

Eligibility Verification Response Date

As a reminder, strict adherence to the required response due date for every Risk Management Eligibility Verification Audit is required. We are addressing this requirement with all of our customers and business partners. To remain in compliance, Risk Management must abide by the cancel date listed in our audit letters. The date listed in our letters is the last day we will accept documentation for review to confirm eligibility. Please refer to the group policy contract language for specific information regarding eligibility and policy termination.

- A complete response to Risk Management's Eligibility Verification Audit must be received no later than the cancel date listed in our letter. Documents received after that date will not be reviewed.
- A complete submission is required to verify eligibility. No response, incomplete submissions, as well as groups not meeting eligibility requirements will terminate on the date shown in the letter.
- Review the complete packet provided to understand what is needed, read each section to ensure all information is being provided. If questions remain, contact your Analyst or Account Manager with questions.
- If a group does not provide a complete submission and therefore does not meet eligibility requirements before the termination date they will be canceled.
- Submissions must be received on time, from all Customers. Escalations for additional review or requests on a case by case basis will not be accepted. We are bound by contract language, as well as corporate policies that require a consistent business practice to protect the integrity of the business for everyone.