Dependent Re-Verification FAQs for Human Resource Offices

Will employees be required to provide original documents?

No. Employees should provide copies of the documents and write "Not for Official Use" on them. Original documents should not be submitted. However, departmental personnel staff performing verifications should make copies and return originals, if they are submitted inadvertently.

Why are two documents required for re-verifying a spouse or domestic partner, instead of just the government issued marriage certificate or the Declaration of Domestic Partnership?

The first document establishes the life event allowing the enrollment of the dependent (i.e., marriage or registering as domestic partners), while the second required document substantiates the relationship is current.

May employees redact sensitive information from the documents I submit?

Yes. Employees are responsible for redacting sensitive information, not necessary for dependent re-verification purposes, from any applicable documents (such as tax returns).

Will employees be reimbursed for the cost of obtaining re-verification documents?

No. Employees will be responsible for any charges related to obtaining copies of the required documents.

Why are employees required to provide the documents again, when they were provided when the dependents were initially enrolled?

Providing a copy of the documents for the initial DRV cycle will enable a more direct process for the departmental personnel offices to re-verify the family members. Departmental personnel offices are required to keep all documents used in the DRV process in the employee OPFs without a purge date.

In subsequent re-verifications, employees need not provide birth certificates for natural-born children or adoption certificates for adopted children again. They also need not provide the marriage certificate, domestic partnership registration, and birth certificates for stepchildren or domestic partner children if the marriage or domestic partnership remains current, unless requested by the departmental personnel office.

What about the documents that employees provided to HMS Employer Solutions (HMS) during the Dependent Eligibility Verification (DEV) project in 2013 and 2014?

HMS securely destroyed the documents received during the DEV project to protect the privacy of employees and their family members.

What happens if employees do not provide the required documents during the re-verification cycle?

If employees do not respond or provide the required documents during their re-verification cycle, CalPERS will remove these dependents from health benefits effective the first of the month after the employee's birth month. Departmental personnel offices will remove unverified dependents from dental and vision benefits, if enrolled.

How will employees know if their family members are removed from health, dental and/or premier vision benefits?

The DRV Deletion Notice mailed to employees 60 days before the end of their birth month informs them of the dependent deletion date if DRV documents are not submitted by the end of the employee's birth month. The notice will include Consolidated Omnibus Budget Reconciliation Act (COBRA) continuation of coverage information.

In addition, when removing ineligible/unverified dependents from dental and/or premier vision benefits, department personnel offices are to inform employees in writing, listing the dependent(s) that are disenrolled and the effective date. The department personnel offices shall also provide COBRA information to the family members within 30 days from their loss of coverage.

What if departmental personnel Offices do not have a current Std. 692 (Dental Enrollment Form) in the Official Personnel File (OPF)?

If the departmental personnel office cannot locate a current Std. 692 form in the OPF, they should check with the carrier to verify which dependents are currently enrolled, or instruct the employee to print a copy of their enrolled dependents from their online profile on the carrier website. Once the continued eligibility of these dependents is re-verified through the DRV process, the departmental personnel office should have the employee complete a new Std. 692 to be maintained in the OPF moving forward.

Enrollment Scenarios

If an enrolled child turns 26 during the re-verification period, how should the employee proceed?

If the child's 26th birthdate coincides with the employee's re-verification cycle, CalPERS will administratively remove the child from health benefits upon the child turning age 26. Department Personnel Office must remove the child from dental and/or vision benefits, if enrolled.

During an employee's re-verification cycle, one of the dependents obtained non-state sponsored health coverage. Can the employee remove the dependent from the state health plan?

Employees should contact their departmental personnel office immediately if they wish to remove a dependent due to a "permissive qualifying event" (e.g., family member obtains non-state sponsored health benefits, family member enters military, custody change for child under age 18, or child reaches age 18). The dependent should be removed due to a qualifying permissive event rather than ineligibility found during the re-verification process.

How should the employee respond if during the re-verification cycle, the employee receives a notice from CalPERS to recertify a parent-child relationship (PCR) dependent or a disabled child age 26 and over?

The DRV is separate from the process to recertify a PCR dependent or a disabled child age 26 and over. The employee should follow the instructions according to the annual notice CalPERS provides to recertify these dependents.

An employee needs to remove a dependent due to a qualifying event and receives a Dependent Re-verification notice. How should the employee proceed?

Employees should notify their departmental personnel office immediately of any qualifying event that occurs during the re-verification period, such as divorce or termination of domestic partnership. In these situations, the dependent should be removed due to the qualifying event rather than ineligibility found during the re-verification.

Where can employees and departmental personnel staff find more information on health and dental benefits?

The CalPERS " State Health Benefits Guide" contains health benefit information and the CalHR Benefits Website contains dental and vision benefit information.

Whom can employees contact with additional questions?

Employees can contact their departmental personnel offices.

Whom can employees contact if they disagree with the decisions from their departmental personnel offices on their dependent re-verification?

Employees should contact their departmental personnel offices with questions regarding the DRV program. If the employee disagrees with the departmental personnel office's decision on the re-verification of their family members, the employee must submit their

reasoning for disagreement, in writing along with any supporting documents, to their departmental contact. If the departmental contact cannot resolve the issue, they may submit a written appeal to CalHR at DRV@calhr.ca.gov for review.

Whom can HR offices contact with additional questions?

Departmental personnel offices can contact* :

Benefits Division
Dependent Re-Verification Program, DRV Program Manager
916-909-2863 opt 4
DRV@calhr.ca.gov

*Note: Please do not direct employees to the contact above. Employees must work directly with their departmental personnel office.