

Dependent Verification Process

Below is a summary of the dependent verification process used by Aetna Student Health:

- 1) Member logs into student connection site to voluntarily enroll dependent(s) and receives notification of dependent verification.
- 2) Member attests to enrolling only eligible dependents via check box:

The screenshot shows a web form with the following elements:

- A label "Date of Birth" with a help icon (question mark in a circle).
- A text input field for the date of birth, with a calendar icon to its right.
- A checkbox with the following text: "Any dependents enrolled in the Medical Insurance Plan must be eligible for coverage. We may audit dependents to verify their eligibility. If your dependent(s) is(are) selected for audit, we will email you with instructions to submit the documents needed to verify your dependent(s) eligibility. Please check the box below to confirm that you have read the eligibility requirements for dependents, that your dependent(s) is(are) eligible for coverage, and that you will submit documentation required to verify your dependent(s) eligibility if audited. Click on the [Instructions](#) to see what documents are required to verify dependent eligibility."
- Two buttons: "Save" and "Cancel", both in red.

- 3) Member is randomly selected to provide documentation of eligible dependent(s)
- 4) Member has 45 days to provide verification of dependent eligibility
- 5) Member will receive a reminder on day 15 and day 30 to provide documentation, if not already provided
- 6) If member provides documentation of dependent eligibility within 45 days, dependent(s) remain active on plan (process ends)
- 7) If member does not provide documentation by day 45, member will receive notice that their dependent(s) will be terminated in 30 days (from the notice date) if documentation is not provided
- 8) If member provides documentation within the 30 days, dependent(s) will remain active
- 9) If member does not provide documentation within the 30 days and an exception is not communicated, member's dependent(s) will be terminated
- 10) On termination date, notification of termination is sent to the member and dependent(s) is(are) terminated.
- 11) A prospective pro-rata refund is issued to the member.