

# University of California Family Member Eligibility Verification

## FREQUENTLY ASKED QUESTIONS

### GENERAL QUESTIONS ABOUT THE FAMILY MEMBER ELIGIBILITY VERIFICATION PROJECT

#### 1. Why is the University of California (UC) verifying family member eligibility for UC Health and Welfare benefits?

Rising healthcare costs are a problem for everyone nationwide and UC's Health & Welfare Benefits Program for members and retirees is no exception. UC has a fiduciary responsibility to the people of California, as well as to its members and retirees to ensure the best possible management of its Health and Welfare benefits. To responsibly manage UC resources, it is essential that health plan members enroll only those family members who are eligible for UC Health and Welfare insurance.

#### 2. Will my personal information be safe with Secova? What will Secova do with my documents?

Yes, your personal information will be safe with Secova. Secova enforces a strict company privacy policy to ensure that the information you submit by any method including online, over the phone, by mail, or fax remains secure. Secova's Information and Data Security plan is fully compliant with all current federal regulations and international standards.

**Do not send original documents to Secova, send only photocopies. Be sure to black out all financial information and social security numbers from your documents before submission.**

When Secova receives your paper documents, they are scanned to an electronic image. All documents sent via secure fax are automatically uploaded electronically so that no paper copy is created. All member data is kept confidential and private throughout each step in Secova's work processes. Secova does not disclose, sell, or share personal information with anyone or any company.

#### 3. Will I receive confirmation once my Family Member Verification is complete?

Yes. Secova will send a confirmation if you complete the verification process. If your *Verification Form for Family Member Eligibility Verification* and/or required documents are incomplete, Secova will send you a notice that will list additional information needed to complete the process. You may also check the status of the verification process at <https://verify.secova.com/uc>.

#### 4. What do I need to do if one or more of my enrolled family members no longer meets the eligibility requirements and what will happen to their Health and Welfare benefits?

You must check the "No" box on the *Verification Form for Family Member Eligibility Verification* and return it to Secova. Secova will notify UC and your family member(s) will be disenrolled from UC Health and Welfare benefits. You may be contacted by UC with additional questions about your family member's change in eligibility.

#### 5. What happens if I do not return my *Verification Form for Family Member Eligibility* and required documentation or I have not provided proper documentation to complete the verification process by the deadline?

If you do not return the *Verification Form for Family Member Eligibility* and required documents by the deadline, your family members risk disenrollment from UC Health and Welfare benefits. If you submit the *Verification Form* but do not provide proper documentation, your family members also risk disenrollment.

#### 6. Who do I contact if I have questions about the Family Member Eligibility Verification Process?

You can visit the secure Family Member Eligibility Verification website at: <https://verify.secova.com/uc> or call Secova (from the US) 1-877-632-8126 (toll-free) or (from outside the US) 323-781-3921. Representatives are available Monday through Friday from 7:00 AM to 7:00 PM PT to assist you. Translation services are available in over 200 languages. Your conversation is always confidential.

### FAMILY MEMBER ELIGIBILITY

#### 7. Which family members are not eligible?

For details on eligible family members please refer to the enclosed *Definitions and Required Documents*. The family members listed on this document are the only relationships eligible to be newly added to UC Health and Welfare benefits.

#### 8. 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.

## DOCUMENTATION TO PROVE ELIGIBILITY

### 9. Why is UC asking for documentation that includes personal financial information?

UC does not want and does not need any personal financial information to verify eligibility for benefits. Please black out (redact) all such information, including Social Security Numbers, before submitting your documents.

### 10. What do I do if I am out of the country?

If you are out of the country you can contact Secova at 323-781-3921 to request an electronic copy of your Verification Packet. They will send this to the email address you provide.

### 11. What if I am on sabbatical or vacation and do not have access to the required documentation?

Call Secova at 1-877-632-8126 (toll-free) or 323-781-3921 (from outside the US) to let them know about your issue. They will work with you to develop a solution.

## SUBMISSION OF DOCUMENTATION

### 12. What are my options for completing the Family Member Eligibility Verification and submitting my documents to Secova?

**Secure Online Verification and Uploads at <https://verify.secova.com/uc>:** Follow the instructions on the screen to enter your Member ID# and password. Your Member ID# is found in the upper right hand corner of the Verification Letter/Verification Form. The first time you log into the system your password will be your date of birth (MMDDYYYY) and the last 4 digits of your Member ID# (no dashes or spaces). You will be prompted to change your password once you have confirmed your email address.

**Mail:** Secova Service Center – PO Box 6000, Newport Beach, CA 92658. You may use the postage-paid self-addressed business reply envelope. However, you may need to use additional envelopes if you are submitting multiple documents. Do not mail in original documents – photocopies only. **For speedy processing, do not use color paper, color ink, staple, tape or clip your documents. Allow ten (10) business days for processing once Secova receives your Verification Form for Family Member Eligibility and documentation.**

**Secure Fax:** 1-866-412-0214 (toll-free): Make sure documents are placed in the proper position on the fax machine, either face up or face down (depending on the fax machine) to prevent sending blank documents. Blank documents cannot be processed and will result in the family member(s) being placed in a “no response” status. You are responsible for making sure that your fax is properly transmitted to Secova’s secure fax line. Please remember to keep a copy of your fax confirmation page for future reference.

### 13. How to submit required documentation:

- **Document proofs** - Birth Certificates, Marriage Certificates, etc. are to be copied and submitted on a single sheet, one sided. The back side is to remain blank.
- **Confidentiality** - Each member should submit his or her own family member’s documentation. Do not submit documentation on behalf of other members.
- **Sending multiple verification documents** - Whether you are uploading, faxing or mailing the required documents, make sure each document is copied on its own separate page. (For example, if you are submitting a Marriage Certificate for your spouse and a Birth Certificate for your child, the Marriage Certificate should be copied onto one page and the Birth Certificate onto a second page).

### 14. How to submit a copy of a Federal Tax Return:

Please use a black marker to hide financial and Social Security Numbers on the tax return before submitting it to Secova. You must sign the signature page of your Federal Tax Return. Your Federal Tax Return will be rejected if it is not signed by the member or member’s spouse/registered domestic partner. Federal Tax Returns that are only signed by an Accountant, CPA, or Tax Preparer will be rejected. Please note that it is a felony to falsify the information on IRS tax forms.

### 15. What do I need to know when uploading documents to Secova?

#### Special instructions for uploading documents:

- All documents must be scanned and uploaded in one of the following formats: .PDF, .JPG, .TIF, .GIF or .PNG.
- Scanned and uploaded documents should be no larger than 10MB per file.
- The Family Member Eligibility Management System supports Internet Explorer 7 or above, Firefox 3.0 or above and Google Chrome.

**If you need assistance uploading your documents, please contact Secova by calling 1-877-632-8126 (toll-free) or 323-781-3921 (for calls outside the U.S.). Representatives are available to assist you Monday through Friday 7:00 AM TO 7:00 PM PT.**