

Verifying value in every dependent

This case study highlights how a higher education employer with 1,625 employees, reduced healthcare costs while meeting fiduciary responsibilities through a dependent eligibility verification audit.

Challenge



Define and reinforce plan responsibilities



Wanted to obtain a cost savings



Adhere to fiduciary obligations



Concern with covering ineligible

Actions



Verified eligibility for 1,625 employees and 3,025 dependents enrolled in medical, dental and/or vision benefits



Delivered communications through multiple channels to maximize accessibility and reach



Provided dedicated contact center support to assist participants throughout the process

Proven results



99%

of targeted population responded



40

dependents were identified for removal



38

dependents ended the verification without adequate documentation



Transitioned ongoing maintenance support to Aptia to validate new hires and life events



\$535,080

estimated annual savings

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