

Driving compliance and cost savings through dependent eligibility verification



Client: Retail & Wholesale
170,000 employees

Challenge

The client needed to verify dependents enrolled in their medical, dental, and vision plans across a large, complex workforce. Key priorities included:

- Verifying eligibility of covered dependents
- Ensuring plan compliance
- Meeting fiduciary responsibilities
- Managing and reducing healthcare costs

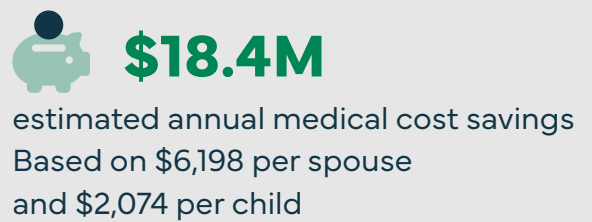
Aptia's approach

Aptia delivered a structured, high-touch dependent eligibility verification program designed for scale and compliance.

- Distributed verification communications to **63,952 employees** with dependent coverage
- Supported participants through a high-volume contact center, handling **49,248 calls** during the verification period
- Implemented a **four-week grace period** to maximize participation and response rates

Results & impact

The program delivered strong participation, measurable savings, and a sustainable path forward.



Client elected to implement **quarterly audits** to monitor new hires and life events

Ongoing Value

Beyond immediate savings, the client strengthened long-term governance and cost control by adopting a recurring audit strategy to maintain dependent eligibility accuracy over time.

When challenges get complex, Aptia delivers clarity and confidence. Discover how your organization can benefit from confidence with Aptia.

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