



QUESTIONS ABOUT THE DEPENDENT ELIGIBILITY VERIFICATION PROJECT

1. Why is Milwaukee County verifying dependent eligibility?

Milwaukee County provides valuable employee benefits programs to its employees, and covered dependents. Assuring these benefits are only being provided to the people who meet the required criteria for coverage improves the sustainability of our programs, helps to limit costs for both employees and the County. This project also helps to ensure that we continue to exercise prudent stewardship of taxpayer resources.

2. Who is ACS HR Solutions?

ACS HR Solutions is a firm hired by Milwaukee County to support Milwaukee County's initial dependent verification project, and to assist in the County in validating any new dependents added to Milwaukee County's benefits plans on an ongoing basis.

ACS HR Solutions is highly experienced in handling dependent verifications. All information provided by employees will be handled in a secure, confidential manner. All information gathered by ACS will only be used to validate the eligibility of dependents.

3. Who is required to respond?

All Milwaukee County employees and retirees who are covering dependents under Milwaukee County's employee benefits plans must verify the eligibility of those dependents.

Employees and retirees who elected single coverage, or waived coverage will not be contacted by ACS.

4. I provided this information when I initially enrolled in benefits. Do I still need to respond?

Yes. ACS is validating the entire covered dependent population, regardless of any prior information supplied. This process ensures that all documentation is complete and current.

5. Where can I obtain copies of the requested documents?

There are many options for obtaining records, including the Milwaukee County Register of Deeds. Documents can be requested in person at the Register of Deeds, or online via the vitalchek network (www.vitalcheck.com).

6. Can I drop off my documents at Human Resources?

No. All records requested in the verification process must be sent directly to ACS HR Solutions. The County HR Department will not accept the forms or forward them on your behalf.

7. What will happen if I do not respond to the verification request?

The dependents of employees and retirees who choose not to respond to the verification will be assumed to be ineligible for benefits, and coverage will terminate effective 10/31/2012.

Your next opportunity to enroll those dependents will be during annual enrollment, with coverage effective 1/1/2013. However, it is important to note that re-enrolling the terminated dependent will cause a new verification request to be sent. Ultimately, all dependents covered under the County plans will need to be verified by ACS HR Solutions.

8. What should I do if I realize one of my covered dependents is ineligible for County coverage?

Complete the verification forms and mail them back to ACS HR Solutions. ACS will provide you with a confirmation that the dependent has been removed from your plan.

9. Where can I find coverage for an ineligible dependent?

ACS will offer support in identifying alternative coverage. Other public options include www.healthcare.gov, and the Wisconsin Office of the Commissioner of Insurance (OCI) at (800)-236-8517

10. Who should I contact if I have questions or need assistance?

ACS HR Solutions helpline is 1-855-471-4834. They are available from Monday through Friday, 7:00 a.m. to 7:00 p.m. and Saturdays from 8:00 a.m. to 1:00 p.m. They can assist in completing the forms, identifying options for documentation, or any other questions you may have.

The Milwaukee County Employee Benefits Division will also be glad to answer any general questions about the audit process. However, any inquiries regarding your specific response will need to be directed to ACS.