

EHA to Address Dependent Eligibility Verification Program Concerns

Lincoln, NE, May 10, 2017 - The Educators Health Alliance recently voted to suspend the Dependent Eligibility Verification (DEV) at the end of the current 2016/17 school year and address concerns that have been identified in the program recently completed. The goal of this action is to ensure all members who are truly eligible, and only those truly eligible, will be able to participate in the best health care benefits in Nebraska.

The EHA is committed to the care and wellbeing of all our members and families. We are directing Xerox, the vendor administering the program, to go further in the reconsideration of applicants determined ineligible in the DEV review recently completed. In order to accomplish this, we have requested the following for each of the categories of applicants determined ineligible.

1. Applicants who provided adequate evidence of eligibility but were terminated due to missing the deadline for submission will be immediately added to coverage.
2. For applicants that had an appeal in process but did not complete the appeal in the program timeframe, we will immediately reopen the appeal process through June 30 and allow eligibility verification to be completed in this timeframe.
3. For applicants that provided information and were determined ineligible due to incomplete responses, we will allow through June 30 to provide complete information.
4. For applicants who were determined ineligible because no response was provided to the DEV program, we will reopen an eligibility verification window through June 30 on receipt of evidence or representation from the employer that attempt(s) were made to provide information or no request for verification was received by the member.

Members determined to be eligible through any of the 4 avenues above will have coverage reinstated back to January 1, 2017.

Furthermore, the EHA Board will study the concerns and seek input from the school districts and members across the State in designing any future DEV program to be used by the EHA.

Please contact at Xerox at (855-874-8505) or www.acs-dev.com/eha to initiate the potential reinstatement of coverage as outlined above.

If you have any questions about this policy please feel free to contact the EHA Field Representative, Greg Long at greg@chaplan.org or 866-465-1342 or Kent Trelford-Thompson at Kent.Trelford-Thomps@nebraskablue.com or 402-982-6810.