

From: [University Human Resources](#)
Subject: ISU Benefit Plan Dependent Eligibility Verification Project Begins March 27!
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IOWA STATE UNIVERSITY
OF SCIENCE AND TECHNOLOGY

University Human Resources
3750 Beardshear Hall
515 Morrill Road
Ames, Iowa 50011-2103
515 294-4800
FAX 515 294-8226

Date: March 24, 2023
To: All benefits-eligible employees
From: Ed Holland, University Human Resources Director of Benefits & WorkLife
Subject: ISU Benefit Plan Dependent Eligibility Verification Project Begins March 27!

This email is to remind you that the Dependent Eligibility Verification Project begins March 27 and runs through June 2. All benefits-eligible employees with one or more dependents enrolled in Iowa State's medical, dental and/or vision plans will receive a detailed email outlining the process and required actions from WTW on Monday, March 27. A hard copy of this information is also being mailed to you. As mentioned in an email sent on March 8, the university is partnering with WTW (formerly Willis Towers Watson), a long-time ISU benefits partner and consultant, to manage this project. Please be on the lookout for future communications from WTW.

You may visit our [website](#) to find information about:

- Eligibility
- Dependent definitions
- [Acceptable documentation for specific dependents](#)
- Project timeline
- [How to Complete the Dependent Eligibility Verification Process](#)
- [Instructions for Mailing or Faxing Documentation](#)
- [DEV Program FAQs](#)

Why is Iowa State verifying dependents?

Dependent verification helps keep costs down for Iowa State employees and their families by ensuring only eligible dependents receive coverage from the university's health plans. In keeping with recent trends, we expect costs to increase this year. This verification process, which is an industry best practice, is one way to help keep premiums as low as possible.

What is the verification process?

Employees who cover one or more dependents on a health plan will be asked to provide documents that confirm each dependent's eligibility. Examples of the type of documentation you may be asked to submit include birth certificates, marriage certificates, proof of residence in the same household, etc. You will need to submit documentation directly to WTW, either online, by mail or by fax. You will have approximately eight weeks to complete the process. No action will be required for employees who cover only themselves through Iowa State's health plans.

What happens if I have enrolled an ineligible dependent on the plan?

There will be no negative consequences to employees who are found to have ineligible dependents covered on the plan. At the end of the process, all ineligible dependents will be removed from the health plan.

What are the next steps?

Look for information from the WTW Dependent Verification Center beginning March 27. These emails will appear as follows: *Iowa State University Dependent Verification Center* <NoReply@review.ehr.com>. Please do not disregard these emails from WTW; they are not junk mail and are being sent on behalf of Iowa State University. A series of follow-up communications will also come directly from WTW as you work through the process.

Questions?

Please contact WTW Dependent Verification Center at **1-855-722-9663** for all questions related to Benefit Plan Dependent Eligibility Verification. As always, if you have any benefits-related questions, please email the ISU Benefits team at benefits@iastate.edu.

We appreciate your cooperation with this verification process.