

# Dependent Eligibility Audit FAQs

## 1) How do I get help in Spanish? ¿Cómo puedo obtener ayuda en español?

Assistance in Spanish is available by contacting the WTW Dependent Verification Center at 1-855-451-3113 between 7 a.m. and 4 p.m. Monday through Friday between August 21 and September 15.

La asistencia en español está disponible comunicándose con el WTW Dependent Verification Center al 1-855-451-3113 entre las 7 a. m. y las 4 p. m. de lunes a viernes entre el 21 de agosto y el 15 de septiembre.

## 2) Why is Albertsons verifying dependent eligibility?

Healthcare costs continue to rise, and you and Albertsons share the cost of healthcare coverage. When ineligible dependents are covered on our health plans, it increases the cost of coverage for everyone. In addition, Albertsons is required to follow federal ERISA law, which requires that we cover only eligible dependents.

## 3) When is the audit?

The audit will take place **August 21— September 15, 2023.**

## 4) I just enrolled in benefits and submitted dependent documentation within the last few months. Do I need to reverify my dependents?

If you enrolled in benefits for the first time and verified your dependents after **May 1, 2023**, you do not need to reverify your dependents in this audit.

## 5) What counts as acceptable documentation?

Acceptable documentation varies based on the type of dependent you are verifying. For a spouse, it can be a marriage certificate, PLUS a document with both names, such as a credit card or bank statement or utility bill. For a child, it would be something like a birth or adoption certificate. Visit [myaci-benefits.com/benefits-basics/dependentaudit](https://myaci-benefits.com/benefits-basics/dependentaudit) for a complete list of acceptable documentation.

## 6) How do I submit my documentation?

Once the audit begins on August 21, WTW and Albertsons will provide information on where to submit documentation. You will have the option of submitting your dependent verification documents online via a secure website, by mail, or by fax. Instructions will be mailed to your home.

## 7) Can I submit my documentation via the upload documents feature of myACI Benefits?

**No.** WTW will be verifying dependent documentation submitted for the audit, so all documentation must be submitted to WTW via the secure website, mail, or fax. **Documentation uploaded to myACI will NOT be considered in the audit and your dependents will be at risk of losing health coverage.**

## 8) Will the documentation upload website be mobile-friendly?

The online submission website is secure and mobile-friendly, and you will be able to submit photos of your documents if you do not have easy access to a scanner.

### **9) How do I get a copy of my dependent's birth certificate, marriage certificate, or other records?**

Copies of birth certificates and other personal vital records can only be obtained from the state or country in which they were originally filed. Some resources for obtaining documents:

- Your local county office of your dependent's birth and/or marriage.
- National Center for Health Statistics through the Centers for Disease Control — Information for all states can be found at <http://www.cdc.gov/nchs/w2w.htm>.
- VitalChek — Online provider of vital records at <http://www.vitalchek.com>.
- U.S. Department of State — A Consular Report of Birth can be obtained by writing to the U.S. Department of State for individuals born abroad to U.S. citizen parents. Visit <http://www.state.gov> for more information.
- Internal Revenue Service — A free transcript of a federal tax return can be obtained by contacting the local IRS office. Local contact information is available at <http://www.irs.gov>.

Please note: Obtaining records can sometimes take longer than expected and requesting record copies may cost a fee. Request your records in a timely manner (e.g., foreign birth or marriage record).

### **10) My child's birth certificate states that copies should not be made. Should I submit an original?**

Some states and municipalities prohibit the photocopying of certain vital records, such as birth certificate, death certificate and marriage certificate. If state or local law prohibits you from photocopying a certified vital record, please provide a copy of the vital record that is in compliance with your state or local regulations. Do **NOT** mail original documents.

### **11) Will Albertsons help me pay the costs of obtaining documents I may not have on hand?**

No. You must pay any costs associated with obtaining or copying acceptable documents.

### **12) If I cover my dependent only for dental or vision benefits, and not medical, do I need to complete the verification process?**

Yes. This verification process applies to any dependent covered under Albertsons medical, dental and/or vision benefits.

### **13) I have some documents ready, but not all of them. Should I submit them individually?**

We encourage you to send in all your documentation at the same time. However, if the deadline is approaching, you may submit whatever documentation you have collected. You will receive a letter with a list of your dependent(s) who still have missing documents.

### **14) Is this process confidential?**

Yes. All Associate documentation submitted to WTW will remain protected and confidential throughout the process. WTW is a reputable global professional services company, and that's why we've engaged them to conduct the dependent eligibility review.

For additional protection, please black out all financial information on your submitted documentation as well as any Social Security numbers.



**15) What type of files can I upload to the online system?**

You can upload .jpg, .png, .pdf, and .gif photo files. You can even upload photos of documents taken from a camera or smartphone, as long as they are legible.

**16) My dependent documentation was issued in a foreign country and is not in English. Do I need to provide a copy of the document translated into English for it to be acceptable?**

Yes. Any document provided as proof of eligibility that is in a foreign language (such as marriage certificate or birth certificate) must be accompanied by a notarized translation in English.

**17) What if my divorce decree stipulates that I maintain benefits for my former spouse?**

Regardless of the decree, a former spouse is not an eligible dependent for Albertsons Companies, Inc. benefits. Upon divorce decree date, a former spouse can continue COBRA coverage for up to 36 months.

**18) I am faxing a document that may not come through clear enough to read. Should I do anything differently when faxing documents?**

Yes. A normal loss of quality occurs when faxing, sometimes making received faxes difficult to read. This can be especially true when trying to fax a photo ID or other documents that are not black and white or contain small print. To make the document easier to read, try the following:

- Make a black and white copy of the document (if the original is in color).
- Enlarge the document as much as possible while ensuring it is still an 8.5" x 11" copy.
- Change the settings on the fax machine you're using to the highest resolution available. On most fax machines you can go to Settings > Resolution > Choose "Fine" or "Highest Quality". See your fax machine's Owner's Manual for additional instructions.

**19) What happens if I do not submit documentation for my covered dependents?**

If you fail to complete the verification process, your unverified dependents will be removed from Albertsons medical, dental and/or vision plans on **October 31, 2023**. Termination of an individual who was not eligible for benefits is not a COBRA qualifying event.

If you provide documents by the deadline, but they are incorrect or incomplete for one or more of your dependents, you'll receive an Insufficient Documentation Letter that explains the reason for incomplete documentation and requests the appropriate documents.

**20) What if I requested my documentation from a government entity but they have not yet sent it to me?**

If the deadline is approaching and you have not yet received documentation you requested from a government entity, submit whatever documentation you do have, along with proof that you have requested the missing documentation so that we are aware of the situation.

**21) I am trying to upload more documentation for my dependents, but the "Verify Dependents" link is no longer showing on the home page. How can I upload more documents?**

You can either wait until the review is complete and the link appears, this can take 1-2 business days from the time you submitted the documents or call the WTW Service Center at 1-855-451-3113 and have your account unlocked..

**22) Will there be an appeal process after the audit is over?**

Yes. Details on how to submit an appeal or correction request will be provided in communications from WTW once the audit is complete.

**23) How long will it take for my submitted documentation to be reviewed?**

If you submit documentation online via WTW's secure website, your documentation will be reviewed within 2-3 business days. If you submit documentation via U.S. Mail or fax, you can check the status of your submission online within 5-7 business days, and a confirmation statement will be mailed to your home within 7-10 business days.

**24) Where do I go if I have questions about the audit?**

Starting August 21, call the **WTW Service Center at 1-855-451-3113** Monday-Friday, 7 a.m. to 4 p.m. MT.