University of California Family Member Eligibility Verification

Frequently Asked Questions

Why is the University of California (UC) verifying family member eligibility for UC Health and Welfare benefits? UC has a fiduciary responsibility to the people of California, as well as to its employees and retirees to ensure the best possible management of its benefits. To manage UC resources, it is essential that plan subscribers enroll only those family members who are eligible for UC Health and Welfare benefits. For more information, please visit the UCNet page regarding UC's FMEV program ucal.us/fmv.

Who do I contact if I have questions about the Family Member Eligibility Verification Process? You can visit UnifyHR's secure website at app.unifyhr.com and submit questions online or contact UnifyHR at 1-844-718-3970 (toll-free) or 469-208-0929 (for calls outside the US). Representatives are available Monday through Friday from 6:00 AM to 6:00 PM PST to assist you. Translation services are available in over 200 languages.

Is my information safe? UnifyHR enforces a strict privacy policy to ensure the information you submit by any method remains secure. In addition to asking that all sensitive information such as social security numbers, account numbers, and monetary values be blacked out on documents submitted, the environment in which your data is housed is encrypted and all server logs, firewall logs, and data base performance are monitored on a regular and recurring basis. Finally, the UnifyHR applications are audited by a third party on an annual basis to ensure controls are adequate in safeguarding your data.

Which family members are eligible? For details on eligible family members, please refer to the *Dependent Definitions and Document Requirements* that is included in the UnifyHR mailings, on the UnifyHR website app.unifyhr.com under Resources and on UCNet ucal.us/fmv. The family members listed on this document are the only relationships eligible to be newly added to UC Health and Welfare benefits.

How do I get a copy of my family member's birth certificate, marriage certificate or other vital records or required affidavits? Copies of personal vital records can only be obtained from the state in which they were originally filed. Unregistered Domestic Partners, a child/grandchild of an Unregistered Domestic Partner, or an Overage Disabled Child require an affidavit that can be obtained online or mailed to your home address by contacting UnifyHR. Some resources for obtaining documents: Vital Records

- 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.
- 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 return can be obtained by contacting the local IRS office. Local contact information is available at gov.

Affidavits for Unregistered Domestic Partner or Overaged Disabled Child

- UCNet: us/fmv
- UnifyHR website: app.unifyhr.com under Resources

My vital record states that it cannot be reproduced. Should I submit an original? Some states do not allow photocopying of birth and marriage records (ex. WI). If you are concerned with making photocopies of a vital record, you should obtain a duplicate record and submit it to UnifyHR via US mail to the address provided. Noncertified documents are acceptable. **DO NOT SUBMIT ORIGINAL DOCUMENTS.**

What are my options for submitting my documents to UnifyHR? You may complete the verification process by uploading documents online at https://app.unifyhr.com.

- **Login**: Click "Create an Account". Enter your first and last name, zip code, and your DOB.
- **Password**: Enter a valid email address and a temporary password will be emailed to you.
- You can upload documents, view your audit status, obtain copies of correspondence with and from UnifyHR, and access helpful information.

You may also submit documents by:

- Secure Fax: 1-469-844-3240
- US Mail: UnifyHR, PO Box 2785, Fargo, ND 58108

What type of files can I upload to the online system? Acceptable file types are: pdf, gif, jpg, jpeg, bmp, png. You can upload photos of documents taken from a smartphone, provided they are legible.

How long does it take UnifyHR to process documents once I have submitted them? Please allow five (5) business days for processing once UnifyHR receives your documentation

If I submit my documents via mail, how will I know if they were received? You may check the status of your documents at app.unifyhr.com within 10-14 business days. Once processed, a confirmation statement or request for additional information will be mailed to you.

Will I receive confirmation once my Family Member Eligibility Verification is complete? Yes. UnifyHR will send a confirmation letter once you complete the verification process for all dependents. You may also check the status of your verification process on their website: app.unifyhr.com.

What do I do if I am out of the country, on sabbatical or vacation and do not have access to the required documentation? Call UnifyHR at 1-844-718-3970 (toll-free) or 469-208-0929 (for calls outside the US) to let them know about your issue. They will work with you to develop a solution.

If I remove one or more family members from my UC Health and Welfare benefits, will my benefits coverage category automatically change (for example, from family coverage to single coverage)? If appropriate, your coverage category will be changed and your monthly premium will be reduced at the time your family member(s) is disenrolled from UC Health and Welfare benefits.

What happens if I do not provide documents by the deadline? If you fail to complete the verification process, your unverified family member(s) will be disenrolled from all UC Health and Welfare benefits (medical, dental, vision, legal, dependent life insurance, and AD&D, etc.). Disenrollment of an individual who was not eligible for benefits is not a COBRA qualifying event unless the individual became ineligible within 60 days of a COBRA qualifying event.

Can I submit documents after the deadline to have my dependent(s) reinstated in benefits? Yes. You can submit documents at any time. Once UnifyHR processes the documents, if they are correct, they will notify UCPath. Your now eligible dependent will be reinstated in all benefits they were previously enrolled in on the first of the month following verification.

What if my dependent is no longer eligible? If your dependent is not eligible to participate in UC Health and Welfare benefits and has not experienced a qualifying event in the past 60 days, you may log on to app.unifyhr.com to opt your dependent out or you may contact UnifyHR and request an opt out form be mailed to you.

What happens to my documents? All physical documentation will remain protected throughout the process and is destroyed within 90 days after receipt. All images are retained in an encrypted database.