

Data Privacy and Security

General

The privacy and confidentiality of your personal information is important to us. In our agreement with your employer, we have obligated ourselves to keep the information provided to us private. This Privacy Statement is intended to give you confidence in the privacy and security of the personal information we obtain from you during the dependent eligibility verification process.

Disclosure of Personal Information

Your personal information, including your name, address, date of birth, age, gender, and other information necessary for us to complete this work on behalf of your employer, is provided to us under the terms of the Plan Sponsor Agreement with your employer.

- Your personal information, and that of your dependents, remains confidential in the dependent eligibility verification process. This includes information we receive about you and your dependents, as well as information you tell us about yourself and your dependents.
- We do not sell, trade, rent, or share information about you or your dependents. The personal employee data we provide to our third-party business partners is severely restricted, and includes only the minimum amount of information necessary to perform a mailing or phone message. This work falls under the terms of the security policies in our Plan Sponsor Agreement with your employer.
- We will provide your employer with all the information collected during the dependent eligibility verification process. At that time, your employer is responsible for the security of your personal information.
- After the dependent eligibility verification concludes, we keep records for 90 days, unless otherwise arranged. After 90 days, all records are destroyed and are no longer available to us.

Collection of Personal Information

During the dependent verification process, employees are asked to provide information stating their relationship to the dependent(s) enrolled on their employer-provided medical insurance.

Other information collected may include: other medical insurance plans available to enrolled dependents; other addresses where dependents may live, etc. This information is collected to enable us to make a report back to an employer (see Disclosure of Personal Information above).

Typically, employers require us to verify statements made in the dependent eligibility verification by collecting legal documents. Original documents, such as certified birth certificates, are not needed for dependent eligibility verification purposes. Only photocopies or digital copies of dependent eligibility documents are requested. This is for your protection: a photocopy, scan, or fax of a vital record will render it useless for purposes other than dependent eligibility verification.

Redact (black out) any information not necessary for dependent eligibility verification, such as: financial information, account numbers, routing numbers, or any other information that should remain confidential to protect yourself.

Security of Information

Your information is kept secure at all times. Safeguards include, but are not limited to: restricted access to offices and office equipment where information is stored; role-based security; digital safeguards such as secure HTTP services, encryption of data; secure file transfer protocols; and data centers certified under SSAE 18 security protocols and Service Organization Controls (SOC) 2 Type II reporting and auditing. Our security processes fully comply, and often exceed, the privacy and security mandates set forth by the Personal Data Notification and Protection Act of 2015.

Opting Out

Under our agreement with your employer, it is not possible for employees to opt out of the dependent eligibility verification process.

- Requests for removal from the dependent eligibility verification must be made directly from the employer's HR/Benefits office, on your behalf.
- You may opt out of receiving automated telephone reminder calls by contacting the Dependent Eligibility Center at 1-866-691-6551 and asking for your phone number to be removed from our call system.
- You will remain in the system until the end of the dependent eligibility verification period, and you will continue to receive mail and/or personal telephone calls until your dependent verification is complete.

Professional Standards

We hold ourselves to the highest possible professional standards. We always strive to maintain the highest level of confidentiality of personal information. Doing so ensures that the employees and employers we serve are treated with dignity and respect.

Statement Changes

This Privacy Statement is subject to change at any time. Any modifications to this statement will be posted to the dependent eligibility audit website.

Questions and Comments

If you have a question or comment regarding this statement, please contact the Dependent Eligibility Center at 1-866-691-6551.