

FELRA & UFCW

Vendor Selected for the Sample Company Dependent Eligibility Verification

As announced earlier, we are about to begin a Dependent Eligibility Verification project to ensure that all dependents enrolled in Sample Company sponsored health plans are eligible for coverage. All health plan members with one or more dependent enrolled in Sample Company sponsored coverage will be required to provide verification of their enrolled dependents.

Sample Company has taken several important steps to move the project forward, one of which was to name **Secova, Inc.** as the vendor that will manage the project. Secova has more than twenty-two years of experience administering dependent eligibility verifications and providing outsourced benefits administration solutions.

Secova will provide a dedicated call center, staffed with knowledgeable professionals who will offer participants confidential support during the verification process. On [DATE], Secova will mail Verification Packets to health plan members' homes with instructions on how to submit verification materials and information on how to access call center support.

Is my information secure?

Before Sample Company hired Secova, we required that they go through a lengthy review process. Our main concern during this process is the security and protection of our health plan members' information at all times. We chose Secova because they are an ISO 27001:2005 certified company with proven ability to administer confidential family member eligibility verifications in the most costeffective way.

Secova does not disclose, sell or share personal information with anyone. All health plan member data is kept confidential and private throughout each step in Secova's work processes. Incoming data is transferred via a secure ftp site, encrypted emails or password-protected web uploads, then stored in Secova's password-protected databases. Secova's Information and Data Security plan is fully compliant with all current federal regulations.

Your help during this process is important. Thank you for your time.

Sincerely,

Sample Company