

DEPENDENT ELIGIBILITY AUDIT FREQUENTLY ASKED QUESTIONS

How do I schedule an appointment?

Your school site secretary has a sign up sheet available for you to make an appointment at your site. Please **do not contact the District** as you will be referred to your school site secretary. AFA benefit counselors will be contacting you to schedule an appointment if you have not previously scheduled one. Please make every effort to schedule your appointment at your site as soon as you have your documents.

Am I required to meet with the Benefit Counselor even though I don't currently have dependents?

Yes. We are seeking a true and complete audit. Although you enrolled as single when you started we will still need to account for and verify your record. Some of you may assume that you no longer have dependents listed under your insurance plans; during the audit, you may find that those dependents were never removed. This will be an opportunity for you to correct any discrepancies in our records.

Can I meet with Payroll or Human Resources instead of American Fidelity Benefit Counselor?

No. Payroll and Human Resources Department staff will not be available to meet with you for this purpose. You will be directed to American Fidelity to schedule an appointment.

What if I refuse to meet with a Benefit Counselor?

All benefit-eligible employees (full-time and part-time) and even single-covered employees who are currently enrolled in benefits must make an appointment to meet with a benefit counselor. Failure to provide proof of eligibility will result in your dependents being terminated from coverage. COBRA will not be available if the dropped dependent was not a legal dependent.

Is this an opportunity for me to make changes to my plans as I am able to do during Open Enrollment?

No. This is not open enrollment; therefore you will be unable to make changes to your plan design. This is only eligibility verification of dependents currently on your plan. You will not be able to add dependents at this time.

Are these mandatory meetings with American Fidelity Benefit Counselors an invasion of privacy?

No. American Fidelity is restricted under HIPAA laws regarding their use of employee information. American Fidelity will not retain copies or originals of Dependent Eligibility Audit information, only view them. The main goal of the audit is to complete the benefit audit process.

What happens if I do not complete the audit by the due date?

Your dependents will be terminated from the district's health benefits effective 4-1-2015. For this reason, **you should not delay in making your appointment.** AFA will not be able to see a large number of benefit-eligible employees on the last days of the audit and will be limited to available appointment times on the last days.

Do I need to personally meet with an AFA Benefit Counselor?

Yes. The audit must be completed by the employee. The employee must show proof of eligibility and sign the audit form. A benefit counselor will review the documentation when received and advise you if additional information is needed.