure each document is a **LEGIBLE BLACK and WHITE COPY** of the document. Please note: documents submitted to HMS will not be returned.
- When mailing paper documents DO NOT STAPLE or HIGHLIGHT.**

### FREQUENTLY ASKED QUESTIONS

**1. Why is my employer conducting an Employee and Dependent Eligibility Verification?**

A new Massachusetts law now requires governmental employers to audit eligibility for health benefits every two years.

The Trust has offered to provide this service to your employer and to its other participating governmental units. The Trust has contracted with HMS Employer Solutions to actually perform the audit.

**2. Who is HMS Employer Solutions (HMS)?**

HMS Employer Solutions is an independent third-party audit company with whom the Trust has contracted to verify the eligibility of employees and dependents covered under medical plans offered by its participating governmental units. HMS specializes in verifying health plan eligibility and has audited verification documentation for hundreds of thousands of dependents for some of the largest employers in the United States. Experience and expertise are necessary to complete this program carefully and successfully, and to limit the inconvenience to participants.

**3. The documentation required contains sensitive information. Is this process secure?**

Protecting personal information is a priority to the Trust and HMS. In compliance with applicable U.S. (federal) and state regulations, information and documentation submitted to HMS for the Eligibility Verification program is stored, processed and protected by physical, electronic and procedural safeguards. When submitting marriage certificates, birth certificates and other documents, please mark each document "Not for Official Use". This notation stipulates that the documents be used only for the purposes

of verifying the eligibility of you and your dependents. When submitting your tax documentation, only the top portion which includes the names of the employee, spouse and any dependent children is required. Please black out the social security numbers as well as any income information.

All documents are securely stored for six months following completion of the verification program. Upon expiration of that retention period, all documents and electronic files will be securely destroyed by HMS and a Certificate of Destruction will be supplied to the Trust. ***Please note that documents provided will NOT be returned.*** HMS meets all of the professional and legal standards associated with providing service to employers, including the Health Insurance Portability and Accountability Act (HIPAA), Employee Retirement Income Security Act (ERISA), and disposal rules as enforced by the Federal Trade Commission. In addition, every employee of HMS submits to a thorough and multi-tiered background check. Only HMS employees directly involved in the Trust's dependent verification program will have access to these documents.

**4. Do I need to send original documents?**

Please do not send your original documents; a copy is sufficient. If the document is two-sided or has multiple pages, ensure you copy all pages and both sides of the paper.

**5. Where do I go for more information regarding the Enrollment Eligibility Verification program or to find out where I can obtain copies of the documents I need?**

Visit us online at [www.AuditOS.com](http://www.AuditOS.com) for details regarding the program, tools to assist you in locating and submitting your documentation, and more. This secure site is compatible with your mobile device.

**6. How will I know if my information has been accepted and my enrollment is verified?**

Once your documentation has been received by HMS, you may check the status of each of your dependents by using [www.AuditOS.com](http://www.AuditOS.com). In addition, you will receive a written communication indicating if you have completed the verification process or if additional information is needed. Ultimately, it is your responsibility to ensure that your documents were successfully received.

**7. What happens if I do not submit all required documents by the verification deadline?**

If you fail to provide or knowingly submit false information for enrollees - one or all of the following actions may occur:

- The ineligible enrollees for whom complete documentation has not been submitted will be removed from coverage.
- The Trust may seek to recover claims paid during the period that the ineligible enrollee was covered.

The Trust is ultimately responsible for determining how best to handle each individual case.

**8. May I provide my documents to my Human Resources Department?**

No.

The only way to ensure that all documents are logged appropriately and eligibility is verified is to use the system that the Trust has set up through HMS. Please do not call your Human Resources Department with questions or for assistance with the verification program, as this is an independent audit.

**9. Can an exception be granted to allow my ineligible dependent to stay covered?**

No. Only dependents who currently satisfy the plan's eligibility definition can remain covered.

If the dependent has recently become ineligible see your Human Resources representative for COBRA details. COBRA, or the Consolidated Omnibus Budget Reconciliation Act, gives workers and their families who lose their health benefits the right to choose to continue group health benefits provided by their group health plan for limited periods of time under certain circumstances.

**10. I prefer email communications rather than mailed letters. Can I elect to receive follow up communications about the verification process through email instead?**

Yes. To go green and receive all future communications electronically, please go to the "My Account" tab at [www.AuditOS.com](http://www.AuditOS.com) and enter your email address in the "My Information" section. Once you validate your email address as correct, you will be prompted to log back into the site where you may then click on the "Enable Paperless" button to activate electronic communications.