



UNIVERSITY of NORTH CAROLINA WILMINGTON

**TO:** Faculty and Staff

**FROM:** Liz Grimes  
Associate Vice Chancellor for Human Resources

**DATE:** May 19, 2017

**SUBJECT:** State Health Plan Dependent Eligibility Verification Audit

**[Please print and post this for individuals in your unit who do not have regular access to email.]**

We received the following important notification from UNC General Administration regarding dependent coverage. If you have dependents on your State Health Plan coverage, the following information applies to you and **requires action.** This message refers to a new audit required by the state. While you may have provided this documentation previously, State Health Plan members who have dependents on their SHP coverage must submit the appropriate documentation for this audit. Although members must submit documentation themselves, Human Resources will be happy to assist you with this process. For assistance, call 962-3160.

## State Health Plan Dependent Eligibility Verification Audit Begins May 22, 2017

The State Health Plan is conducting a dependent eligibility verification audit. The purpose of the audit is to ensure that all dependents currently enrolled in the State Health Plan are eligible to receive coverage under the Plan. The audit will begin **May 22, 2017**, and conclude on **July 31, 2017**.

### What You Need to Know

State Health Plan members who are currently covering dependents under the Plan must verify each dependent's eligibility to participate in the Plan. Under the audit process, members are required to respond and submit the

necessary documentation for each covered dependent no later than July 31, 2017. For a listing of acceptable documentation, [click here](#).

**Failure to respond and produce the required documentation will result in termination of the dependents' coverage under the Plan effective August 1, 2017.**

## How to Provide Documentation

You can use one of the following ways to submit your documentation.

### Submit via eEnroll

1. Visit the State Health Plan's website at [www.shpnc.org](http://www.shpnc.org) and click **ENROLL NOW**.
2. Select the first yellow box listed (Login to eEnroll) to log into **eEnroll**.
3. Once you are logged into **eEnroll** a message box will appear: "Dependent Verification Documentation Request".
4. Click **GET STARTED**.
5. You will then be prompted to upload the required documentation within the Document Center. You may provide a scanned copy of the document or take a photo with your smart phone and upload it directly to the Document Center.
6. If the documentation you provided cannot be verified, you will receive notification or you can log back into **eEnroll** where you can check the status of your verification.

### Submit with fax or email

If you do not have access to **eEnroll**, you can fax the documents to **866-742-6444** or email the documents to [SHPDependentAudit@benefitfocus.com](mailto:SHPDependentAudit@benefitfocus.com). **You are required to include your Full Name, Dependent's Full Name, State Health Plan ID number located on your Plan ID card and the name of your employing unit on both the email and fax in order for the document to be accepted.** Mailed, hard copy documents will not be accepted.

**PLEASE NOTE: If you are submitting any documentation that contains SSN, you should black out the number. SSN is not required for you or your dependent(s) as part of the dependent verification process. You may also black out any account information, financial transactions, account balances and any other information that is not pertinent to the process.**

## Questions?

If you have any questions about this process, please contact the Eligibility and Enrollment Support Center at **855-859-0966**, Monday through Friday, between 8 a.m. and 5 p.m. EST or at [SHPDependentAudit@benefitfocus.com](mailto:SHPDependentAudit@benefitfocus.com). For more information, you can also visit the Plan's website at [www.shpnc.org](http://www.shpnc.org).

The dependent eligibility verification audit takes place May 22 – July 31, 2017. Be sure to send in the required documentation no later than July 31, 2017, to ensure your eligible dependents remain enrolled in coverage under the Plan.