

Please submit **ALL REQUIRED DOCUMENTS AND SIGNED VERIFICATION FORM** by May 24, 2019, using any of the following methods (we recommend the first two for faster processing):

- Visit [www.VerifyOS.com](http://www.VerifyOS.com) and upload your documents using a computer or mobile device.
- Submit your documents 24 hours a day, seven days a week via our toll-free fax at 877-223-8478.
- Submit your documents (do not send original documents) via mail to:  
Dependent Verification  
P.O. 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.VerifyOS.com](http://www.VerifyOS.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**

#### **Q1. Why is the State of Oklahoma conducting the Dependent Eligibility Verification?**

The overall goal of the Dependent Eligibility Verification is to avoid the payment of benefits for ineligible dependents. Through performing a 100 percent audit of all dependents, the Office of Management and Enterprise Services will be able to facilitate overall cost savings for the State of Oklahoma.

#### **Q2. Who is HMS?**

HMS is an independent, third-party cost containment company with whom the State of Oklahoma has contracted to verify the eligibility of dependents covered under its Flexible Benefit plans. HMS specializes in verifying Flexible Benefit plan eligibility and has reviewed verification documentation for millions of dependents for some of the largest employers in the United States. Experience and expertise are necessary to complete this program accurately and successfully, and to limit inconvenience to participants.

#### **Q3. The documentation required contains sensitive information. Is this process secure?**

Protecting personal information is a priority to the State of Oklahoma and HMS. In compliance with applicable U.S. (federal) and state regulations, information and documentation submitted to HMS for the Dependent Eligibility Verification program is stored, processed and protected by physical, electronic and procedural safeguards. **When submitting your tax documentation, only the top portion which includes the names of the employee, spouse and any dependent child(ren) is required. Please mark out 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 the retention period, all documents and electronic files will be securely destroyed by HMS, and a Certificate of Destruction will be supplied to the State of Oklahoma. **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 State of Oklahoma Dependent Eligibility Verification program will have access to these documents.

**Q4. 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.

**Q5. Where do I go for more information regarding the Dependent Eligibility Verification program or to find out where I can obtain copies of the documents I need?**

Visit us online at 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.

**Q6. How will I know if my information has been accepted and my dependents are verified?**

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

**Q7. What happens if I do not submit all required documents by the verification deadline?**

If you do not submit complete documentation for your dependents by the deadline, or if you knowingly submit false information for enrolled dependents, the affected dependent(s) for whom complete documentation has not been submitted will be removed from coverage.

The State of Oklahoma is ultimately responsible for determining how best to handle each individual case.

**Q8. May I provide my documents to my Human Resources department or my benefits coordinator?**

No. Human Resources will not be able to forward your documents to HMS or provide employees with copies of previously submitted documents. The only way to ensure that all documents are logged appropriately and the eligibility of your dependents is verified is to submit your supporting documentation to HMS.

Please do not call the State of Oklahoma Human Resources department with questions or for assistance with the verification program, as this is an independent review. If you have questions, you should call HMS at 866-868-9060 from 7 a.m. to 7 p.m. Central time, Monday through Friday.

**Q9. 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.

**Q10. 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.VerifyOS.com](http://www.VerifyOS.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 select the Enable Paperless button to activate electronic communications.