



September 19, 2022

→ AVISO MUY IMPORTANTE PARA GENTE DE HABLA HISPANA – POR FAVOR NO IGNORE ESTA CARTA LA CUAL CONTIENE INFORMACIÓN RELACIONADA A SU(S) DEPENDIENTE(S) DEL PLAN MÉDICO. SI USTED NO LEE INGLÉS Y PARA INFORMACIÓN EN ESPAÑOL, POR FAVOR LLAME THE WTW AUDIT CENTER AL 1-866-466-4109 PARA OBTENER INSTRUCCIONES.

ThomasHanks
123HollywoodDrive
Raleigh NC 27610

232

Dear Tom,

This is a follow up to the letter you received a few weeks ago regarding your dependents covered by your 2022 Health Benefits Trust medical plan through the NC League of Municipalities (NCLM).

As mentioned in the prior letter, NCLM appointed WTW, a benefits consulting firm, to perform a Dependent Eligibility Audit to confirm that all dependents currently enrolled in your medical plan are eligible for coverage.

ACTION: Please provide the requested dependent verification document/s as **outlined on the back of this page** no later than Monday, October 10, 2022, to remain eligible for coverage under NCLM’s medical plan.

The following dependents are covered under the NCLM medical plan:

Rita Wilson, spouse, 10/26/1956	Chet Hanks, child, 8/04/2012

Please include this letter as a cover sheet. Copies of acceptable verification may be submitted:

- Email to NCLM.cleve@WillisTowersWatson.com or
- Fax to 844-912-9279 (please be sure to include “DEPT: NCLM” at the bottom right corner of your documents) or
- Mail in the enclosed postage paid envelope to the following address:

WTW
DEPT: NCLM
PO Box 981916
El Paso, TX 79998

Please contact WTW directly (do not send dependent verification documents to NCLM or MedCost as they will not be processed). If you have any questions regarding the definition of an eligible dependent, please contact us at 1-866-466-4109. The call center is open from Monday through Friday, 9 a.m. - 5 p.m., or you may email NCLM.cleve@WillisTowersWatson.com.

Thank you for your immediate response to this matter,
WTW and NCLM

Acceptable Verification for Dependent Eligibility

Spouse	<ul style="list-style-type: none"> ▪ A copy of page one <u>and signed page two</u> of your 2021 1040 tax return (you may cross out wage and social security number information) showing you filed as married <ul style="list-style-type: none"> – Page two can be substituted by an e-confirmation page if you filed your taxes electronically <p>OR</p> <ul style="list-style-type: none"> ▪ Copy of marriage certificate <u>AND one of the following:</u> <ul style="list-style-type: none"> – A copy of a driver’s license (must have the same address as employee) – A copy of a joint lease or mortgage (dated in the last 12 months) – Proof of a common ownership of a motor vehicle (dated in the last 12 months) – Proof of joint bank accounts or credit accounts (dated in the last 12 months)
Child(ren) (under age 26)	<ul style="list-style-type: none"> ▪ A copy of page one <u>and signed page two</u> of your 2021 1040 tax return (you may cross out wage and social security number information) <ul style="list-style-type: none"> ○ Page two can be substituted by an e-confirmation page if you filed your taxes electronically <p>OR</p> <ul style="list-style-type: none"> ▪ One of the following: <ul style="list-style-type: none"> ○ Copy of birth certificate* ○ Court Order (must show full dependent name) ○ Custody documentation ○ Adoption papers
Child(ren) (over age 26)	<ul style="list-style-type: none"> ▪ One of the items listed above for child(ren) <p>AND</p> <ul style="list-style-type: none"> ▪ Proof of disability from the Social Security Administration
Stepchild (under age 26)	<ul style="list-style-type: none"> ▪ Copy of birth certificate naming your current, legally married spouse as the parent <p>OR</p> <ul style="list-style-type: none"> ▪ Copy of court-issued Qualified Medical Child Support Order <p>AND</p> <ul style="list-style-type: none"> ▪ Copy of your marriage certificate (naming the child’s biological parent as your current legal spouse)

*Documents must show employee/dependent relation and date of document.

If you would like a confirmation that WTW received your documents and successfully processed them, please include a phone number or email address along with your documentation.

Eligible Dependents for Coverage under the NCLM Medical Plan:

Spouse:

- The term "Spouse" means the person who is legally recognized as the husband or wife under the laws of the state where the marriage took place.
 - o Note: The Plan does not offer coverage to a domestic partner or a common-law spouse, even if the state in which the Employee lives recognizes such a partnership.

Child(ren):

- Dependent children under the age of 26 are eligible for coverage without regard to student status, marital status of the dependent, primary residence status, tax dependent status or the amount of financial support from the parent.
- Coverage will end on the last day of the month during which the Dependent child's 26th birthday occurs, or in the event of the covered Employee's termination and refusal of, or loss of, COBRA continuation, whichever occurs first.
- The term "children" shall include:
 - o Natural children;
 - o Adopted children, or children placed with a covered Employee in anticipation of adoption;
 - o Foster children;
 - o Step-children, as long as a natural parent remains married to the Employee and the natural parent resides in the Employee's household;
 - o A child for whom the covered Employee has legal guardianship and who lives with the covered Employee in a regular parent/child relationship. A parent/child relationship does not exist if either parent of the child also lives in the covered Employee's home.

Disabled Child

- If a covered Dependent child is mentally or physically handicapped before reaching the the age of 26, his or her coverage will be continued.
- The child's coverage will be continued after reaching the limiting age as long as:
 - o He or she remains handicapped;
 - o He or she remains chiefly dependent on the covered Employee for support;
 - o The covered Employee remains covered under the Plan;
 - o The part of the Plan providing his or her coverage remains in force; and
 - o The covered Employee continues to pay any part of the cost required for the child's coverage.

PLEASE NOTE If you do not have a copy of your marriage certificate or child(ren)'s birth certificate, please contact the county office of vital records immediately to order new documents. Do not send originals as all information will be destroyed after the verification concludes.

IMPORTANT! We have a strict adherence to full confidentiality of your information provided to us in the course of the audit. All provided documentation will be shredded in a secure way by WTW within 30 days of the completion of the verification process.



August 12, 2022

→ AVISO MUY IMPORTANTE PARA GENTE DE HABLA HISPANA – POR FAVOR NO IGNORE ESTA CARTA LA CUAL CONTIENE INFORMACIÓN RELACIONADA A SU(S) DEPENDIENTE(S) DEL PLAN MÉDICO. SI USTED NO LEE INGLÉS Y PARA INFORMACIÓN EN ESPAÑOL, POR FAVOR LLAME THE WILLIS TOWERS WATSON AUDIT CENTER AL 1-866-466-4109 PARA OBTENER INSTRUCCIONES.

Employee 1042
Street Address
City, NC Zip code

Dear Employee,

You are receiving this letter because you elected to cover a dependent on your 2022 Health Benefits Trust medical plan through the NC League of Municipalities (NCLM). WTW, a benefits consulting firm, will be conducting a dependent eligibility verification to **confirm that all dependents enrolled in a NCLM medical plan are eligible for coverage.** This is common practice in order to ensure that the NCLM is compliant with the medical plan eligibility requirements.

During the next few weeks, all employees who have dependents enrolled in a NCLM medical plan will be asked to verify their dependents' status.

Our records indicate that you currently have dependent/s enrolled in a NCLM medical plan. As such, please review the dependent eligibility requirements **on the back of this form** and verify that the dependents you are covering are eligible to be covered under the medical plan.

Dependent name/s, date of birth	
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If, after reviewing the eligible dependent criteria listed **on the back of this page**, you discover that a dependent listed is not an eligible dependent, please contact **1-866-466-4109** to remove that dependent. When you voluntarily notify us of a dependent who is ineligible and should be removed, there will be no penalty of repayment. The ineligible dependent/s will not be offered COBRA.

Please contact the WTW's call center within two weeks of the date of this letter, Friday, August 26, 2022 to remove any ineligible dependent(s). Our call center is open from Monday – Friday, 9 a.m. - 5 p.m. and can be reached at 1-866-466-4109 or NCLM.cleve@willistowerswatson.com.

If your dependents are eligible, you do not need to do anything at this time. However, in a few weeks, you will be asked to provide supporting documentation verifying the eligibility of your covered dependents. Please take this time to prepare the necessary documents, as failure to provide the supporting documentation upon request will lead to a removal of the dependent/s from coverage.

Thank you for your assistance,
WTW and NCLM

Eligible Dependents for Coverage under the NCLM Medical Plan:

Spouse:

- The term "Spouse" means the person who is legally recognized as the husband or wife under the laws of the state where the marriage took place.
 - o Note: The Plan does not offer coverage to a domestic partner or a common-law spouse, even if the state in which the Employee lives recognizes such a partnership.

Child(ren):

- Dependent children under the age of 26 are eligible for coverage without regard to student status, marital status of the dependent, primary residence status, tax dependent status or the amount of financial support from the parent.
- Coverage will end on the last day of the month during which the Dependent child's 26th birthday occurs, or in the event of the covered Employee's termination and refusal of, or loss of, COBRA continuation, whichever occurs first.
- The term "children" shall include:
 - o Natural children;
 - o Adopted children, or children placed with a covered Employee in anticipation of adoption;
 - o Foster children;
 - o Step-children, as long as a natural parent remains married to the Employee and the natural parent resides in the Employee's household;
 - o A child for whom the covered Employee has legal guardianship and who lives with the covered Employee in a regular parent/child relationship. A parent/child relationship does not exist if either parent of the child also lives in the covered Employee's home.

Disabled Child

- If a covered Dependent child is mentally or physically handicapped before reaching the limiting age for an eligible Dependent, his or her coverage will be continued if it would otherwise end due to attainment of the limiting age.
- The child's coverage will be continued after the age of 26 as long as:
 - o He or she remains handicapped;
 - o He or she remains chiefly dependent on the covered Employee for support;
 - o The covered Employee remains covered under the Plan;
 - o The part of the Plan providing his or her coverage remains in force; and
 - o The covered Employee continues to pay any part of the cost required for the child's coverage.

PLEASE NOTE If you do not have a copy of your marriage certificate or child(ren)'s birth certificate, please contact the county office of vital records immediately to order new documents. The next letter will request dependent verification documents. Do not send originals as all information will be destroyed after the verification concludes.

IMPORTANT! We have a strict adherence to full confidentiality of your information provided to us in the course of the audit. All provided documentation will be shredded in a secure way by WTW within 30 days of the completion of the verification process.

Important Notice for Employees with Dependents Enrolled in the Medical Plan

This Process will begin in August 2022

Health Benefits Trust continues to take steps to control healthcare costs to provide both comprehensive and affordable coverage to employees, retirees, and eligible family members.

We have engaged **Willis Towers Watson**, a benefits consulting firm, to conduct a Dependent Eligibility Audit to confirm that all dependents currently enrolled in the Medical Plan are eligible for coverage.

Throughout this audit process, you will be receiving several letters of correspondence. **Read each letter carefully** to ensure that you are taking the steps required to verify your dependents.

If you do not successfully complete the audit requirements, your dependents will be removed from the Medical Plan.

So what should you do?

1. Open the letter. All materials are time sensitive.
2. Read each letter carefully. You will be sent multiple letters from Willis Towers Watson and Health Benefits Trust, and each one contains important information.
3. Contact the Willis Towers Watson Audit Center

AND

Keep your eyes peeled for correspondence from this address!



Health Benefits Trust
DEPT: NCLM
PO Box 981916
El Paso, TX 79998



Make sure any required documents are submitted **on time!**

Youssou Fall, Director of Strategic Health Operations
Shelly Linker, Business Administrator
Lisa Ervin, Health and Benefit Consultant
Lisa Marzoli, Health and Benefit Consultant
Tisha Robinson, Health and Wellness Coordinator

(919) 715-9782 | yfall@nclm.org
(919) 715-0979 | slinker@nclm.org
(919) 715-7973 | lervin@nclm.org
(919) 715-3914 | lmarzoli@nclm.org
(919) 715-4328 | trobinson@nclm.org

Acceptable Verification for Dependent Eligibility

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Dependent Verification Overview

July 7, 2022

What is a Dependent Eligibility Audit

Employers have a fiduciary responsibility to administer their plan according to the provisions. That includes ensuring that only eligible dependents are covered under the health plan.

This is done by requesting that employees provide additional information and documentation for their enrolled dependents. Such as:

Spouse:

- Copy of most recent tax return
- Copy of marriage certificate

Please do not send original copies of documents or certified copies. A photocopy is sufficient. If you do choose to send a certified copy/original, WTW will NOT send them back. They will be shredded and destroyed.

Child:

- Copy of most recent tax return
- Copy of birth certificate
- Copy of marriage certificate (if dependent is not your natural born child)
- Adoption Papers
- QMCSO

Other forms of documentation may be available if you contact the WTW call center

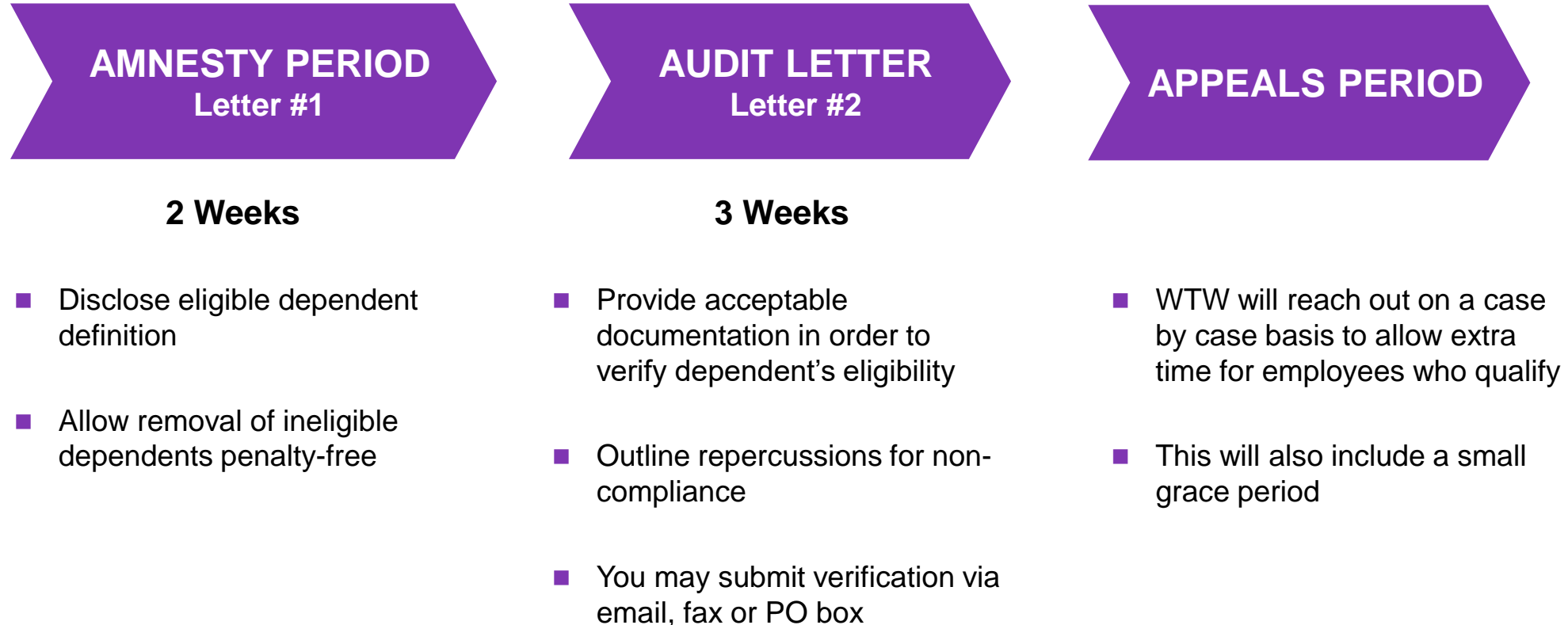
Why Conduct an Audit

- To educate employees on plan eligibility
- To validate eligible dependents
- To eventually lower the cost of dependent health care
- Promote fairness and compliance with plan rules

Participation - Who Needs to Submit Documents?

- Please do not forfeit your dependent's coverage by not participating! Participation is required of **ALL employees** with 1 or more dependent(s) covered on their medical plan.
- Health Benefits Trust staff will be communicating with HR professionals throughout the process to ensure clarity and transparency
- HR professionals at NCLM's member groups are asked to read the flyer and have it handy if employees have questions (please use the WTW call center as a resource)

When Will I need to Submit Documents – The Dependent Audit Process



Please note there will be an additional outreach by the League prior to the Letter 1 in the form of a postcard, and there will be a three month window to comply with the documentation request.

Data Security

- We use industry leading firewalls, intrusion detection systems, and virus protection throughout our network infrastructure.
 - In addition, WTW utilizes system management best practices to ensure that we actively apply operating system and network device patches and service packs to critical systems upon release, and we maintain extensive system, security, and event logs which are centrally collected and analyzed to allow for immediate response when an event is detected.
- Access to data is granted via individual user accounts, and access control lists and file permissions are used to limit access to data to individuals based on job responsibilities.
 - In addition, many critical applications require a separate username and password for access. Password controls are used to keep passwords a moving target and reduce the risk of compromise, and remote access to the Willis Towers Watson network is granted using two-factor token-based authentication.

Dependent Eligibility Call Center

- Call Center is available Monday – Friday from 9:00 a.m. – 5:00 p.m. Eastern Time
 - *You may leave a voicemail and a WTW team member will return your call ASAP*
- Both an email address and 800 number will be listed on letters for employees to contact WTW
 - *If employees have access to a secure email/file transfer, they may use it to submit documents*
- If employees reach out to Human Resources or their manager in regard to the dependent eligibility audit, they should be forwarded to WTW's call center

- Toll-Free Number: 866-466-4109
- Email Address: NCLM.cleve@wtwco.com *(not confirmed)*