



OFFICE OF THE VICE PRESIDENT  
HUMAN RESOURCES

OFFICE OF THE PRESIDENT  
300 Lakeside Drive, 12<sup>th</sup> Floor  
Oakland, CA 94612-3550

January 27, 2012  
*Via Electronic Mail*

Re: Family Member Verification Services

Dear Union Leadership:

As described in this year's Open Enrollment materials, the November 2011 and January 2012 *Our University* publications and also in the upcoming *New Dimensions* for February 2012, the start of the Family Member Eligibility Verification Process is intended to begin in mid-March.

We want to notify you in the event you receive questions from employees in your bargaining unit(s). Eligibility verification of all employees and retirees with family members enrolled in UC Faculty and Staff Health and Welfare Benefits (medical, dental, vision) will begin in mid-March, 2012, and conclude approximately six weeks later. Eligibility verification is a routine part of the administration of our benefit plans, and this year we have broadened the scope of these efforts to review the entire population with dependent enrollees.

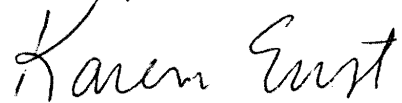
The University will use a third party, Secova, to conduct this verification. Secova is experienced in conducting these reviews. Their state of the art security systems, strong customer service support, and use of a 24/7 call center (with Spanish speakers on every shift and other language support available) contributed to the University's decision to select them for this effort.

All employees and retirees with enrolled dependents will receive a verification packet in the mail. The packets will include a cover letter introducing Secova and the Family Member Verification effort, a description of eligibility definitions and documents required for verification, detailed instructions for all aspects of the process, and FAQs. Follow-up communications will be sent to encourage employees and retirees to send in their verification documents. It is important for employees to respond to the request for documents needed to verify eligibility. If a person enrolled in UC Faculty and Staff Health and Welfare Benefits (medical, dental, vision) is found to be ineligible under the rules of the University's health plan, the employee will be notified of that finding and may, themselves, risk de-enrollment. Appeals will be heard mid-May through mid-June, 2012 by a review team comprised of University personnel. Following conclusion of the appeals process ineligible individuals will be de-enrolled.

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If you have questions or comments, please forward them via e-mail to [karen.ernst@ucop.edu](mailto:karen.ernst@ucop.edu).

Sincerely,

A handwritten signature in black ink that reads "Karen Ernst". The signature is written in a cursive, flowing style.

Karen Ernst  
Assistant Director- Labor Relations

cc: Vice President Duckett  
Executive Director Baptista  
Director Simon  
Senior University Negotiators  
Labor Relations Managers