



**New York State
Department of Civil Service
Employee Benefits Division**

**Request for Proposals
Dependent Eligibility Audit
Services**

June 5, 2015

Contact

Dave Chojnacki



World Headquarters

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Highland Park, MI 48203
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www.budcohealthservicesolutions.com

**Technical
Proposal**





New York State Department of Civil Service
Employee Benefits Division

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Thank You



**A. Contractor's
Responsibilities**

Technical Proposal

A. Contractor Responsibilities

During the term of this agreement, Budco will agree to, and be responsible for the performance of all those services defined in the following sections:

1. Project Team
2. Project Implementation
3. Electronic Transfer of Data
4. Call Center Services
5. Secure Online Web Portal
6. Amnesty Period, Eligibility Verification Period and Appeal and Reinstatement Period(s)
7. Communication Material
8. Outgoing and Returned Mail Process
9. Reporting
10. Project Return on Investment (ROI)
11. Performance Guarantees

Please note, pertaining to section A.11.a.(3), (4) & (5), performance guarantees for Call Center Availability, Telephone Abandonment Rate, and Telephone Blockage Rate, intervals exceeding 110% of forecast volume will not be counted in the monthly SLA calculation for penalty purposes.

Any other deviations or alternative process will be defined within section IV.B.



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B. Technical Section Submission Requirements

**B. Technical
Section
Submission
Requirements**



1. Executive Summary



BUDCO
HEALTH SERVICE
S O L U T I O N S

B. Technical Section Submission Requirements

1. Executive Summary

- a) The name and address of the Offeror's main and branch offices and the name of the senior officer who will be responsible for this account

Budco is pleased to submit this proposal to the New York State Department of Civil Service for a comprehensive dependent eligibility audit solution. It is our intention to implement the solution that fully addresses the complex needs and requirements of the Department of Civil Service. We appreciate the opportunity to demonstrate the unique value and industry leadership we can bring to these services.

Vendor Name: Budco Health Service Solutions
A Division of DialogDirect

Senior Officer Contact: David Chojnacki
Executive Vice President, Budco Health Service Solutions

Contact Information: 
office
direct
www.budcohealthservicesolutions.com

Budco World Headquarters
13700 Oakland Avenue
Highland Park, Michigan 48203

Budco New York Office
319 Enchanted Forest North
Lancaster, New York 14086

- b) A description demonstrating its understanding of the requirements presented in the IFB, and how the Offeror can assist the Department in accomplishing its objectives and will meet the requirements set forth in the IFB

Budco has thoroughly reviewed the content of the Invitation for Bid issued by the New York State Department of Civil Service on May 8, 2015, and stands ready to deliver services and process to assist the Department in accomplishing all of the objectives set forth in the request. Additionally, Budco intends to apply our unparalleled dependent audit experience in order to ensure that the Department is provided with best-in-class delivery in all aspects of the dependent eligibility audit process. Budco has a history of experience with large Fortune 500 employers including AT&T, Boeing, and UPS to name a few. We have verified **3,287,784** employees, **6,246,222** dependents, and processed more than **12,000,000** employee communications

- c) A statement explaining the Offeror's and the Offeror's Key Subcontractor's previous experience managing Dependent eligibility audits for large complex clients (complex client is defined as having more than one hundred fifty thousand Dependent lives subject to audit with various distinct Employee groups offering eligibility to members other than the Enrollee, the Enrollee's Spouse and their natural or adopted Dependent children (for example Domestic Partners, disabled Dependents or Dependent Survivors). The statement must include:
1. timetables for conducting the Dependent eligibility audits, and adherence to schedule (e.g. was it implemented and completed on time?)
 2. any issues that arose during the audits and an explanation of how those issues were resolved; and
 3. references as required in Exhibit I.V of this IFB for at least three large complex clients (as defined in Section IV.B.1.c) to which the Offeror has provided dependent eligibility audits within the last three years.

Budco does not use subcontractors to manage the dependent eligibility verification process.

- d) An explanation of how the following administrative and operational components will be performed by the Offeror. Include an organizational chart and description explicitly detailing responsibility for the following functions
1. Project Team;
 2. Administration of an Amnesty Period, the Eligibility Verification Period;
 3. Call Center Services;
 4. Secure Online Web Portal Services;
 5. Communication Material; and
 6. Reporting

As the leader in Dependent Eligibility Verification, Budco has the technology, personnel and experience to provide DCS and your employees with a quality verification process.

Budco Health Service Solutions believes that there is a defined difference between being a partner and a supplier. As a partner, Budco will provide leadership and value, as well as outstanding client service. Most importantly, compassionate assistance and follow-up with your employees by our well trained staff. Our partnership-based, consultative approach delivers the benefit of a worry-free experience that allows DCS's benefits team to focus on other critical tasks.

Experienced People. Detailed Processes. Measurable Results.

These words summarize the **superiority** of the Budco Dependent Eligibility Verification Solution. Our dependent verification staff is specifically **trained** and **dedicated** to handling all aspects of the program. Most importantly, our work produces **quantifiable financial outcomes** that benefit our clients and support your employees through the entire process.

At Budco, we have:

- A highly-trained and motivated **contact center** which handles one-on-one employee questions and concerns
- A dedicated **project management** staff to expertly implement program requirements and drive the project to successful completion
- Sophisticated **information technologies** manage the proprietary electronic platform, database and security
- Platform features include a robust **online reporting** tool for DCS designated representatives
- An online employee portal for **electronic submission** of documents and verification status
- **Creative services** including designers, writers and editors to author letters and explanatory materials
- A digital color **print facility, automated production, and finishing and mailing services** to execute distribution of all printed project-related communications. In addition, Budco uses paper stocks that are certified by the **Forest Stewardship Council** as being environmentally responsible and the product of socially beneficial, economically viable forestry management. In 1997, Budco was granted a license and permission to use the SoySeal trademark of the American Soybean Association. Our offset printing department use only biodegradable soy bean oil printing inks.

Some of Budco's Clients Include:

Government Contractors &	Consumer Goods	Healthcare & Financial	Automotive & Manufacturing	Communicatio ns	Travel & Leisure
       	        	        	       	     	        

Our Approach

We approach your employees as an extension of you. We are going to treat your employees with respect, as we help them through this process on your behalf. Our philosophy is to help your employee prove eligibility for their dependents.

Quality

At Budco, all of our Call Center Customer Service Representatives are domestic, in-house employees. Our staff is experienced and well trained for the positions that they hold with us. We provide quality and compassionate participant services, including a state-of-the-art call center, experienced, qualified phone representatives and quick response time.

Outstanding Reporting Capabilities

We can customize virtually any report to conform to DCS's needs. Reporting is broken into two categories: Contact Center and Verification Status/Results. Budco makes these reports available through a real-time, web-based dashboard, as well as via e-mail and as needed in hard copy form. We utilize our own **proprietary dependent eligibility verification platform** to manage all facets of the process. The process is a complex undertaking that requires precise communication, meticulous record-keeping and foolproof security.

Communications

Budco's communications are designed in a way that easily guides participants through the steps of the verification. Our straightforward check lists and expansive selection of acceptable documentation have been designed to minimize the time and effort impact on the employee. Our call center staff has also been trained to provide employees with what are typically the easiest documentation options to submit. With the combination of clear communications and an expert call center, Budco is able to turn what could be a very disruptive process into an easy to follow and simple request for documentation. Our Dependent Eligibility Verifications are customized to each client's needs and administered specifically to the eligibility criteria of each employee and the plan(s) they participate in. Choosing Budco Health Service Solutions will ensure DCS has selected an experienced partner that will deliver consistent, measurable results, while supporting your employees through the entire program.

Organized Labor Statement

Budco has extensive experience with Organized Labor. Over the many years Budco has performed dependent audit initiatives for our clients, we have enjoyed a good working relationship with their respective labor unions. They have appreciated our sound and established processes, inclusive approach and our practice of establishing support in preparation for the audit.

Budco has built a strong relationship with union leaders and members throughout the nation. We have worked diligently to establish these connections, recognizing that they will be essential to the success of our client's audit projects.

Budco has worked with a variety of unions throughout our history. This interaction with labor leaders at a national level ensures DCS an experienced vendor that understands the importance of communication and bargained employees. Below is a list of the labor organizations Budco has worked with:

- AFL-CIO
- Communications Workers of America (CWA)
- United Automotive Workers (UAW)
- United Steelworkers of America (USWA)
- International Association of Machinists (IAM)
- International Association of Machinists and Aerospace Workers (IAMAW)
- International Brotherhood of Electrical Workers (IBEW)
- International Federation of Chemical, Energy, Mine, and General Workers Unions (ICEM)
- International Brotherhood of Teamsters AFL-CIO

- Airline Pilots Association (ALPA)
- American Flight Attendants Association (AFAA)
- International Union of Operating Engineers (IUOE)
- United Food and Commercial Workers (UFCW)
- United Paperworkers International Union (UPIU)
- Teamsters United
- Telephone International Union (TIU)
- Society of Professional Engineering Employees in Aerospace (SPEEA)



2. Project Team



BUDCO
HEALTH SERVICE
S O L U T I O N S

2. Project Team

- a) Provide an organizational chart and description illustrating how you propose to administer, manage, and oversee all aspects of the DEA Project. Include the following:
1. Reporting relationships and the responsibilities of each key position of the Project Team and how the team will interact with other departments or functional areas within your organization and with any subcontractors for this Project. Describe how the Project Team interfaces with the organization's senior management and ultimate decision makers within your organization; and;
 2. Where will your Project Team, document verification and call center be located and approximately how many staff members will work in each functional area?

Project management is the foundation of strong client relationships. Central to the development and maintenance of solid client relationships is the demonstration of a high aptitude for project management. That is why Budco has interwoven core project management principles into the very fabric of our corporate culture. At Budco, oversight of all major projects is facilitated through our **Project Management Office** located within our world headquarters building located in Highland Park, Michigan. Within that office are a number of project managers specifically trained and dedicated to our proprietary dependent audit system. Project management is at the core of the Budco approach to dependent audit and an integral part of our company's **Quality Operating System**. The project manager serves as the client's primary point of contact, orchestrating and coordinating all activity involved with execution:

- Process
- Timetables
- Assets
- People
- Resources
- Metrics
- Continuous improvement
- Budget

The project manager is fully involved in all facets of the program and maintains a Project Plan that has been developed over years of audit experience. This tracking tool identifies all activities required to execute the project and the person(s) responsible for each. The Project Plan is fully customized to the specific needs of each of our clients.

Credible

Budco is rich with experienced project managers. Our people apply their extensive professional experience and knowledge to give our customers, including the New York State Department of Civil Service, the **credibility** they expect.

Accountable

Every project is measured by the capacity to adhere to the triple constraints of cost, time and scope. At Budco, our project managers are **accountable** for monitoring the project inputs and outputs that directly impact these constraints and the health of the undertaking.

Confident

Our project managers utilize traditional, proven tools and techniques. Customers are provided concise, accurate and meaningful reporting. As a result, customers feel **confident** that Budco is managing the project to meet their strategic and organizational needs.

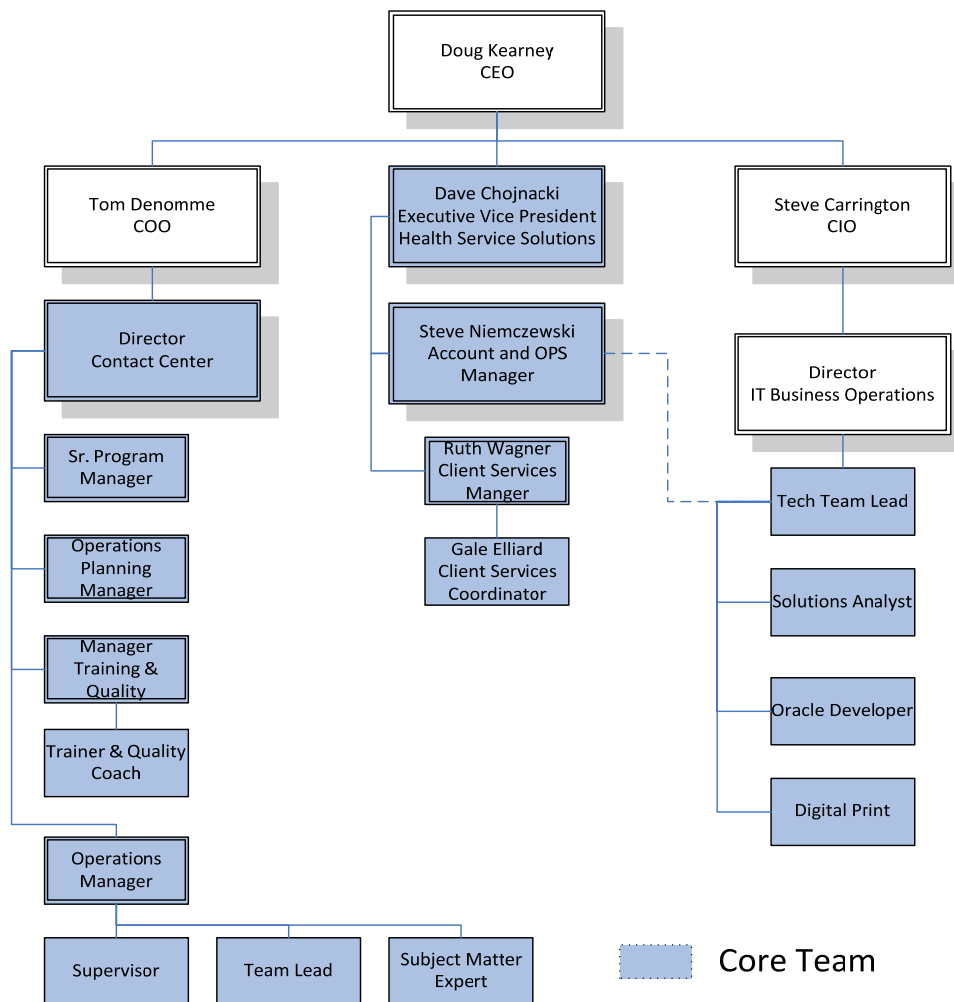
In the end, it's all about trust

The **accountability** we demand of ourselves, the confidence we have in our processes and the **credibility** of our project managers fosters the kind of **trust** that our customers have come to expect from Budco.

Organizational Chart

These Budco people handle the sales/account management and information technologies responsibilities associated with our dependent audit solution.

Budco Health Service Solutions – Organizational Chart



These Budco people make up the operations, implementation and project management side of our dependent audit team.

Responsibilities

Budco has four functional areas under which we execute all aspects of the dependent audit program. None of this work is subcontracted.

- Contact Center
- Operations
- Information Technologies
- Business Development

The Budco Contact Center holds responsibility for the majority of work on the project, amounting to approximately 75% of the work. Within the Contact Center, the management team is responsible for collecting all eligibility information and creating the communications, working with IT to make sure the system is developed to each client's unique specifications and preparing for training our agents. This team takes implementation direction from the project manager and works closely with the PM to make sure all aspects are considered and that the program runs smoothly throughout the course of the project.

The Operations group accounts for approximately 10% of the program. Budco's project management team is part of this group. This group takes direction from the project manager and is responsible for printing materials, warehousing and distribution. The project manager has direct access to the executive management team at Budco. Budco's policies give the PM the authority and responsibility to escalate any matters they deem necessary to the executive management team.

The Information Technologies group is responsible for approximately 15% of the dependent audit program. They take direction on program requirements from the project manager. They are responsible for building the system to handle the unique aspects of the project, transferring audit files and overseeing ongoing maintenance of all systems that support the program.

Biographical Sketches of the Budco Team

As the bios validate, the breadth and depth of experience provided by Budco to the New York State Department of Civil Service is unmatched and unparalleled. The people named here may be supplemented with additional personnel as needed.

Name: David Chojnacki

Title: Executive Vice President, Budco Health Service Solutions

Relationship to the Project:

Serves as the Project Sponsor for all dependent audit initiatives

Education:

Canisius College, Buffalo, NY

B S

1985

Business Administration

American Institute of Banking

Commercial Finance

1987

Finance

Professional Employment:

Budco

2004 – Present

Vice President, Budco Health Service Solutions

TC Consulting

2001 – 2004

Principal

Univera Healthcare

1988 – 2001

Vice President – Sales

Professional Experience:

Lead business development executive for all dependent audit initiatives

Name: Steve Niemczewski

Title: Business Relationship Specialist

Relationship to the Project:

Serves as the primary point of contact for the business relationship for dependent audit programs

Education:

Wayne State University, Detroit, MI

BS

2002

Business Administration

Professional Employment:

Budco

2006 – Current

Business Relationship Specialist – Health Service Solutions

Bluegum Pro

2005 – 2006

Principal

Efficiency Consulting

MSX International

1997 – 2005

Project Manager

Professional Experience:

Lead business relationship and implementation specialist for dependent audit initiatives

Name: Tanya Williams

Title: Dependent Audit Operations Manager

Relationship to Project:

Responsible for managing the daily operations of audit team, from receipt of mail/faxes to auditing eligibility to call center activities. Duties include monitoring service level agreements from receipts to calls, insuring program guidelines are met, quality reviews (audit and phone), reporting, troubleshooting, management of escalated issues, and evaluating and reviewing productivity and efficiencies. Manages four to six supervisors with 92 to 150 agents.

Education:

University of Detroit – Mercy, Detroit, MI

BS in Health Care Administration,
1995

Professional Employment:

Budco

10/03 – Present

Dependent Audit Operations Manager

Hutzel Hospital

6/89 – 6/95

Outpatient Billing Supervisor

Professional Experience:

Four+ years at Budco, managing over 30 audits, 1,400,000 contract holders and 2,940,000 dependents. This has included all phases of audits, from amnesty, audit, and appeal to ongoing eligibility activities. With 10 years of medical administration experience, this has enabled anticipation of the different issues that contract holders may experience as they go through this process. HIPAA Compliance Certification.

Name: Diana White

Title: Team Lead

Relationship to Project:

Address any dependent eligibility-related questions for both phone and auditor agents. Handle escalation calls directly from agents, responding to employee or dependent concerns. Review agent quality performance and provide additional coaching, report all escalated issues to the Subject Matter Expert and follow-up for resolution. Post agent performance scores (weekly/daily) as required. Assist trainers during dependent audit training, scoring written quizzes/test and audit samplings and provide performance issues to trainers.

Education:

Wayne County Community College

Associates Degree in Business

1981

Professional Employment:

Budco

2003 – Present

Group Lead

Ameritech

2001 – 2002

Team Lead

Aon Consulting

1997 – 2001

Customer Service Representative

Professional Experience:

- Dependent Audit for five years
- Team Lead for over 14 different audits
- Extensive customer service experience with proven leadership skills that assist agents in performance growth

Name: Jody Pickens

Title: Manager of Training and Quality

Relationship to Project:

Will oversee and participate in the planning and execution steps of the DA training process. Following training, will oversee and participate in the Quality-related activities for this team (service observes, supervisor calibrations, agent Quality Time sessions, etc.), as well as any retraining that may be required.

Education:

Campbellsville University, Campbellsville, Kentucky

Bachelor of Science w/Secondary Teaching Certification

December 1975

Major: Math; Minor: Vocal Music

Professional Employment:

Budco

Manager of Training and Quality (2003 – Present)

Society of Manufacturing Engineers

Registration Manager, Expositions Division (1995 – 2003)

Senior Administrator, Member Services (1988 – 1995)

Course Developer, Conferencing Division (1985 – 1988)

Senior Administrative Coordinator, Conferencing Division (1978 – 1985)

Dorsey Business Schools

Business/Computer Lab Teacher (1999 – 2003)

Princes House Direct Sales

Regional Sales Manager (1995 – 1999)

Southgate Adult Education

Math Teacher (1980 – 1989)

Professional Experience:

- Holds BS degree in Math Education w/Secondary Teaching Certificate.
- Over 30 years of customer service-related business experience.
- Over 28 years experience in course development and training adult audiences.
- Over 18 years of results-driven management experience leading teams ranging in size from 5 to nearly 100.
- Five-year tenure at Budco with experience preparing and executing training for over 35 dependent audit programs (amnesty, audit, appeals and ongoing) servicing over 25 different clients, as well as providing quality-related support throughout these programs.

Name: David Baschal

Title: Operations Planning Manager

Relationship to Project:

Scheduling of all agents, forecasting call volumes, ensuring service level requirements are met

Education:

Christ College Irvine (now Concordia University), Irvine CA

BA, 1989 Pastoral Ministry

Wayne State University

MBA

1999

Professional Employment:

Budco

1998 – Present

Operations Planning Manager

(Previously: Interim Operational Manager, Assistant Operations Planning Manager, and Customer Service Representative)

Wayne State University

1997 – 1998

Field Researcher for a study of childhood immunizations in Detroit

Marshall Music

1993 – 1997

Retail Band and Orchestra Manager

Professional Experience:

- Led implementation of Blue Pumpkin Workforce Management
- Developed various tools for scheduling, cost allocation, and productivity
- Develop custom reports in Avaya CMS
- Analysis of historical data to determine response rates from various touch points
 - Evaluate and determine skill base routing requirements to meet customer service level goals

Name: Jeff Cox

Title: Operations Manager

Relationship to the Project:

Print and production responsibilities for all of the dependent audit initiatives

Professional Employment:

Budco

2000-Current

Operations Manager

Previous employment includes managing print and production in both digital and offset realms.

Professional Experience:

25 years in digital and offset print and production management, as well as bindery and finishing operations.

Budco Agent Qualifications

Besides the staff cited above, additional personnel in our Contact (call) Center will be dedicated to the New York State dependent audit project.

Budco has defined very stringent hiring qualifications for the agents we have answering the phones and auditing the documents. Since these are the people that will be speaking with New York State employees and auditing the documents they send in, we employ the highest levels of scrutiny to make sure we only hire the best for our dependent audit assignments.

Once potential staff candidates are identified, they are required to complete a three-step interviewing process. This includes an initial phone interview, in-person interviews and role-playing with the supervisor and manager.

The interview process is designed to help Budco learn more about a candidate and key experiences during his/her career. A competency-based interview process is used, focusing on eight categories, with the respondent responding to situations that occurred during the past 12 to 18 months. In addition to prompting the candidate with a series of probing questions, the interviewer keeps detailed notes and rates each response. The intent is to gain insight into qualifications and suitability of each candidate in several essential areas.

Verbal Communication

- Listening skills
- Basic industry terminology
- Effective questioning and probing
- Reflective skills (mirroring, paraphrasing and summarizing)
- Appropriate business grammar
- Customer-needs understanding and appropriate response
- Anger diffusion and will-over of difficult people



Customer Service

- Respond to issues in a timely manner
- Educate customer on processes and procedures as appropriate
- Utilize all available resources to resolve concerns/issues
- Build customer rapport
- Empathize with the customer
- Complete data verification

Written Communication

- Ability to notepad and/or provide call summarization
- Completion of all necessary forms fully and accurately
- Use of correct business grammar

Following Written Direction

- Understand written work instructions
- Follow directions within the required time frame

Decision-Making Ability

- Ability to provide customer with resolution within program guidelines

Problem-Solving Skills

- Identify concerns
- Handle customers immediate issues/concerns
- Provide alternative solutions/problem resolution
- Say “no” effectively
- Determine when escalation is necessary

Multitask Ability

- Ability to prioritize tasks

Organizational Skills

- Maintain current program information
- Ensure completion of activities to meet timelines
- Maintain orderly approach to tasks/projects/call control
- Ensure accuracy of work
- Maintain appropriate supplies at work station
- Capture all necessary data



Follow-Up and Follow-Through Skills

- Meet all agreed-upon timelines
- Operate with a sense of urgency
- Demonstrate a strong commitment and drive to achieve results
- Understand changes and implement changes to process/rules
- Go beyond role requirements to attain objectives
- Demonstrate consistent and timely follow-up on all requests and projects
- Work to understand what drives and controls are needed
- Share knowledge to help create an improved environment

- b) What executive resources are available to the Project Team to manage the DEA Project and ensure that any issues identified by the Department will be corrected to the satisfaction of the Department? How will you ensure the Project management Team will meet the Department's accessibility and timely response requirements?

The assigned project manager is the corporate owner of the relationship with the Department. Budco project managers have the full support of, and access to, our executive team, including David Chojnacki, Executive Vice President of the Budco Health Service Solutions division. Our project managers are empowered by both the nature of their positions and our corporate culture regarding the importance of project management to the success of our work. In every instance, Budco project managers have the authority and responsibility to respond to any situation and escalate internally if necessary. Everyone at Budco, from the top down, is fully committed to the dependent verification services provided by the organization.

Budco project managers are located within the same facility where all other facets of the project will be performed. This ensures that our project managers are engaged and in touch with all aspects of the program. Given the scope of the New York State project, we may consider placing personnel in Albany for at least a portion of the audit period.

Project Manager Experience

Budco intends to bring the highest level of support to the New York State project. The appropriate team members will be selected from the various functional areas and assigned to administer DEAS.

Changes in Project Manager

The project manager will not be removed or replaced without the written consent of the Department. We also confirm that the Department will have the right to ask Budco to replace the project manager with another individual of equal or greater relevant experience.

Notification of Events Impacting Delivery of Services

Budco constantly monitors the health of every program we handle. In the unlikely event that something would impact any aspect of the delivery of DEAS, the Budco project manager has the responsibility of notifying the Department in order to proactively take steps to negate or minimize the matter. We typically hold weekly project status meetings throughout the course of the entire program. During these meetings, we utilize our "traffic light" status tool to demonstrate the state of the project. This information is shared with the Department:

- **Green** – The project is healthy, meaning it is on track, on time and on budget.
- **Yellow** – There are conditions that have occurred, or are occurring, but can be recovered from without jeopardy to the goals and objectives. If the project is yellow, the status is escalated to first-level management and project stakeholders. Corrective action is expected within two to three business days.
- **Red** – There are critical conditions that are occurring which jeopardize the achievement of the goals and objectives. If the project is red, the status is escalated to executive sponsors. Corrective action is expected within one to two business days.

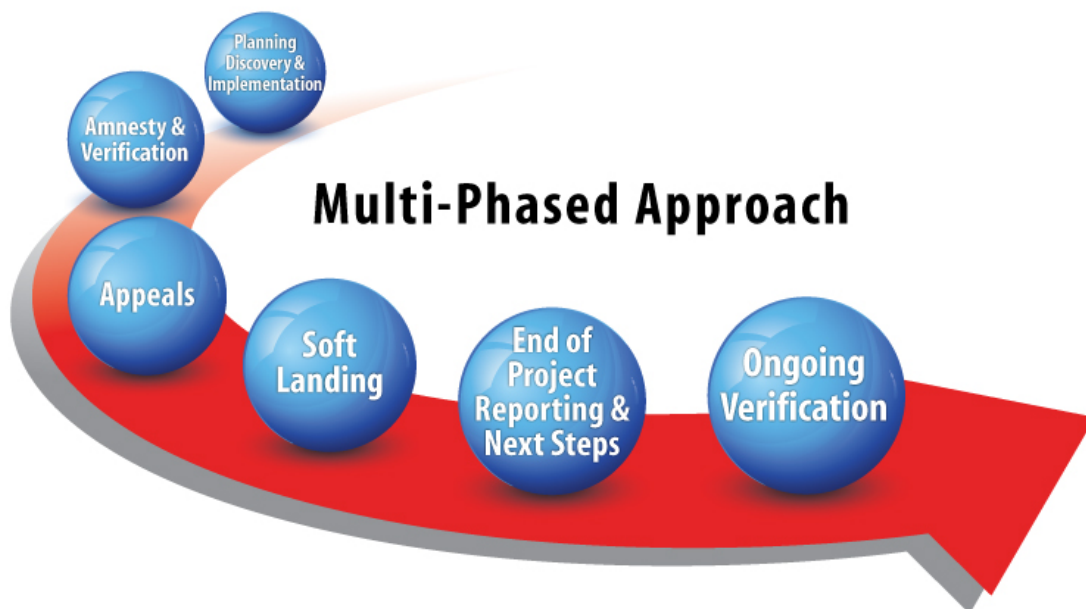


3. Project Implementation

3. Project Implementation

- c) Provide an implementation plan (via a detailed narrative, diagram, and timeline) that results in the implementation of all DEA Project Services by the Implementation Date, including but not limited to: roles, responsibilities, estimated timeframes for individual task completion, testing dates and objectives, and areas where complications may be expected. For all tasks that require Department review and approval, a minimum review period of five (5) Business Days must be built into the implementation plan. Include key activities such as administration of Amnesty Period, evaluation of Dependent eligibility, processing of eligibility documentation submitted by the Enrollee, electronic reporting of final eligibility determinations and eligibility documentation to the Department, processing of returned mail and the following:
1. A plan to test the transmission of data to/from the Department as outlined in Section IV.A.3.a of this IFB;
 2. Establishment and maintenance of a fully trained call center as outlined in Section IV.A.4 of this IFB;
 3. Establishment and maintenance of a secure online web portal as outlined in Section IV.A.5 of this IFB; and
 4. Development of Enrollee communications for review and approval by the Department as outlined in Section IV.A.7 of this IFB;

Budco will also work closely with DCS to complete the verification based on your needs. This is a complex undertaking that requires precise communication, meticulous record-keeping and foolproof security. Working with our experienced project management team, our clients are seamlessly guided through detailed initial planning and discovery activities that, in turn, facilitate every subsequent phase of the dependent eligibility verification program. The illustration demonstrates the flow of the entire Budco process.



The timeline will include:

60 day Planning & Discovery

There are three main areas of implementation that are critical to the success of the program, and Budco's process ensures that they are thoroughly vetted in order to avoid any mid-course corrections. These three areas are communications, eligibility and data. During this process, Budco will do most of the heavy lifting. This will also be the portion of the program that will require the most involvement from DCS and your data administrator.

Budco and DCS will work together to develop the communications. This can comprise a fair amount of the time in implementation due to the variable levels of review that may be required. It is common that communications require both executive and legal review prior to launch of the program. Budco will drive this process using the client web portal to track versioning and approval. If this process is able to be completed quickly, we can shorten the duration of the implementation phase.

Budco and DCS will also work together to develop the eligibility rules. These will compose the criteria by which dependents will be evaluated for eligibility. Budco will draft the eligibility rules based on an analysis of DCS's summary plan documents. We will then review these with the DCS team to ensure everything has been captured accurately, and that the written rule and administrative practices are the same. Treatment of adult disabled dependents is often an example where we find that the written rule and the administration diverge. The written rule will often state that the dependent must reside with the employee, however, most companies administrative practices will allow the dependent to remain on coverage if they reside in an assisted living facility. We will review items such as this to ensure that we are training our agents to the intent of the rule as well.

Budco and DCS's data administrator will work together to develop the file requirements and transfer protocols. Implementation timing can often be impacted by how long it takes a data administrator to generate files, and open Secure File Transfer Protocol (SFTP) sites to exchange data. These files will be tested to ensure accuracy for things such as format, data and volumes.

60 day Amnesty:

The standard Amnesty process for is 60 days to ensure the optimal amount of time for employees to gather and procure information to submit.

Budco will receive a production file from DCS's data administrator, and will populate the verification system, generate personalized communications and distribute to employees.

Budco will collect and process all voluntary drops and handle all follow up communications with employees. Budco will communicate those dependents that will be removed to DCS.

DCS's involvement in this phase will consist of a weekly meeting to discuss progress and the rare escalation.

60 day Verification:

The standard verification process for is 60 days to ensure the optimal amount of time for employees to gather and procure information to submit.

Budco will receive a production file from DCS's data administrator, and will populate the verification system, generate personalized communications and distribute to employees.

Budco will collect and process all document submissions and handle all follow up communications with employees. DCS will be asked to assist with any escalations that would fall outside of Budco's instructions. This may occur if an employee is insisting that we accept a document that has not been approved by DCS. If we haven't ruled it out previously, and the employee is insistent, we would ask if the document would be acceptable. Budco will supply DCS's data administrator with a final disposition file following the extension that identifies the final eligibility determination of the dependents on coverage.

DCS's involvement in this phase will consist of a weekly meeting to discuss progress and the rare escalation.

90 day Appeals:

Budco's process also includes an appeal period. Employees may have procrastinated or disagree with the ineligible result. An appeal provides employees with a final chance to provide appropriate documentation that will deem a dependent eligible.

Budco will supply reinstatement files to identify to DCS which dependents have successfully appealed, and should be added back on to coverage.

Roll out:

The project can be rolled out in multiple waves, in whatever order and/or volume makes the most sense. If you would like to roll out by a fixed number of employees every month, by geographic location, or by plan types, Budco can accommodate a wide variety of scenarios. It is also feasible to complete the entire process within one year if DCS feels speed is of the essence.

Currently, we anticipate running one amnesty phase, followed by three waves of Verification followed immediately by an appeals phase.



4. Electronic Transfer of Data



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4. Electronic Transfer of Data

- a) Describe your capabilities for receiving and transmitting data in a secure environment and on a schedule mutually agreed upon by the Offeror and the Department;

Budco's census import process is part of an overall procedure that loads the census data, applies eligibility rules, documentation requirements and generates the communications campaign. Budco's business analysts are responsible for ensuring a successful load. Results from the load process are shared with clients and data administrators to make sure that everything passes a reasonability test related to numbers.

Budco does not require client's to use our format and we typically can accept an existing census file in its current format as long as the necessary data elements needed to conduct the verification are included, as it is in this case. We will comply with the file format defined in the IFB.

Budco has developed a disposition file to communicate those dependents that are ineligible. These are typically sent via SFTP (Secure File Transfer Protocol) to the data administrator, who in turn generates drop files to the carrier as part of their normal process. A specific process will be discussed at implementation based on The State of New York's requests. If necessary, Budco can modify our standard disposition file to meet a different specification.

- b) Complete Appendix C, Attachment 2, Part 1D to describe the HIPAA compliant level of security to be used to protect the confidentiality of Enrollee/Dependent information, including access controls, audit controls; working procedures for handling printed materials, method of disposal of media and paper, user account management and physical security; and

Budco complies with all aspects of **HIPAA** privacy and security legislation pertaining to the eligibility verification, and routinely executes BAA's with HITECH language with our clients. All hard copy documents are scanned and disposed of (shredded) after export has been successfully completed and documents have been imported to the Contract Holder case record and reviewed. This is part of Budco's HIPAA compliance policy. Documents are stored in locked bins until they are shredded onsite by mobile shredding units. Shredding is witnessed by one of Budco's security team members to ensure compliance with HIPAA standards. The documents are shredded to level 6 standards, which essentially pulverizes the paper into a powder like substance.

Additionally, Budco affords all of our clients the opportunity to review, audit, and assess our IT process flows and security systems either on-site or via a remote media application.

Although Budco does not have a disaster recovery plan established for this program as highlighted in the project plan document, we are SSAE16 compliant and have never experienced a data breach, irretrievable loss, or major service disruption since we began this initiative over 18 years ago.

- c) Describe your ability to image Enrollee documentation in a standard format (i.e. Multi-Page TIFF) and transmit an indexed file to the Department.

All documents are scanned or collected via web and fax submission, and stored as Multi-Page TIFF images. An indexed file will be transferred to the Department.



5. Call Center



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5. Call Center

- a) Describe the call center operations that will be used for the project. Include a description of the technology that will be used including sample IVR scripts that will be used to route calls or permit self-service by callers. Describe how the call center will handle peak call volumes (for example, right after a letter is mailed). Describe the training call center staff will receive, including HIPAA training. Explain the process call center staff will use to provide responses to Enrollee questions and what procedures will be used to escalate difficult or complex calls;

Services and Technology Overview

Our call center is staffed to assist your employees with any question they have in completing the verification process. Our average call time is a bit higher than the industry average, but first time call success rate is much higher. On average, we handle 30% less calls than the industry average. Our agents take additional time on the calls to make sure we not only answer employee's specific questions, but anticipate other questions that could arise.

The technical operation of the Contact Center runs off a Lucent Definity G3r v. 9.2 switch, with two DS3s coming into our facility. This combination offers the capacity of 56 T1 lines, which is more than adequate to handle program requirements. Redundant electrical feeds and two uninterruptible power supplies provide for the switch and data centers. The DS3's are fed from a Sonet fiber ring from the LEC (local exchange carrier). This technology ensures complete redundancy, making switch failure virtually impossible.

At Budco, running a smoothly functioning Contact Center is not left to chance. Sophisticated and refined systems that are available to support the project include:

Impact 360, a call center tool that provides workforce management, forecasting, planning, and employee scheduling software and services for multichannel and virtual contact center and call center environments. Impact 360 goes beyond traditional workforce management solutions that are limited to the deployment of existing resources, fully enabling us to maximize staff throughout the Workforce Optimization Lifecycle. The Workforce Optimization Lifecycle is the interaction among short and long-term management cycles as we plan, execute, and evaluate activities.

The **Avaya CMS Supervisor Call Management System** collects data to assist supervisors in monitoring and planning.

All systems generate real-time and historical data to track volumes, types of calls, and resolutions. Some of our in-depth reporting is also generated from this source.

Our Contact Center operates in a Microsoft AD environment using Dell PowerEdge servers running Microsoft Server 2003. Our application server and production database environments are Red Hat Linux and Oracle 10g. This technology is then customized for applications deployed to the Contact Center running a mix of PCs and client Wintervals.

Training

When training representatives to launch a program we follow a set of procedures defined by our ISO 9001:2000 certification requirements. Our training is designed to provide you with a work force that is flexible to handle a variety of tasks as well. We also encourage and welcome client culture training. This greatly helps each agent identify with each corporate culture, what to expect, providing them with an identity that mirrors the current clients culture.

Definition. As part of our start-of-work, we complete a form describing the project in detail. Based on specific requirements, the program manager and trainer are assigned. Performance objectives of agents are detailed, as well as what is needed to meet objectives.

Discovery. The trainer defines client expectations, agent performance objectives, and Contact Center specifications. In addition, the trainer reviews client training material, if available, and meets with the client to acquire a sense of the corporate culture. The trainer consults the program manager to discuss procedures and flows and acquire any needed training material. Skill sets of agents to be hired are defined and train-the-trainer sessions are held.

Development. At this point, the trainer determines the length of training and soft-skill modules to be included. The training outline, material, and documentation are created, as well as flows, procedures, and forms. Throughout this part of the process, the trainer works closely with the program manager.

Design. Based on the outline, agent skills, customer expectations, and program type a complete course of training is designed.

Training Modules. Based on program requirements, additional training modules may be created. This includes an overview of the client's company cultural and program-specific systems operation. Plus it may incorporate Web page navigation, problem-resolution, sales techniques, and more. The modules illustrated below highlight the modules that most programs require:

- Contact Center Overview
- Customer Service
- Client Eligibility
- Diffusing Anger
- Senior Sensitivity
- Empathy and Transitional Phrases
- Phone Use
- Service Observation Process
- Blue Pumpkin

Instruction Methods. We apply many different training techniques and change the techniques based on customer need, agent skill, etc. Some of the instruction methods we use are:

- Procedures Manuals
- Written Exercises
- Role Plays

- Hot Seat Demonstrations
- Games (Jeopardy, etc.)
- Participative Activities
- Daily Quizzes
- Lab Time
- Workshop Environment
- On-Floor Side-by-Sides

Beta Test. To validate the curriculum, the trainer conducts beta training with the program manager, supervisor, training manager, and, when possible, the client.

Redesign. Modifications are made based on feedback from beta test participants.

Delivery. The trainer facilitates the course, testing participants for comprehension, understanding, and application.

Assessment.

- Agent Assessment
 - Goal = 90%
 - Components used to determine overall score is a written test, hand-on application (system and program knowledge)
- Training Assessment - review of trainee evaluations and feedback from management, sales, and the client determine if and what part of the training has to be modified, expanded, or repeated.
- Post-Class Assessment
 - Agent Surveys
 - Supervisor/Quality Surveys

Re-occurring Training. When new-hires are brought into an existing program, each is trained using the curriculum developed for that application. Materials are updated as required.

Budco believes that thorough and ongoing training is essential to top-quality performance. All employees are required to complete coursework through Budco University, our corporate internal training resource. Curricula vary by responsibility; employees participate annually in classes that are appropriate to their level of responsibility.

Trainer/Quality Coach Skills. Skills required for all trainers/quality coaches are as follows:

- 3+ years training experience which includes instructional design and development of training materials and courses
- Ability to work in fast-paced call center environment with multiple frequently changing programs
- Excellent interpersonal skills to interact with all levels (client, sales, program managers, supervisors and agents)

- Previous assessment experience and training evaluation
- Training evaluation techniques, specifically in adult learning
- Excellent written and verbal communication skills
- Detail oriented
- Ability to multitask and set priorities
- Working knowledge of Microsoft Office
- Must be creative, have initiative and motivational skills

Specific Requirements & Dedication

In all dependent eligibility programs, there are unique elements that call center agents will be trained and tested on. For example, agents will be trained and tested in The State of New York specific eligibility rules, acceptable documentation and culture in order to provide your employees with a positive and complete experience. We encourage clients to visit with our agents during the training sessions in order to provide them with a company overview and culture presentation. This provides our agents the opportunity to ask direct questions of our clients, and learn more about The State of New York so as to appear to your employees as an arm of your organization.

Budco's dependent eligibility verification reps are hired specifically for verification programs, and have the backgrounds that lend themselves to eligibility verifications. Call center reps assigned to verification verifications are dedicated 100% to dependent eligibility verification programs.

- b) Where will the call center be located? During what hours will call center representatives be available to take calls from Enrollees? Will the toll free service have after hour's features? If so, describe the features. Describe the system capabilities and how the system will help call center staff address Enrollee inquiries and document calls and resolutions; and

All of the dependent eligibility audit services for the Department, including the call center are handled within Budco World Headquarters at 13700 Oakland Avenue, Highland Park, Michigan 48203.

The call center will be available to New York State employees responding to the audit between the hours of 8am ET and 8 pm ET. All of Budco's contact center representative will be English speaking. Budco will provide a toll-free number for employees to use. After hours of operation, employees hear a message that details when the call center is open. However, the message is flexible and can be changed to provide additional information.

Our proprietary verification system automatically documents who has accessed given records, and our call center staff is required to document each call, the instructions, and the outcome. The system provides all of the detail our agents need to address the inquiries that employees have. We also provide our call center agents detailed training and Q&As that address employees' specific questions and how to answer them satisfactorily.

- c) What provisions will be in place if the call center system is not operational during the required time? For example, do you have a back-up call center where calls will be routed, an upfront message directing the Enrollee to call back, or an answering machine to take messages?

Budco has taken many steps to ensure the call center remains operational throughout the program and required timeframes. In the unlikely event of a failure, we maintain service contracts, parts and tools for essential equipment on-site to give us with the quickest possible recovery times. We are connected to two separate power grids to ensure that if there is a power failure, we can maintain our uptime; we also house on-site a 500 kW diesel generator to power essential services should the electrical grid go down.

Emergency messages can be put in place directing the employees to call back if there are any operational interruptions. We will not have a secondary call center facility to which we will route call in the event of being in-operational.



6. Secure Online Web Portal

6. Secure Online Web Portal

- a) Provide a test ID for a sample secure online web portal so that the Department may view its functionality;

Budco will walk the Department through the secure online web portal, and provide a full demonstration of the capabilities via a web based, or in person meeting. Due to increased security measures requiring the IP address of our clients, test IDs are not available.

- b) Describe the process Enrollees will follow to submit and confirm submission of eligibility;

Budco offers employees an online portal that will be available throughout the entire process. The online portal is very user friendly. Setting up an account requires general information that is easy to enter. Using the PIN printed on employee communications, an email address, a password, and either the last four digits of the Social Security Number or the birth date, employees can log into the web portal. Once the information has been submitted, the employee will receive an e-mail with a link to verify their account for the first time.

Among other things, the website allows for employees to:

- Upload documents electronically
- Review the status of their dependents upon completion of documentation review by auditros
- Get copies of personalized communications
- Voluntarily drop ineligible dependents
- Ask questions and view FAQs
- Get assistance in finding documents
- Submit questions to representatives

- c) What options will you provide to allow Enrollees to send/receive answers to questions through the secure online web portal (via secure e-mail, a chat function, or both)? Describe the chat function, if offered; and

Enrollees can ask question and receive answers via an online Contact Us feature similar to a secure e-mail. The process is managed within the web portal, thus ensuring that any data contained in the question is protected. Employees log onto the portal, and submit a question. Budco responds to the questions within 48 hours, and an email is generated notifying the employee that a response has been received, and to log into the secure portal.

- d) Provide samples of the management reports that will be available for the Department to generate from the secure online web portal. Provide a test ID and URL for a sample secure online web portal so that the Department may view the reporting capabilities.

A wide variety of reports are available for the Department to generate from the portal.

Main Report Landing Page:



Return Mail Report:

https://dvportal.budco.com/clients/DAP/_layouts/Budco/Reports/DAS906_RETURN_MAIL.aspx - Windows Internet Explorer provided by B

https://dvportal.budco.com/clients/DAP/_layouts/Budco/Reports/DAS906_RETURN_MAIL.aspx

File Edit View Favorites Tools Help

https://dvportal.budco.com/clients/DAP/_layouts/Bud...

BUDCO HEALTH SERVICE SOLUTIONS

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Project Management Correspondence Reports Contract Holder Search

BUDCO HEALTH SERVICE SOLUTIONS

Health Management Site

Document Libraries

- Correspondence
- Project Management Client
- Project Management Internal

Lists

- Escalation Worksheet
- Program Announcements
- Project Management Worksheet
- Tasks

Escalation Notification

Health Management Site

Return Mail Report

Export CSV | Back to Reports

Contract Holder ID	Employment Status Code	Verification Status	First Name	Last Name	SSN	Address 1	Address 2	Address 3	City	State	Zip Code	Dependent Total	RMC Code	RMC Description
000035173	A	N	Linda	Sample	*****1704	999 Town Rd			Beaverville	MO	99999	1	01	Attempted - Not Known
000046075	A	N	Dawn	Sample	*****7843	999 Town Rd	Apt. 33		Beaverville	MO	99999	2	01	Attempted - Not Known
000470395	A	N	Yesenia	Sample	*****9633	999 Town Rd			Beaverville	MO	99999	3	13	Undeliverable as Addressed

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Dependent Audit | Eligibility Verification | Dependent Coverage

Done Local Intranet 100%

Non-Responder Report:

https://dvportal.budco.com/clients/DAP/_layouts/Budco/Reports/DAS910_NON_RESPONDER.aspx - Windows Internet Explorer provided by

https://dvportal.budco.com/clients/DAP/_layouts/Budco/Reports/DAS910_NON_RESPONDER.aspx

File Edit View Favorites Tools Help

https://dvportal.budco.com/clients/DAP/_layouts/Bud...

BUDCO HEALTH SERVICE SOLUTIONS

WELCOME Niemcowski, Steve

Project Management Correspondence Reports Contract Holder Search

BUDCO HEALTH SERVICE SOLUTIONS

Health Management Site

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- Correspondence
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- Escalation Worksheet
- Program Announcements
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Escalation Notification

Health Management Site

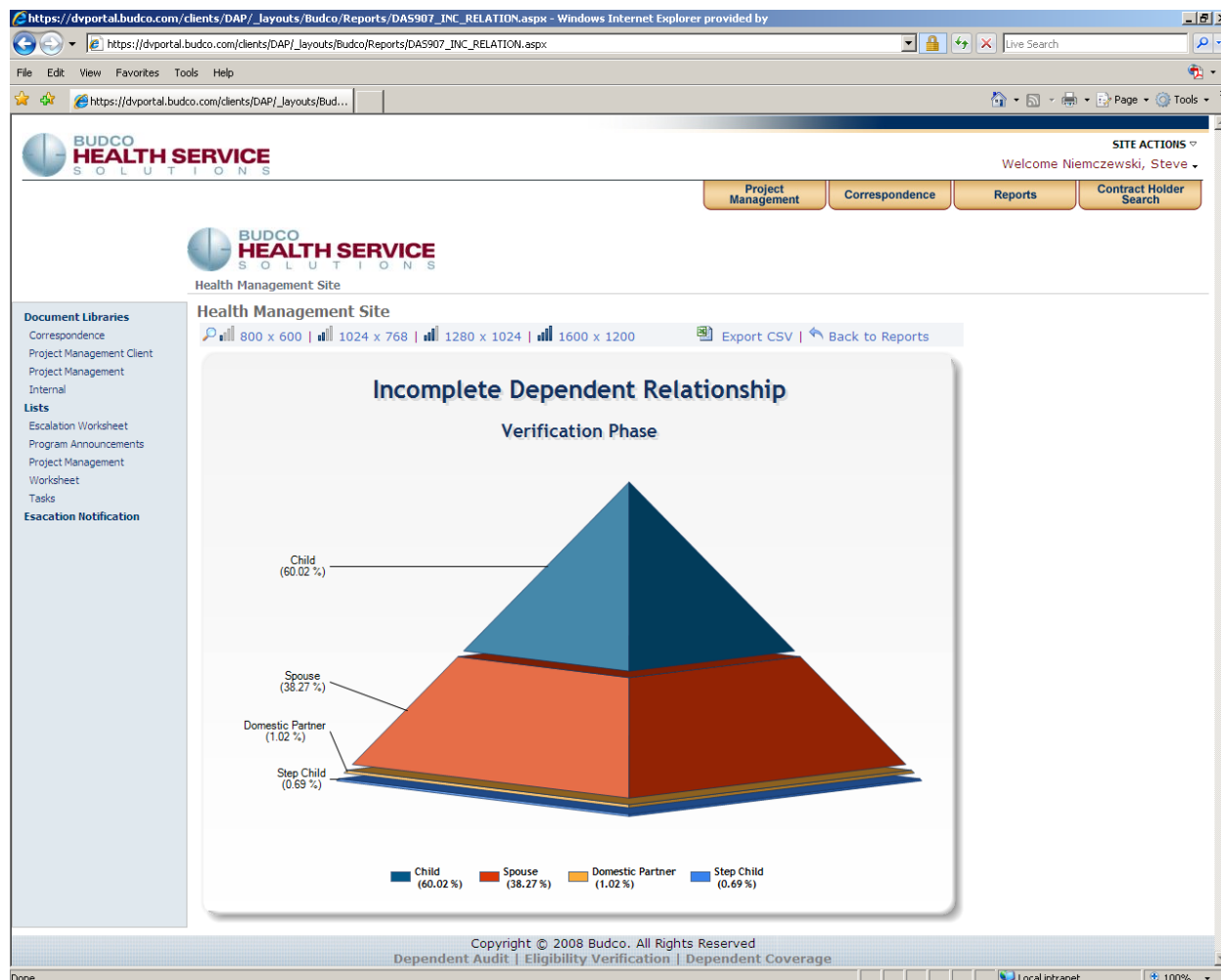
Non Responder Report

Export CSV | Back to Reports

Contract Holder ID	First Name	Last Name	SSN	Address 1	Address 2	City	State	Zip	Country Code	Work Location 1	Work Location 2	Employment Description	Segment Code
000356823	Sarah	Sample	*****8442	999 Town Rd		Beaverville	MO	99999	USA		08831	Active	EL1
000356892	Wanda	Sample	*****2301	999 Town Rd		Beaverville	MO	99999	USA		03725	Active	EL1
000358019	Paula	Sample	*****2118	999 Town Rd		Beaverville	MO	99999	USA		09444	Active	EL1
000361948	Melissa	Sample	*****4725	999 Town Rd		Beaverville	MO	99999	USA		02033	Active	EL1
000362652	Sabina	Sample	*****9222	999 Town Rd		Beaverville	MO	99999	USA		03758	Active	EL1
000364765	Heather	Sample	*****1731	999 Town Rd		Beaverville	MO	99999	USA		09417	Active	EL1
000365901	Gary	Sample	*****5495	999 Town Rd		Beaverville	MO	99999	USA		01828	Active	EL1
000386417	Sean	Sample	*****6024	999 Town Rd		Beaverville	MO	99999	USA		01829	Active	EL1
000388754	Kendra	Sample	*****8175	999 Town Rd		Beaverville	MO	99999	USA		09964	Active	EL1
000414882	Lucette	Sample	*****2126	999 Town Rd		Beaverville	MO	99999	USA		00608	Active	EL1
000434749	Cynthia	Sample	*****8779	999 Town Rd		Beaverville	MO	99999	USA		05706	Active	EL2
000434995	Brynn	Sample	*****8092	999 Town Rd		Beaverville	MO	99999	USA		02787	Active	EL1
000439563	Heather	Sample	*****3446	999 Town Rd		Beaverville	MO	99999	USA		09454	Active	EL1
000442572	Trudy	Sample	*****8141	999 Town Rd		Beaverville	MO	99999	USA		01600	Active	EL1
000486930	Todd	Sample	*****4529	999 Town Rd		Beaverville	MO	99999	USA		08407	Active	EL1
000491424	Daniel	Sample	*****8853	999 Town Rd		Beaverville	MO	99999	USA		09054	Active	EL1
000505263	Steven	Sample	*****9661	999 Town Rd		Beaverville	MO	99999	USA		07770	Active	EL1
000512640	Betty	Sample	*****0956	999 Town Rd		Beaverville	MO	99999	USA		04711	Active	EL1
000512828	Sandra	Sample	*****3517	999 Town Rd		Beaverville	MO	99999	CAN		03924	Active	EL3
000516206	Dustin	Sample	*****7351	999 Town Rd		Beaverville	MO	99999	USA		09804	Active	EL2

Done Local intranet 100%

Ineligible Dependent by Relationship:



Budco will provide a live demonstration of the reporting and web portal for the same security reasons noted above.



7. Amnesty Period, Eligibility Verification Period, and Appeal and Reinstatement Period

7. Amnesty Period, Eligibility Verification Period, and Appeal and Reinstatement Period

- a) Describe how you will administer the Amnesty Period of the project for Enrollees to report ineligible Dependents. At a minimum, describe the proposed process to communicate the Amnesty Period to Enrollees, call center support, the processing of requests from Enrollees to terminate ineligible Dependents and the reporting of ineligible Dependents to the Department;

Budco will conduct an Amnesty period for enrollees that will entail sending a communication providing them with the opportunity to review what qualifies as an eligible dependent, and drop them from coverage if they are not. The call center will be available during this time to answer questions regarding eligibility and how to drop their ineligible dependents online. Drops can be submitted online, over the phone, or by filling out and submitting a form (upload, fax or mail) instructing Budco to remove one or more dependents. A final amnesty disposition file will be sent to the Department detailing which dependents need to be removed from coverage.

- b) Describe how you will verify Dependent eligibility in accordance with NYSHIP eligibility rules, including the proofs you will require to be submitted by the Enrollee for each Dependent type (see Exhibits II.A and II.B of this IFB). Explain how you verify that a Spouse or Domestic Partner is still currently the Spouse or Domestic Partner of the Enrollee. In addition to a narrative description, include a detailed flow chart that includes all processes and proposed timeframes; and

Budco will conduct three Verification periods for enrollees, consisting of three equal volumes to accommodate current staffing assumptions. This will entail sending a communication providing them with the opportunity to submit documentation for eligible dependents according to the requirements of specific eligibility rules. The call center will be available during this time to answer questions regarding eligibility and how to submit documents either online, via fax or through the mail. A final verification disposition file will be sent to the Department detailing which dependents need to be removed from coverage.

Budco has extensive experience with conducting verification services and reviewing documentation submitted by employees. In fact, we have reviewed millions of employees, their dependents and associated documents, for multiple clients with varying eligibility requirements and differing documentation requirements.

Budco will perform a cursory review of your eligibility requirements as outlined in your SPDs. Based on this information, and previous work with the Department, we will prepare our checklist and the list of documentation required that we normally propose for clients with eligibility requirements similar to those that will be defined by the Department. Verification documentation requirements for each dependent can be defined by the Department. Budco has developed a library of suggested documents that DCS can select from in order to provide employees with the optimum chance of successfully

completing the verification. The Department will have final approval on the acceptable verification documents required for each dependent type.

Budco, in general, looks to prove two things for each relationship type:

1. The relationship is valid or was valid at one point in time
2. The relationship is currently valid

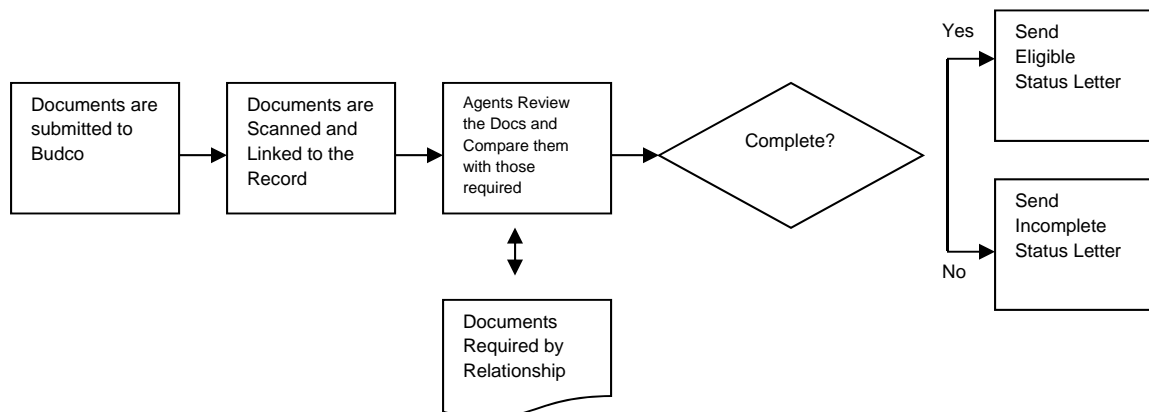
This is generally accomplished via some fairly common documents. For instance, a spouse could provide us with a marriage certificate. This would prove that at one point in time they were married.

They could also provide us with the most recent Federal 1040, which proves that they are still currently married and are representing themselves to the IRS in that manner.

During document review, Budco agents are trained to identify three things:

1. Which eligibility rule are the enrollee and their dependents governed by?
2. What is the relationship of the dependent(s) to the enrollee?
3. What are the documentation requirements for that dependent relationship type in that eligibility rule?

This high-level flow indicates how this takes place, and what the outcomes are:



A final disposition letter will be sent for those employees who have ineligible dependents. All documents will be required to be submitted in English or with the stamp of a registered translator.

- c) Describe the process that will be implemented to review appeals and reinstate Dependents who were terminated because sufficient documentation was not provided on a timely basis and who subsequently are able to provide the documentation.

Those employees with ineligible dependents will receive a final disposition letter detailing the appeals process. The call center will be available during this time to answer questions regarding eligibility and how to submit documents either online, via fax or through the mail. An appeals letter will be sent notifying enrollees of the results of the document review. If the appeal is accepted, a reinstatement file will be sent informing the Department to reinstate healthcare coverage for the previously ineligible dependents.



8. Communication Material



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S O L U T I O N S

8. Communication Material

- a) Describe your ability to provide communications that clearly identify to the Enrollee all Dependents, (except Dependent children who were verified in the previous Dependent eligibility audit) for whom verification must be provided to confirm eligibility. Information identifying previously verified Dependent children would be obtained from a file provided by the Department during implementation. Provide a sample document showing how this will be communicated;

Budco's communications are designed in a way that easily guides participants through the steps of the verification. Our straightforward check lists and expansive selection of acceptable documentation have been designed to minimize the time and effort impact on the employee. Our call center staff has also been trained to provide employees with what are typically the easiest documentation options to submit.

With the combination of clear communications and an expert call center, Budco is able to turn what could be a very disruptive process into an easy to follow and simple request for documentation.

Our Dependent Eligibility Verifications are customized to each client's needs and administered specifically to the eligibility criteria of each employee and the plan(s) they participate in. Choosing Budco Health Service Solutions will ensure DCS has selected an experienced partner that will deliver consistent, measurable results, while supporting your employees through the entire program.

- b) Provide samples of recommended communications the Offeror proposes to use in the project;

As part of our standard process, Budco works with clients to develop nine dynamic, custom-tailored communications. All of the communications for the verification are customized to each enrollee and their dependents, providing them with the tools necessary to fulfill the requirements of the verification. Our clients have repeatedly expressed appreciation for the clear, concise and inclusive communications that Budco helps develop.

Communications are one of the most important components of a dependent eligibility verification project. It's imperative that the communication campaign take a paternalistic tone and support the employee through the entire process. Budco has prepared an overview of the elements of our communications for your review. These are designed to provide you with a template to build customized materials.

The amnesty/verification introduction letter is designed to introduce the process, provide a rationale for the program and tell the employee what steps will be required by what dates. The included confirmation form is customized with employee information and the dependents listed as covered. This form provides them with an opportunity to voluntarily drop ineligible dependents, and it tells which dependents they will need to provide documentation for to complete the verification.

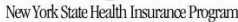
The status letter is a tool used throughout the course of the program. It is designed to provide employees with information regarding the outcome of their verification. If all of the information needed was received and correct, this letter is sent to the employee to let them know that they have completed all of the requirements of the verification and no additional information will be required from them. If all of the documents supplied are not correct, or are missing, this letter is sent out to the employee letting them know, by dependent, the result of the verification, what information is still needed and when the information is needed.

The non responder postcard is sent to those employees who have not yet sent in any documents to complete the verification. This is typically sent once during the course of the verification at the halfway point.

The final disposition letter is sent to those employees who have one or more ineligible dependents at the conclusion of all phases and all non-responders. The final disposition letter notifies the employees of the final status of each of their dependents. Employees whose dependents were all eligible would have received the eligible status letter during the verification phase.

All of the Budco communications are systematically personalized with employee and dependent information based on where they are in the verification process. The Budco verification platform will be loaded with all of the necessary verification information garnered from The State of New York's data administrator and the personalized communications will be generated out of Budco's proprietary system. Personalization of letters includes employee name, address and dependent name information, as well as relationships, verification status, incomplete reasons and due dates. PDF copies of employee's specific letters are available through the client and employee web portal for review/reference.

The appeals letters are sent throughout the course of the appeals phase. It is designed to provide employees with information regarding the review of documents submitted during the appeals phase. If all of the information needed was received and is correct, an appeal accepted letter is sent to the employee to let them know that they have completed all of the requirements of the verification for their dependent, and no additional information will be required from them. If the documents supplied are not correct, or are still missing, the appeals incomplete letter is sent out to the employee letting them know, by dependent, the result of the audit, what information is still needed and when the information is due. If the time has expired, or the documents prove ineligibility, and appeals denied letter will be sent to the employee letting them know that they have exhausted all of the options available to prove eligibility with Budco.



Dependent Eligibility Verification
P.O. BOX 8072
Royal Oak, MI 48068

<Job #> <Print Segment> <Work Location 1 Work Location 2> <Employee ID> <Eligibility Rule> <Batch ID>

Employee Name
Street Address
City, ST ZIP code

**Important Information about Coverage
for your Dependent(s) under
The New York State
Health Insurance Program (NYSHIP)
Action by you may be required**

Dear Sam Sample:

The New York State Health Insurance Program (NYSHIP) is conducting a project to verify the eligibility of every dependent covered by NYSHIP. Our records indicate that as of <DATE> you had at least one dependent (a spouse/partner or child) covered under your NYSHIP health benefits through The Empire Plan, a NYSHIP HMO or the Student Employee Health Plan (SEHP). The attached form lists your covered dependents.

This project requires all enrollees with family coverage to provide proof that each dependent is eligible for coverage through NYSHIP. If you fail to do so, you risk losing dependent coverage effective<DATE> and being held responsible for repaying claims paid under NYSHIP for those dependents as early as the date the dependent was first added to coverage. Other penalties could also be imposed.

Special Amnesty Period <DATE> through <DATE>

Before we ask you to provide proof of eligibility for your dependent(s) there will be a **Special Amnesty Period**. Ineligible dependents identified during the Special Amnesty Period will be removed from NYSHIP coverage effective <DATE> and the enrollee will not be required to reimburse the plan for claims paid through the end of the Special Amnesty Period <DATE> for those dependents.

- **Only return the Special Amnesty Form if you wish to remove an ineligible dependent.**
- **Do not return the enclosed Eligibility Worksheet.**
- **Do not send documentation for eligible dependents at this time.**
- **You will receive further instructions for providing proof of eligibility between <DATE> and <DATE>.**

Special Amnesty Form
Complete This Form and Return by <DATE>
To Report Dependents Not Eligible for Coverage Under NYSHIP

SPECIAL AMNESTY FORM

<u>Place (✓) to Remove Ineligible Dependent from Coverage</u>	<u>Name</u>	<u>Relationship</u>
<input type="checkbox"/>	Susan Sample	Spouse
<input type="checkbox"/>	Jane Sample	Child
<input type="checkbox"/>	Jason Sample	Stepchild
<input type="checkbox"/>	Virgil Sample	Child
<input type="checkbox"/>	Gregory Sample	Child
<input type="checkbox"/>	John Sample	Child

For dependents meeting eligibility, no action is required at this time.

Employee Signature: _____ Date: _____

Submit this form for all ineligible dependents by <DATE>

METHODS OF SUBMISSION:

Submit via web: https://dependentverification.budco.com/user/nys	Submit by fax (use this page as your cover page): 1-XXX-XXX-XXXX ⁺
Submit by USPS (First-Class): NYSHIP Dependent Eligibility Verification P.O. Box 8072 Royal Oak, MI 48068	Submit by Express or Priority Delivery: NYSHIP Dependent Eligibility Verification 13700 Oakland Ave Highland Park, MI 48203

Avoid repaying claims by removing ineligible dependents during the one-time Special Amnesty Period.

Please review the below Eligibility Worksheet to determine if your dependent(s) are eligible for coverage.

Use this worksheet to see whether your dependent(s) are eligible for coverage under New York State Health Insurance Program (NYSHIP). Complete eligibility requirements can be found in *NYSHIP General Information Book* at www.cs.state.ny.us.

- Spouse**

- Domestic Partner**

- ### Natural-Born Child, Stepchild or Legally Adopted Child under age 26

- ### Other Child under age 26

- G. Disabled Dependent Child over age 26**

- | | Yes | No |
|---|--------------------------|--------------------------|
| <ul style="list-style-type: none"> The child meets all criteria for Natural-Born Child, Stepchild or Legally Adopted Child or Other Child except for the age limitations | <input type="checkbox"/> | <input type="checkbox"/> |
| <ul style="list-style-type: none"> The child has previously been approved and currently is covered as a disabled dependent in NYSHIP (an approved PS 451, Statement of Disability Form is on file) | <input type="checkbox"/> | <input type="checkbox"/> |

NYSHIP Department of Civil Service

This document which summarizes the dependent eligibility provisions for the New York State Health Insurance Program (NYSHIP) is presented as a quick reference for general information only. For detailed terms and conditions of NYSHIP, consult your *NYSHIP General Information Book* at www.cs.state.ny.us. Select *Benefit Programs* on the home page, then *NYSHIP Online* and choose your group, if prompted. On the *NYSHIP Online* homepage, choose *Using Your Benefits* then *Publications* to locate the updated *NYSHIP General Information Book* for your group.

*You are responsible for ensuring that facsimile transmissions are accurately and appropriately directed to the designated Budco facsimile number. You acknowledge that certain security, transmission error, corruption, and access availability risks are associated with using facsimile connections and telephone networks, and you expressly assume such risks, as permissible by law. You have made your own independent assessment of the adequacy and security of facsimile transmission as a delivery mechanism for forwarding your requested dependent eligibility information.



New York State Health Insurance Program

Dependent Eligibility Verification
P.O. Box 8072
Royal Oak, MI 48068

PIN: NYS999999999

Date:

<Job #> <Print Segment> <Work Location 1 Work Location 2> <Employee ID> <Eligibility Rule> <Batch ID>
Employee Name
Street Address
City, ST ZIP code

Dear Sam Sample:

According to our records, you reported the following dependents as ineligible during the Special Amnesty Period. As you requested, we have removed the following dependent(s) from your New York State Health Insurance Program (NYSHIP) coverage, effective <DATE>.

<u>Dependent Name</u>	<u>Relationship</u>
Samantha Sample	Spouse
Kevin Sample	Child
Carrie Sample	Child

NY/PE Letter:

Ineligible dependents that were removed from coverage during the Special Amnesty Period are eligible to continue coverage through NYSHIP under the Consolidated Omnibus Budget Reconciliation Act (COBRA). Your dependent(s) will receive information on continuing their health insurance coverage from the NYS Department of Civil Service within the next couple of weeks. Information will include the application for COBRA coverage and the monthly premium amount. The application must be received by the Department of Civil Service within sixty (60) days of the date of the COBRA letter. If you have any questions regarding COBRA you should contact the Department of Civil Service's COBRA Unit at 1-800-833-4344 or if in the Albany area at 518-457-5754, between 9:00 a.m. and 3:00 p.m. EST.

PA Letter:

Ineligible dependents that were removed from coverage during the Special Amnesty Period may be eligible to continue coverage through NYSHIP under the Consolidated Omnibus Budget Reconciliation Act (COBRA). You or your dependent(s) should contact your Health Benefit Administrator, usually located in your agency's personnel or payroll office for more information.

Both Letters:

You may also call the NYSHIP Dependent Eligibility Service Center at 1-XXX-XXX-XXXX. Agents are available to answer your questions from XX:00 a.m. to X:00 p.m. ET, Monday through Friday.

Sincerely,

The NYSHIP Dependent Eligibility Verification Service Center



Dependent Eligibility Verification
P.O. BOX 8072
Royal Oak, MI 48068

Your Dependent Eligibility Verification
Material Is Enclosed
IMMEDIATE ACTION IS REQUIRED

<Job #> <Print Segment> <Work Location 1 Work Location 2> <Employee ID> <Eligibility Rule> <Batch ID>
Employee Name
Street Address
City, ST ZIP code

Dear Sam Sample:

The New York State Health Insurance Program (NYSHIP) is proud to offer competitive health and welfare benefit plan to you and we know that you value those benefits. Because health insurance expenses are the fastest growing cost component for employers nationwide, it is critical for companies to identify cost saving opportunities for the organization and its employees.

A basic requirement of plan administration is ensuring that benefits are provided only to those individuals who satisfy the plan’s eligibility requirements. As an employee, your eligibility can be verified through personnel data maintained by NYSHIP. However, only you can verify your dependent(s)’ eligibility. With the changing laws and competing demands for your time, we recognize that it may be difficult for you to keep your benefit records up to date. To help make this verification process as easy and simple as possible for you, we are partnering with Budco Health Service Solutions (“Budco”) to collect the proper documentation, verify each dependent’s eligibility and facilitate necessary benefit record updates.

As shown on the “Dependent Confirmation Form,” our records indicate that you currently have at least one dependent under the NYSHIP benefits plan. Therefore, you must follow the procedure and submit the documents as described in the enclosed “Instructions.” **PLEASE review the enclosed materials carefully. Failure to provide the necessary documentation will result in your dependent(s) being dropped from all benefit plan coverage. Budco will be collecting documentation through <DATE>.**

If you have any questions, you can find information on <https://www.dependentverification.budco.com/user/nys> or you may contact the **NYSHIP Dependent Eligibility Verification Service Center**, administered by Budco at **1-XXX-XXX-XXXX. The Service Center is available from X:00 am to X:00 pm ET, Monday through Friday.**

INSTRUCTIONS

- Step 1: Review the eligibility definitions listed below
 - Step 2: Complete and sign the “Dependent Confirmation Form”
 - Step 3: Submit the required documents for ALL eligible dependents by <DATE>.
- See the enclosed Submission Checklist for ways to submit the required documentation.

Important Dependent Eligibility Definitions

- **Your legal spouse**
- **Your qualifying Domestic Partner.** A domestic partnership, for eligibility under NYSHIP, is one in which the employee and their partner are 18 years of age or older, unmarried and not related in a way that would bar marriage, living together, involved in a lifetime relationship and financially interdependent. To enroll a domestic partner, the employee must have been in the partnership for six months and be able to provide proof of at least six months of cohabitation and financial interdependence. Acceptable proof of cohabitation may include one document with both names or two separate documents that show the legal residence of each partner.
- **Your child to age 26,** this includes biological children, legally adopted children, including children in a waiting period prior to finalization of adoption, and dependent stepchildren. Other children who reside permanently with the employee in their household who are chiefly dependent on the employee and for whom the employee has assumed legal responsibility in place of the parent are also eligible.
- **Your Disabled Dependent,** who are incapable of supporting themselves because of a mental or physical disability acquired before termination of their eligibility for health insurance are eligible



DEPENDENT CONFIRMATION FORM

<u>Name</u>	<u>Relationship</u>	<u>Place (√) to Remove Ineligible Dependent</u>	<u>Place (√) for Eligible Dependent (Documents Enclosed)</u>
Sam Sample	Spouse	<input type="checkbox"/>	<input type="checkbox"/>
Kevin Sample	Child	<input type="checkbox"/>	<input type="checkbox"/>
Jennifer Sample*	Child	<input type="checkbox"/>	<input type="checkbox"/>
Jason Sample*	Child	<input type="checkbox"/>	<input type="checkbox"/>
Frank Sample	Child	<input type="checkbox"/>	<input type="checkbox"/>
June Sample	Child	<input type="checkbox"/>	<input type="checkbox"/>
Donald Sample	Child	<input type="checkbox"/>	<input type="checkbox"/>
Joan Sample*	Child	<input type="checkbox"/>	<input type="checkbox"/>
Ted Sample	Child	<input type="checkbox"/>	<input type="checkbox"/>
Bud Sample	Child	<input type="checkbox"/>	<input type="checkbox"/>

**Please note: A child covered under a Qualified Medical Child Support Order cannot be voluntarily removed from coverage and is not subject to the verification documentation requirements. Any revised court documents or questions regarding a Qualified Medical Child Support Order must be submitted to NYSHIP Human Resources-Benefits Department.*

Employee Signature: _____ Date: _____

+You are responsible for ensuring that facsimile transmissions are accurately and appropriately directed to the designated Budco facsimile number. You acknowledge that certain security, transmission error, corruption, and access availability risks are associated with using facsimile connections and telephone networks, and you expressly assume such risks, as permissible by law. You have made your own independent assessment of the adequacy and security of facsimile transmission as a delivery mechanism for forwarding your requested dependent eligibility information.

For Spouse

- **Current year’s filed Federal or State tax return** (only page 1 is necessary) showing filing status and listing your spouse
- **Previous year’s filed Federal or State tax return** showing your filing status and listing your spouse **AND** a copy of your filing extension form 4868 for the current
- **Your marriage certificate AND joint ownership**
Both the enrollee’s and spouse’s name must be listed on the documentation of joint ownership and be dated within the last 3 months. Examples include a copy of:
 - Mortgage Statement
 - Property Tax Document
 - Rental/Lease Agreement
 - Homeowners/Renters Insurance Policy
 - Credit Card Statement
 - Loan Obligation
 - Bank Account Statement

Alternatives to marriage certificate:

- Military ID for the spouse of the armed services member. Must list both enrollee’s and spouse’s names and social security numbers (only last 4 digits need to be visible). Military ID must be valid as of <DATE>. Must include a copy of both the front and back of the ID. Printout of online marriage record (available in some states or counties) showing the names of the enrollee and spouse and their date of marriage.

For Domestic Partner (proof of financial interdependency and proof of residency are required

- Proof of Financial Interdependency and proof of Residency is required. Example of documents are Auto registration, bank statement, driver’s license

For children up to age 26:

- A copy of the child’s birth certificate, adoption certificate naming the enrollee or spouse as the child’s parent, a copy of a court order naming the enrollee or spouse as the child’s legal guardian

For Disabled Dependents:

- copy of the child’s birth certificate, adoption certificate naming the enrollee or spouse as the child’s parent, a copy of a court order naming the enrollee or spouse as the child’s legal guardian **AND** a copy of page one of your current federal tax return listing the child as your dependent



**SUBMIT DOCUMENTATION NO LATER THAN <DATE>
SUBMISSION CHECKLIST**

- Step 1** Use the enclosed **Dependent Eligibility Definitions and Documentation required listed in the letter** to determine if your dependent(s) meets the eligibility criteria. Next, indicate whether they are eligible or ineligible by checking the appropriate box on the form.
- Step 2** Assemble the required documents for **each eligible dependent**.
- Step 3** Sign and date the Dependent Confirmation Form. This form must be returned along with any supporting documentation in order for your verification process to be complete. When submitting your materials:
- **Send copies only** – not originals. All documents received will be computer-scanned and then destroyed.
 - **Black out all confidential information**, such as the first five digits of all Social Security numbers and any financial information. See tax return example on the Dependent Verification web portal under the sample documentation tab.
 - **All foreign documents** must include an official translation along with the stamp and mark of a registered translator.
- Step 4** Submit the required documentation along with your completed Dependent Confirmation Form. **Materials must be received by <DATE>.**

Submit copies of all required documents

Submit via web: https://dependentverification.budco.com/user/nys	Submit by fax (use the Dependent Confirmation Form as your cover page): 1-XXX-XXX-XXXX ⁺
Submit by USPS (First-Class): NYSHIP Dependent Eligibility Verification P.O. Box 8072 Royal Oak, MI 48068	Submit by Express or Priority Delivery: NYSHIP Dependent Eligibility Verification 13700 Oakland Ave Highland Park, MI 48203

Dependent Eligibility Verification FAQs

- 1. Why is the (The State of New York) conducting a Dependent Eligibility Verification?**
This verification is part of the State of New York’s ongoing efforts to manage the healthcare program effectively. It is important that coverage is provided only to dependents who meet the eligibility criteria in the plan. This helps control costs for both you and The State of New York and ensures that the program is operating fairly for all enrollees.
- 2. Who is Budco Health Service Solutions?**
Budco Health Service Solutions (Budco) is an independent, third party firm that specializes in dependent eligibility verifications. Budco has conducted similar reviews for numerous Fortune 500 companies over the past 15 years and has a strong reputation for providing excellent customer service to both companies and their enrollees.
- 3. How does Budco keep my personal information secure?**
We understand that you may have concerns about providing the required documents. Budco considers the security and confidentiality of your information as a critical part of this verification process and takes every precaution to ensure your information is protected. They use state-of-the-art encryption technology to safeguard all sensitive data. All documentation submitted to Budco is scanned, maintained on encrypted hard drives and all hardcopy documents are then destroyed. You can help protect your own privacy by following the instructions included by; submitting only the required documentation and submitting the documentation in accordance with the designated submission options.
- 4. Can I submit my documents to the Benefits Service Center instead of Budco?**
No. Benefits Service Center is not authorized to collect any documentation for this process. Please send the required documents directly to Budco via one of the submission options outlined. Not only is this a more efficient process, but it helps protect the security of your data as well.
- 5. What do I do if I have an ineligible dependent enrolled in the Plan?**
You must remove the ineligible dependent during this verification process.
- 6. How do I remove an ineligible dependent?**
Option 1: Log in to <https://www.dependentverification.budco.com/user/nys> and remove the ineligible dependent.
Option 2: Complete the Dependent Confirmation Form enclosed and check the ineligible box next to that dependent’s name. Return the form (including any documentation for other dependents listed) via fax to: (x-xxx-xxx-xxxx⁺).
Option 3: Mail the Dependent Confirmation Form and copies of documents to the address listed above.



**SUBMIT DOCUMENTATION NO LATER THAN <DATE>
SUBMISSION CHECKLIST**

7. If I am unable to provide the required documentation for my dependent(s) by the deadline, will their coverage be terminated?

Yes. If you do not provide the required documentation by the deadline, coverage for your dependent(s) will be terminated under the plan(s). Please make sure to collect the needed documentation now, and submit this documentation as soon as possible to avoid cancellation of your dependent(s)' healthcare coverage. Your prompt response will ensure that your documents are received and verified in a timely manner.

8. Who should I call if I have questions about whether my dependent is eligible for benefits?

The Dependent Eligibility Verification Service Center **opens on (Date)**. A packet of eligibility materials was mailed to your home. Please review the materials provided and contact the Dependent Eligibility Verification Service Center at **x-xxx-xxx-xxxx between the hours of x:xx am and x:xx pm ET, Monday through Friday.**

9. Will my dependent be eligible for COBRA benefits if they are removed from coverage because they do not meet the eligibility requirements under the plan?

Not necessarily. COBRA eligibility is based on the occurrence of a COBRA qualifying event. Termination of coverage for a dependent due to the inability to provide eligibility verification is not a qualifying event. In the absence of a COBRA qualifying event, they will not be eligible for COBRA.

10. What types of verification documents are required?

The types of required verification documents vary based on the specific type(s) of dependent(s) you have enrolled in the plan. However, some of the most common documents requested are birth certificates; your most recently filed Federal tax return with financial data blacked out, and marriage certificates. A full list of acceptable verification documents can be found on the website <https://www.dependentverification.budco.com/user/nys>.

11. Do I have to send original copies of my documents?

No, do not mail original documents, only send copies. **All hard copy documents will be destroyed after scanning.** No documents will be returned.

12. Why do I need to provide the financial information from my tax return?

We do not need to see any financial information. You should black out all financial information as well as the first five (5) digits of all Social Security numbers. We need to be able to see: your name, your spouse's name, your child(ren)'s names, your address, and your filing status. See tax return example on the Dependent Verification web portal under the sample documentation tab.

13. How do I get a certified marriage or birth certificate?

Option 1: Go to the National Center for Health Statistics' Web site at www.cdc.gov/nchs/w2w.htm. Click on the appropriate state for information.

Option 2: Go to VitalChek's Web site at www.vitalchek.com.

Please note:

- If you are using a birth certificate to verify your dependent's eligibility, it must include the parents' names. **In some states the standard birth certificate does not include the parents' names; in these states, you must request the long form birth certificate to get a copy with the parents' names.**
- It may take several weeks to receive the requested certificates, so if you need to request a long form birth certificate, make your request for the needed certificates now.

14. How do I get a Report of Birth Abroad?

Go to http://travel.state.gov/passport/get/first/first_825.html.

15. What if my documents are not in English?

All non-English documents must be provided with an official translation and bear the stamp and mark of a registered translator. You may contact an online translator service company, local college, or university for assistance. If you send non-English documents that have not been translated, your dependents' status will be marked as incomplete until the official translation is received. Please allow enough time to have documents translated and still meet the deadline.

The translation must have the mark or stamp of a registered translator – OR– be on letterhead of an institution (government office, academic or medical institution, financial or immigration service, court/legal service provider, or a translation company). If you have any questions regarding the translation please call the Dependent Eligibility Verification Service Center at **x-xxx-xxx-xxxx**.





Dependent Eligibility Verification
P.O. Box 8072
Royal Oak, MI 48068

PIN: NYS000999999
Date:

<Job #> <Print Segment> <Work Location 1 Work Location 2> <Employee ID> <Eligibility Rule> <Batch ID>

Sam Sample
1234 Maine St
Hometown, MI 48056-5813

IMPORTANT BENEFIT INFORMATION –
DEPENDENT ELIGIBILITY STATUS

<u>You must include this form with your uploaded, faxed or mailed documents. Processing will be delayed for documents that are not accompanied by the form.</u> If you choose to mail your required documents please refer to the mailing address on the reverse side.			
Attn: NYSHIP Dependent Eligibility Verification Service Center			
Verification Fax #:	1-XXX-XXX-XXXX⁺	Total Pages Sent:	
RE:	Dependent Eligibility	Date:	

Dear Sam Sample:

Thank you for providing documentation to confirm the eligibility of the dependents you have enrolled in The New York State Health Insurance Program (NYSHIP) health and welfare benefit plan.

Below is the current status of your dependents that are included in the verification process:

<u>Name</u>	<u>Relationship</u>	<u>Status</u>	<u>Incomplete / Ineligible Reason</u>
Dependent Name	Spouse	Eligible	NA
Dependent Name*	Child	Eligible	NA
Dependent Name	Child	Incomplete	C1
Dependent Name	Child	Ineligible	01

**Please note: A child covered under a Qualified Medical Child Support Order cannot be voluntarily removed from coverage and is not subject to the verification documentation requirements. Any revised court documents or questions regarding a Qualified Medical Child Support Order must be submitted to NYSHIP Human Resources/Benefits Department.*

Eligible Dependents

Benefits for **eligible** dependents will continue. No further action is required for this verification. Please keep this letter for your records.

Ineligible Dependents

Your dependents(s) have been deemed **ineligible**, or you have indicated that they are not eligible and they will be removed from coverage effective **<DATE>**. To help you understand the reason the dependent(s) are no longer considered eligible for benefits, refer to the enclosed Reason Codes included with this letter for a description of the ineligible reason for the dependent(s).

Incomplete Dependents

For the individuals listed with an **incomplete** status, after reviewing the documents submitted, we have determined that the documents are not sufficient to confirm your dependent’s eligibility for benefits. If you wish to maintain the NYSHIP benefit plan for your dependent(s), you must submit additional documentation which confirms their eligibility (see the eligibility guidelines provided with the verification packet) to be received by **<DATE>**. The Reason Code also indicates the required documentation that is commonly submitted to confirm the eligibility for the dependent you have enrolled. Please refer to the enclosed Reason Codes included with this letter for a description of the required documentation needed for the dependent(s).

IMPORTANT: If you do not submit adequate documentation to confirm eligibility of your dependent(s), your dependent(s) will be removed from NYSHIP benefit plans effective <DATE>. Upload, fax, or mail the additional required documentation to the Dependent Eligibility Verification at the address on the backside of this letter to be received by <DATE>.

COBRA Continuation Coverage

If your dependent is determined to be ineligible and is removed from coverage, he/she will not be offered COBRA.

For More Information

If you have any questions regarding the eligibility guidelines, verification phase or documents required, please call the NYSHIP Dependent Eligibility Verification Service Center at **1-XXX-XXX-XXXX**. The Service Center is available from **X:00 a.m. to X:00 p.m. ET**, Monday through Friday.

Send this form (including first page listing dependents where documentation is currently incomplete) along with the necessary documents. You may submit your documents by scanning and uploading them to **<https://www.dependentverification.budco.com/user/nys>**, fax, USPS mail (First Class only) or express/priority delivery. Required documents must be received by **<DATE>**. Please allow 7-10 days for First-Class Mail.

Submission options as follows:

Submit via web: https://dependentverification.budco.com/user/nys	Submit by fax (use page 1 of this letter as your cover page): 1-XXX-XXX-XXXX ⁺
Submit by USPS (First-Class): NYSHIP Dependent Eligibility Verification P.O. Box 8072 Royal Oak, MI 48068	Submit by Express or Priority Delivery: NYSHIP Dependent Eligibility Verification 13700 Oakland Ave Highland Park, MI 48203

Reason Code:	Reason:	Document:
01	The dependent was voluntarily removed from coverage.	
C1	Proof of Relationship	Submit a copy of the birth certificate, domestic or foreign adoption papers, adoption placement agreement, and hospital record, report of birth abroad, verification of Birth Facts, state affidavit of parentage or paternity test.

Sincerely,

The NYSHIP Dependent Eligibility Verification Service Center

+You are responsible for ensuring that facsimile transmissions are accurately and appropriately directed to the designated Budco facsimile number. You acknowledge that certain security, transmission error, corruption, and access availability risks are associated with using facsimile connections and telephone networks, and you expressly assume such risks, as permissible by law. You have made your own independent assessment of the adequacy and security of facsimile transmission as a delivery mechanism for forwarding your requested dependent eligibility information.



NYSHIP Dependent Eligibility Project
P.O. Box 8072
Royal Oak, MI 48068

Presorted
First Class Mail
U.S. Postage Paid
Detroit, MI
Permit No. 2821

Action Required by <DATE>, <YEAR>

Dependent Eligibility Verification



IMPORTANT REMINDER - ACTION IS REQUIRED!

The dependent eligibility verification deadline of <DATE>, <YEAR> is quickly approaching. If you have dependents enrolled in the New York State Health Insurance Program (NYSHIP) benefit plans you must submit the required documents to verify their eligibility for coverage.

If you have not submitted your documents yet:

- ✓ Review the Dependent Eligibility Verification Packet
- ✓ Determine if your dependents are eligible for coverage
- ✓ Remove any ineligible dependents
- ✓ Submit documents for your eligible dependents by fax, scan and upload, or mail

Web: scan and upload with your required documentation to:

<https://www.dependentverification.budco.com/user/nys>

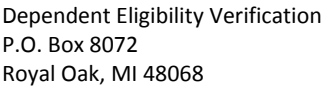
Allow 2 business days for web upload and faxed documents or 7-10 days for mailing in order to have your package received by <DATE>, <YEAR>.

If you do not provide acceptable documentation by the deadline, your dependents will be considered ineligible for coverage and they will be removed from the NYSHIP's benefit plans (and any applicable healthcare coverage, such as dental and/or vision).

Do you need help?

If you can't find the packet that was mailed to you or if you have any questions, call the NYSHIP Dependent Eligibility Verification Service Center at **1-XXX-XXX-XXXX** from **XX:XX** a.m. to **XX:XX** p.m. **Eastern Time**, Monday through Friday.

Thank you for your cooperation.
Budco Health Service Solutions
Proposal of DEAS for the State of New York – Confidential



PIN: NYS999999999
Date:

<Job #> <Print Segment> <Work Location 1 Work Location 2> <Employee ID> <Eligibility Rule> <Batch ID>

Sam Sample
1234 Maine St
Hometown, MI 48056-5813

IMPORTANT BENEFIT INFORMATION – DEPENDENT ELIGIBILITY STATUS

<p><u>You must include this form</u> with your uploaded, faxed or mailed documents. Processing <u>will be</u> delayed for documents that are not accompanied by the form.</p> <p>If you choose to mail your required documents please refer to the mailing address on the reverse side.</p> <p>Attn: NYSHIP Dependent Eligibility Verification Service Center</p>			
Verification Fax #:	1-XXX-XXX-XXXX⁺	Total Pages Sent:	
RE:	Dependent Eligibility	Date:	

Dear Sam Sample,

We have sent you communications over the last few months asking you to verify the eligibility of your dependents. Below is a list of your dependents along with his or her eligibility status as of the end of the verification process. Our records indicate that you have at least one ineligible dependent. Please refer to the enclosed Reason Codes included with this letter for a description of the required documentation needed for the dependent(s).

<u>Name</u>	<u>Relationship</u>	<u>Status</u>	<u>Incomplete / Ineligible Reason</u>
Dependent Name	Spouse/Domestic Partner	Eligible	NA
Dependent Name	Child	Eligible	NA
Dependent Name	Child	Ineligible	88, C1
Dependent Name	Child	Ineligible	01
Dependent Name	Child	Eligible	NA
Dependent Name	Child	Ineligible	88, C1
Dependent Name	Child	Ineligible	01
Dependent Name	Child	Eligible	NA
Dependent Name	Child	Ineligible	88, C1
Dependent Name	Child	Ineligible	01

Note: see reverse side for reasons and documents to submit.

Eligible Dependents

Benefits for eligible dependents will continue. No further action is required for this verification. Please keep this letter for your records.

Ineligible Dependents

Your dependent(s) have been deemed **ineligible**, or you have indicated that they are not eligible and they will be removed from coverage effective **<DATE>**. To help you understand the reason the dependent(s) are no longer considered eligible for benefits, refer to the enclosed Reason Codes included with this letter for a description of the ineligible reason for the dependent(s).

Important note: Dependents deemed ineligible will be dropped from your benefit plan (and any applicable benefits, such as dental and/or vision).

Claim and Appeal Rights after the Extension Phase

You have the right to appeal an adverse decision for those dependents that are dropped from your benefit plan because they did not meet the eligibility requirements under the NYSHIP benefit plan. For ineligible dependent(s), if you disagree with the decision, you must submit your written appeal, along with the necessary documentation required to prove eligibility for benefits to NYSHIP at the address on the reverse side of this letter. Your request should include your name, your address, and an explanation of the reason why you disagree with the decision. Your appeal must be received no later than <DATE>.

COBRA Continuation Coverage

If your dependent is determined to be ineligible and is removed from coverage, he/she will not be offered COBRA.

For More Information

If you have any questions regarding the eligibility guidelines, verification phase or documents required, please call the NYSHIP Dependent Eligibility Verification Service Center at **1-XXX-XXX-XXXX**. The Service Center is available from **X:00 a.m. to X:00 p.m. ET**, Monday through Friday.

Submission options as follows:

Submit via web: https://dependentverification.budco.com/user/nys	Submit by fax (use page 1 of this letter as your cover page): 1-XXX-XXX-XXXX ⁺
Submit by USPS (First-Class): NYSHIP Dependent Eligibility Verification P.O. Box 8072 Royal Oak, MI 48068	Submit by Express or Priority Delivery: NYSHIP Dependent Eligibility Verification 13700 Oakland Ave Highland Park, MI 48203

Reason Code:	Reason:	Document:
C1,88	Documentation you submitted was incomplete	Submit a copy of the birth certificate, domestic or foreign adoption papers, adoption placement agreement, and hospital record, report of birth abroad, verification of Birth Facts, state affidavit of parentage or paternity test. Dependents birth certificate didn't list your, your spouse/ domestic partner's name as the parent.
01	The dependent was voluntarily removed from coverage.	

Sincerely,

The NYSHIP Dependent Eligibility Verification Service Center



PIN:NYS123456789

Date:

Dependent Eligibility Verification
P.O. Box 8072
Royal Oak, MI 48068

<Job #> <Print Segment> <Work Location 1 Work Location 2> <Employee ID> <Eligibility Rule> <Batch ID>

Employee Name

Street Address

City, ST ZIP code

**IMPORTANT BENEFIT INFORMATION
DEPENDENT ELIGIBILITY STATUS**

Dear Sam Sample:

Upon review of the documents you have submitted for appeal under the New York Health Insurance Program (NYSHIP) Dependent Eligibility Verification and the eligibility rules as defined under the NYSHIP benefit plans, it has been determined that your dependent listed below is **eligible** for benefit plan coverage:

<u>Dependent Name</u>	<u>Eligibility Status</u>
Susanne Sample	Eligible

The appeal submitted concerning eligibility of your listed dependent has been approved. The dependent listed above will be reinstated retroactively back to the coverage termination date. Please allow up to two weeks for coverage reinstatement to take effect. Your dependent will continue to receive coverage as long as the dependent remains eligible under the eligibility rules of the applicable benefits plan.

No further action is necessary at this time. We appreciate your cooperation in this process.

Important: If any of the benefit plan carriers denied claims for this dependent during the period in which coverage had been terminated, you will need to resubmit those claims to the applicable carrier(s) after your dependent's coverage has been reinstated.

For More Information

If you have any questions regarding your dependents eligibility or the dependent verification process, please call the NYSHIP Dependent Eligibility Verification Service Center at 1-XXX-XXX-XXXX. The Service Center is available from X:00 a.m. to X:00 p.m. ET, Monday through Friday.

Sincerely,

The NYSHIP Dependent Eligibility Verification Service Center



Dependent Eligibility Verification
P.O. Box 8072
Royal Oak, MI 48068

PIN: NYS123456789

Date:

<Job #> <Print Segment> <Work Location 1 Work Location 2><Employee ID> <Eligibility Rule> <Batch ID>
Employee Name
Street Address
City, ST ZIP code

**IMPORTANT BENEFIT INFORMATION
DEPENDENT ELIGIBILITY STATUS**

<u>You must include this form with your uploaded, faxed or mailed documents. Processing will be delayed for documents that are not accompanied by the form.</u> If you choose to mail your required documents please refer to the mailing address on the reverse side.			
Attn: NYSHIP Dependent Eligibility Verification Service Center			
Verification Fax #:	1-XXX-XXX-XXXX⁺	Total Pages Sent:	
RE:	Dependent Eligibility	Date:	

Dear Sam Sample:

Based on the review of the documents you submitted with your appeal, the New York State Health Insurance Program (NYSHIP) benefit plan eligibility provisions, as well as any other additional information you provided, we have determined that the documentation necessary to establish the eligibility of the dependent listed below **has not** been provided. Please refer to the Reason Codes included with this letter for a description of the required documentation needed to confirm the dependent eligibility.

<u>Dependent Name</u>	<u>Relationship</u>	<u>Appeal Status</u>	<u>Incomplete/Ineligible Reason</u>
Sam Sample	Child	Incomplete	88, C1

<u>Reason Code:</u>	<u>Reason:</u>	<u>Document:</u>
C1,88	Proof of Relationship was not provided	Dependent’s Birth Certificate did not list your name as the parent

Complete documentation verifying eligibility must be received no later than <DATE>. If your appeal is approved, your dependent will be reinstated retroactively to <DROP DATE> subject to the applicable employee premium rates.

Send this form (including the first page listing your dependent where documentation is currently incomplete) along with the necessary documents. You may submit your documents by scanning and uploading them to <https://www.dependentverification.budco.com/user/nys>, fax⁺, USPS mail (First Class only) or express/priority delivery. Required documents must be received by <DATE>. Please allow 7-10 days for First-Class Mail.



PIN: NYS123456789
Date:

Dependent Eligibility Verification
P.O. Box 8072
Royal Oak, MI 48068

Submission options as follows:

Submit via web: https://dependentverification.budco.com/user/nys	Submit by fax (use page 1 of this letter as your cover page): 1-xxx-xxx-xxxx⁺
Submit by USPS (First-Class): NYSHIP Dependent Eligibility Verification P.O. Box 8072 Royal Oak, MI 48068	Submit by Express or Priority Delivery: NYSHIP Dependent Eligibility Verification 13700 Oakland Ave Highland Park, MI 48203

For More Information

If you have any questions regarding the eligibility guidelines, verification phase or documents required, please call the NYSHIP Dependent Eligibility Verification Service Center at **1-XXX-XXX-XXXX**. The Service Center is available from **X:00 a.m. to X:00 p.m. ET**, Monday through Friday.

Sincerely,

The NYSHIP Dependent Eligibility Verification Service Center

+You are responsible for ensuring that facsimile transmissions are accurately and appropriately directed to the designated fax number. You acknowledge that certain security, transmission error, corruption, and access availability risks are associated with using facsimile connections and telephone networks, and you expressly assume such risks, as permissible by law. You have made your own independent assessment of the adequacy and security of facsimile transmission as a delivery mechanism for forwarding your requested dependent eligibility information.

Date:



Dependent Eligibility Verification
 P.O. Box 8072
 Royal Oak, MI 48068

<Job #> <Print Segment> <Work Location 1 Work Location 2><Employee ID> <Eligibility Rule> <Batch ID>
 Employee Name
 Street Address
 City, ST ZIP code

Dear Sam Sample:

We recently received documentation after the completion of the New York State Health Insurance Program (NYSHIP) Dependent Eligibility Verification Appeal process. Because the documentation has been received after the close of the appeal period, it will not be accepted and your dependent will remain in an ineligible status.

Dependent

[Susie A. Sample]

Relationship

[Spouse]

Any further appeals must now be sent to NYSHIP. Unfortunately, we are unable to forward the appeal on your behalf. Please promptly send your request and any additional supporting documentation to be reviewed to the address below.

NYSHIP

Attn:

Dependent Verification Appeal

Address:

Sincerely,

The NYSHIP Dependent Eligibility Verification Service Center

c) Describe your experience with other clients in developing customized communications; and

Budco will work with The State of New York to develop a multi-faceted communication campaign designed to achieve the highest possible response rate. We will accomplish this through the use of easily understood verbiage and perfected eligibility tools that focus on ease of compliance and employee education.

Initial verification letters are sent at the beginning of the program, and status letters are sent throughout the program whenever a dependent's status changes. Reminder communications are included in the status letters, as well as a postcard reminder to employees who have sent no documents at the halfway point.

Disposition letters are sent to employees who have one or more ineligible dependents at the conclusion of the program. Additional status letters will be sent to employees who submit documents throughout the extension phase.

Our comprehensive solution allows for customization to the content of the letters in an effort to communicate to employees with The State of New York specific messaging, tone and style. Budco will provide sample communications as a starting point during the implementation process, and will work closely with The State of New York's staff to customize the content and requirements. The State of New York will be involved in the communications development process, and can have input at any phase of the process. Business Reply Envelopes (BREs) are no longer included in the communications package with the fax and upload processes offered as cost free methods of submission. We have also developed a comprehensive list of acceptable documentation that The State of New York can select from to provide their employees with a fair opportunity to prove eligibility. Ultimately, The State of New York will have the flexibility to define and accept specific verification documents based on the eligibility criteria in each plan to evidence the relationship. Additional copies of lost or misplaced letters will be available to enrollees via the employee portal.

d) Describe your approach for contacting non-responders or Enrollees who have submitted partial, but not full documentation. How many attempts are made to reach the Enrollee to obtain adequate documentation prior to terminating their Dependent(s)?

Two types of reminders are included in the standard communications campaign. Status letters sent to employees who have not completed all elements of the verification will include due dates for submission of documents, as well as the various methods of submission. These are sent every time the enrollee submits new documentation.

Budco also includes a non-responder postcard to all of those employees who have not yet submitted any documentation to evidence their dependents eligibility. These postcards are sent to employees at the halfway point of the verification phase.



9. Reporting

9. Reporting

- a) Describe the reports that you recommend for this DEA Project that conform to the minimum reporting requirements described in this section. Provide report samples for each report type.

Budco will generate program statistics on a daily basis and provide them to the Department. These stats detail Contact Center performance and mail volumes and give an analysis of where New York State employees fall in trying to complete the process. Reporting is a central feature of the Budco process. A number of statistical reports are available directly from our dependent audit platform.

Budco works with the Department to develop additional reports as necessary to measure the success of the program. Many of the reports requested are generated by data from the Budco audit platform and from the data files provided by the Department. As an example, Budco will not know what agency an enrollee is affiliated with to provide the Final Eligibility Status Report unless we are provided the agency information on the data file.

Daily Budco statistics and related reporting provide a wide range data in one, easy-to-use, informative report. As is indicated by the name, we forward this report every day throughout the duration of the program. Following are samples of the information included in this project.

Daily Status Report

Appeals Status Report	Contact Center Stats			Hunt Group	Mail/Fax					Comments:			
	Calls Offered (daily)	Calls Answered (daily)	Avg Handle Time (daily)	Avg Wait Time (daily)	Mail Received (daily)	Fax Received (daily)	# of Documents Uploaded	Items Waiting for Review	Return Mail-Audit (daily)	Macros: cntl + w = Weekly Totals cntl + m = Monthly Totals cntl + u = Unhide			
March Totals	208	204	5:02	:27	16	120	410	0	6				
4/6/15	11	11	5:43	:41	0	5	14	10	0				
4/7/15	3	3	8:40	:30	0	3	4	6	0				
4/8/15	7	7	4:31	:14	1	2	11	6	0				
4/9/15	6	6	6:25	:33	1	1	0	0	0				
4/10/15	2	2	5:16	:24	0	2	30	10	2				
Week 14 Totals	29	29	5:51	:30	2	13	59		2				
4/13/15	23	22	5:36	:08	0	4	5	0	0				
4/14/15	9	9	2:41	:05	0	1	6	5	0				
4/15/15	9	9	4:33	:15	0	2	17	14	0				
4/16/15	8	8	3:41	:23	0	4	2	6	0				
4/17/15	5	5	3:30	:11	1	8	16	20	0				
Week 15 Totals	54	53	4:26	:12	1	19	46		0				
4/20/15	6	6	3:42	:03	1	1	12	6	0				
4/21/15	6	6	4:28	:05	1	2	7	5	0				
4/22/15	5	5	6:10	:16	0	1	6	11	0				
4/23/15	7	7	5:31	:07	0	5	7	5	0				
4/24/15	7	7	5:43	:10	0	1	32	12	0				
Week 16 Totals	31	31	5:07	:08	2	10	64		0				
4/27/15	7	7	4:32	:12	1	0	5	4	0				
4/28/15	5	5	4:43	:19	0	2	11	5	0				
4/29/15	6	6	3:28	:07	0	3	10	7	1				
4/30/15	11	11	5:19	:13	1	4	4	15	0				
5/1/15	6	6	4:06	:04	0	7	13	10	0				
Week 17 Totals	35	35	4:33	:12	2	16	43		1				
April Totals	176	174	4:51	:17	7	62	226	0	3				
Grand Total	34,455	33,329			8067	17,670	56,340	0	855				

Reports and ROI Homepage



Status Report

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BUDCO HEALTH SERVICE SOLUTIONS

SITE ACTIONS Welcome Niemczewski, Steve

Project Management Correspondence Reports Contract Holder Search

BUDCO HEALTH SERVICE SOLUTIONS
Health Management Site

Health Management Site

Verification Status Report

Export CSV | Back to Reports

Status	Segment Description	Total Contract Holder	Eligible Dependents	Ineligible Dependents	Incomplete Dependents	Pending Dependents	Open Dependents	Unverified Dependents
Complete	EL1	2194	0	1265	1247	0	1622	0
	EL2	280	0	170	281	0	97	0
	EL3	109	0	92	140	0	0	0
	EL5	34	0	16	13	0	33	0
	VIP	45	0	47	15	0	60	0
	Subtotal	2662	0	1590	1696	0	1812	0
Incomplete	EL1	196	0	181	138	0	171	0
	EL2	27	0	20	45	0	7	0
	EL3	15	0	17	23	0	0	0
	EL5	5	0	7	2	0	0	0
	VIP	3	0	2	3	0	3	0
	Subtotal	246	0	227	211	0	181	0
Non-Responder	EL1	150	0	121	81	0	70	0
	EL2	26	0	19	27	0	7	0
	EL3	51	0	58	50	0	0	0
	EL5	2	0	2	0	0	0	0
	Subtotal	229	0	200	158	0	77	0
Open	EL1	17	0	10	13	0	21	0
	Subtotal	17	0	10	13	0	21	0
Grand Total		3154	0	2027	2078	0	2091	0

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Dependent Audit | Eligibility Verification | Dependent Coverage

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Return Mail Report

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https://dvportal.budco.com/clients/DAP/_layouts/Budco/Reports/DAS906_RETURN_MAIL.aspx

Live Search

BUDCO HEALTH SERVICE SOLUTIONS

WELCOME Niemczewski, Steve

Project Management Correspondence Reports Contract Holder Search

BUDCO HEALTH SERVICE SOLUTIONS

Health Management Site

Document Libraries

- Correspondence
- Project Management Client
- Project Management Internal

Lists

- Escalation Worksheet
- Program Announcements
- Project Management Worksheet
- Tasks
- Escalation Notification

Health Management Site

Return Mail Report

Export CSV | Back to Reports

Contract Holder ID	Employment Status Code	Verification Status	First Name	Last Name	SSN	Address 1	Address 2	Address 3	City	State	Zip Code	Dependent Total	RMC Code	RMC Description
000035173	A	N	Linda	Sample	*****1704	999 Town Rd			Beaverville	MO	99999	1	01	Attempted - Not Known
000046075	A	N	Dawn	Sample	*****7843	999 Town Rd	Apt. 33		Beaverville	MO	99999	2	01	Attempted - Not Known
000470395	A	N	Yesenia	Sample	*****9633	999 Town Rd			Beaverville	MO	99999	3	13	Undeliverable as Addressed

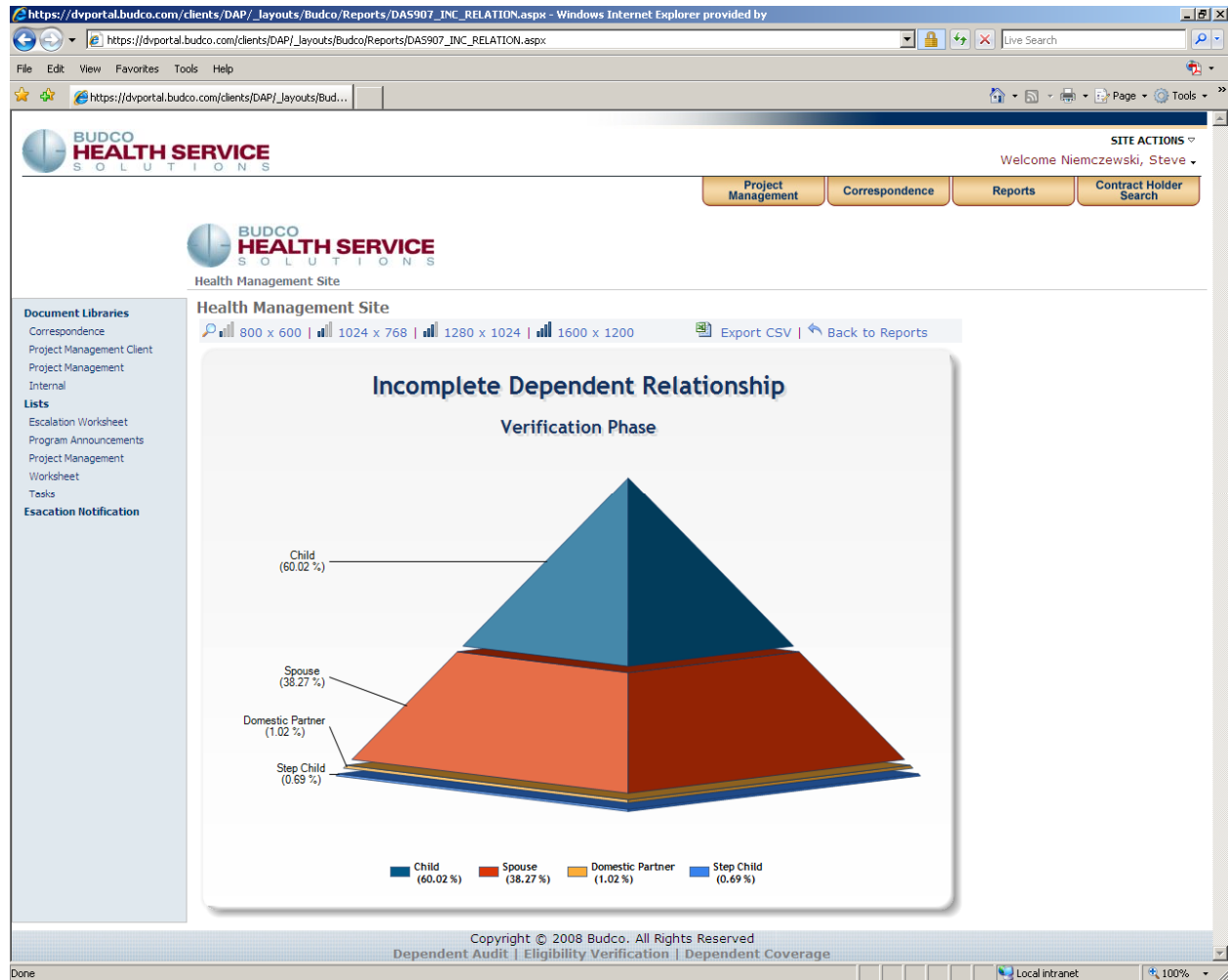
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Dependent Audit | Eligibility Verification | Dependent Coverage

Done

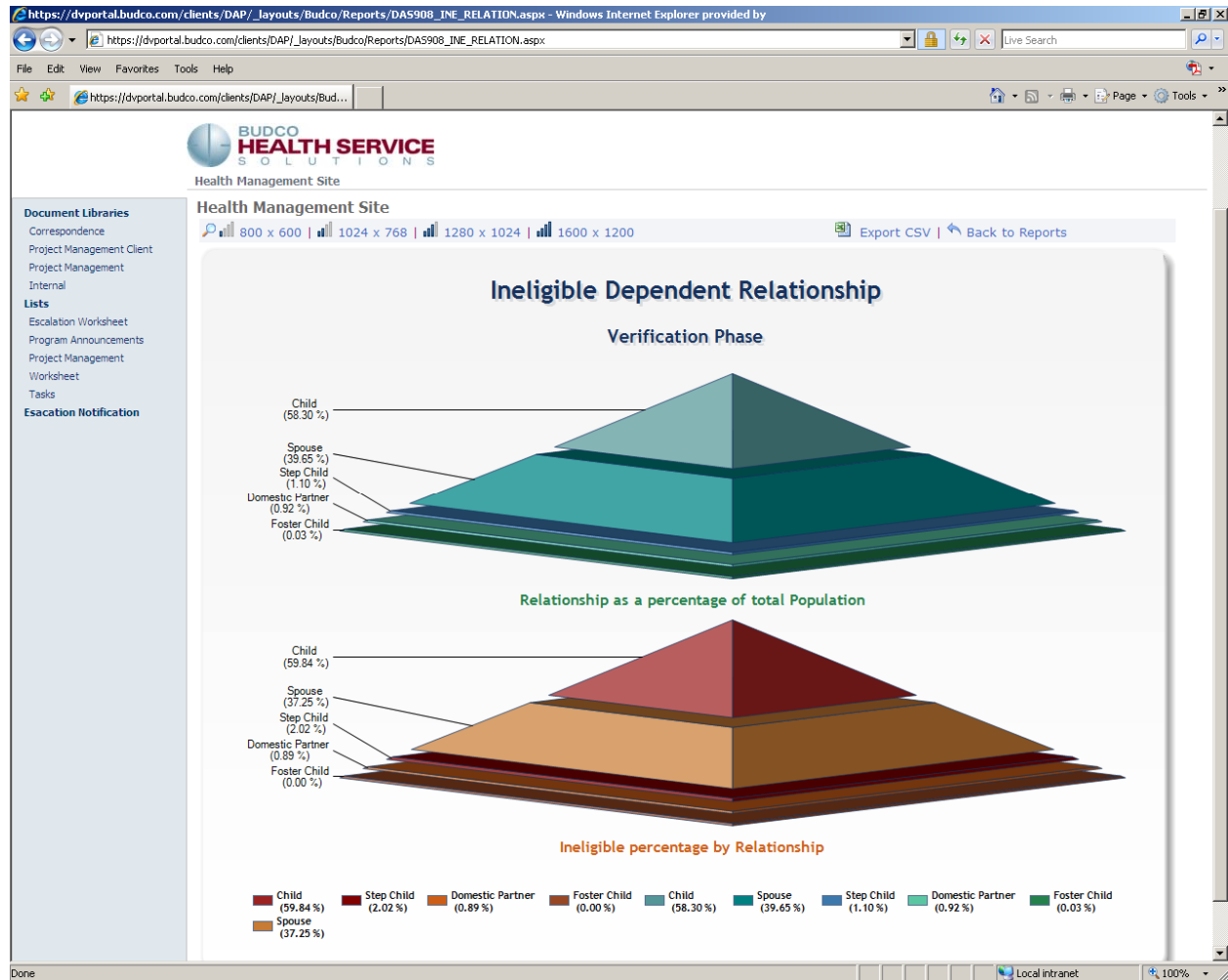
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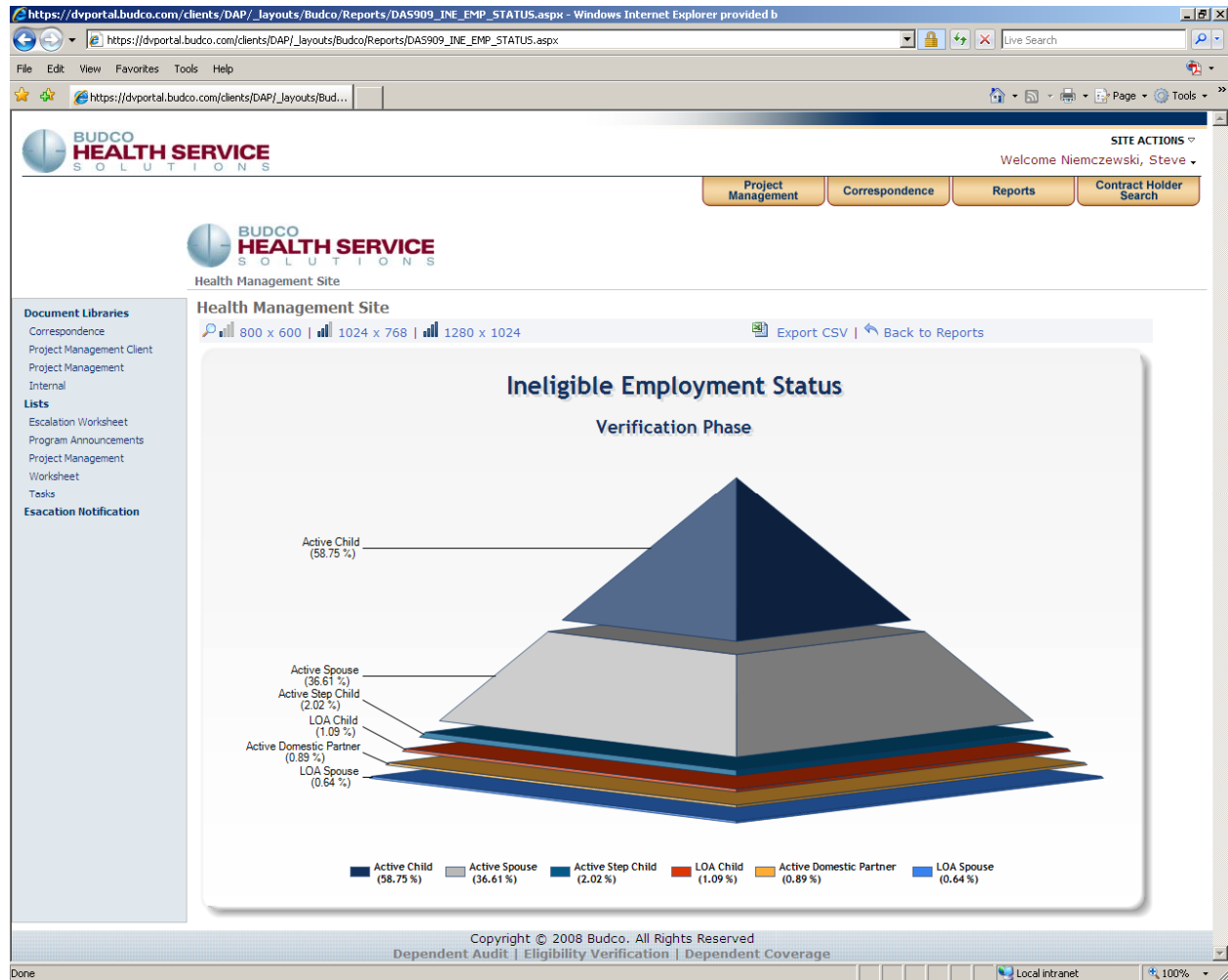
Incomplete Dependents by Relationship



Ineligible Dependents by Relationship



Ineligible Dependent by Contract Holder Employment Status



Non Responder

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https://dvportal.budco.com/clients/DAP/_layouts/Budco/Reports/DAS910_NON_RESPONDER.aspx

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https://dvportal.budco.com/clients/DAP/_layouts/Budco/Reports/DAS910_NON_RESPONDER.aspx

BUDCO HEALTH SERVICE SOLUTIONS

Health Management Site

Non Responder Report

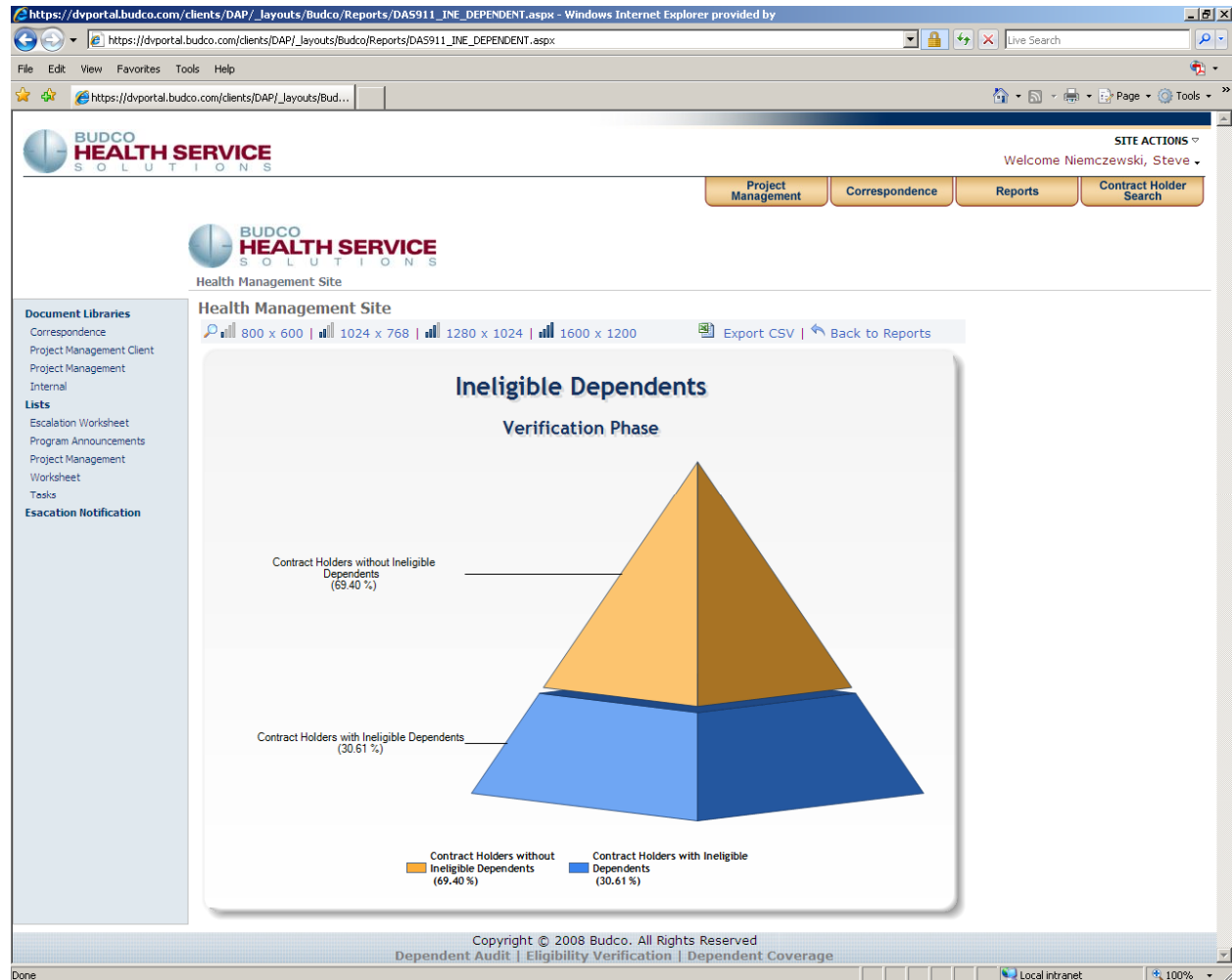
Export CSV | Back to Reports

Contract Holder ID	First Name	Last Name	SSN	Address 1	Address 2	City	State	Zip	Country Code	Work Location 1	Work Location 2	Employment Description	Segment Code
000356823	Sarah	Sample	*****8442	999 Town Rd		Beaverville	MO	99999	USA		08831	Active	EL1
000356892	Wanda	Sample	*****2301	999 Town Rd		Beaverville	MO	99999	USA		03725	Active	EL1
000358019	Paula	Sample	*****2118	999 Town Rd		Beaverville	MO	99999	USA		09444	Active	EL1
000361948	Melicca	Sample	*****1725	999 Town Rd		Beaverville	MO	99999	USA		02033	Active	EL1
000362652	Sabina	Sample	*****9222	999 Town Rd		Beaverville	MO	99999	USA		03758	Active	EL1
000364765	Heather	Sample	*****1731	999 Town Rd		Beaverville	MO	99999	USA		09417	Active	EL1
000365901	Gary	Sample	*****5495	999 Town Rd		Beaverville	MO	99999	USA		01828	Active	EL1
000386417	Sean	Sample	*****6024	999 Town Rd		Beaverville	MO	99999	USA		01829	Active	EL1
000388754	Kendra	Sample	*****8175	999 Town Rd		Beaverville	MO	99999	USA		09964	Active	EL1
000414882	Lucette	Sample	*****2126	999 Town Rd		Beaverville	MO	99999	USA		00608	Active	EL1
000434749	Cynthia	Sample	*****8779	999 Town Rd		Beaverville	MO	99999	USA		05706	Active	EL2
000434995	Brynn	Sample	*****8092	999 Town Rd		Beaverville	MO	99999	USA		02787	Active	EL1
000439563	Heather	Sample	*****3446	999 Town Rd		Beaverville	MO	99999	USA		09454	Active	EL1
000442572	Trudy	Sample	*****8141	999 Town Rd		Beaverville	MO	99999	USA		01600	Active	EL1
000486930	Todd	Sample	*****4529	999 Town Rd		Beaverville	MO	99999	USA		08407	Active	EL1
000491424	Daniel	Sample	*****8853	999 Town Rd		Beaverville	MO	99999	USA		09054	Active	EL1
000505263	Steven	Sample	*****9661	999 Town Rd		Beaverville	MO	99999	USA		07770	Active	EL1
000512640	Betty	Sample	*****0956	999 Town Rd		Beaverville	MO	99999	USA		04711	Active	EL1
000512828	Sandra	Sample	*****3517	999 Town Rd		Beaverville	MO	99999	CAN		03924	Active	EL3
000516206	Dustin	Sample	*****7351	999 Town Rd		Beaverville	MO	99999	USA		09804	Active	EL2

Done

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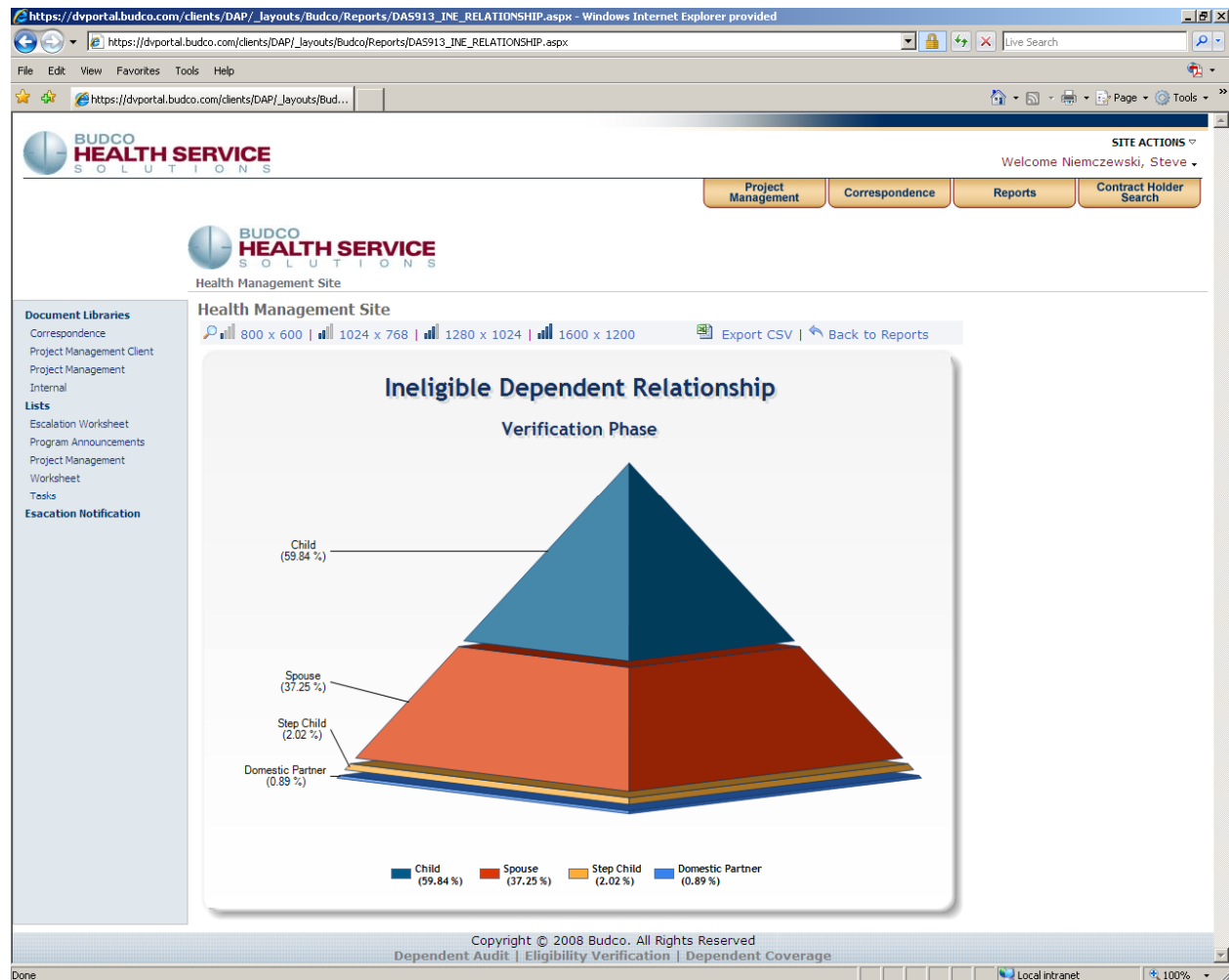
Ineligible Dependent



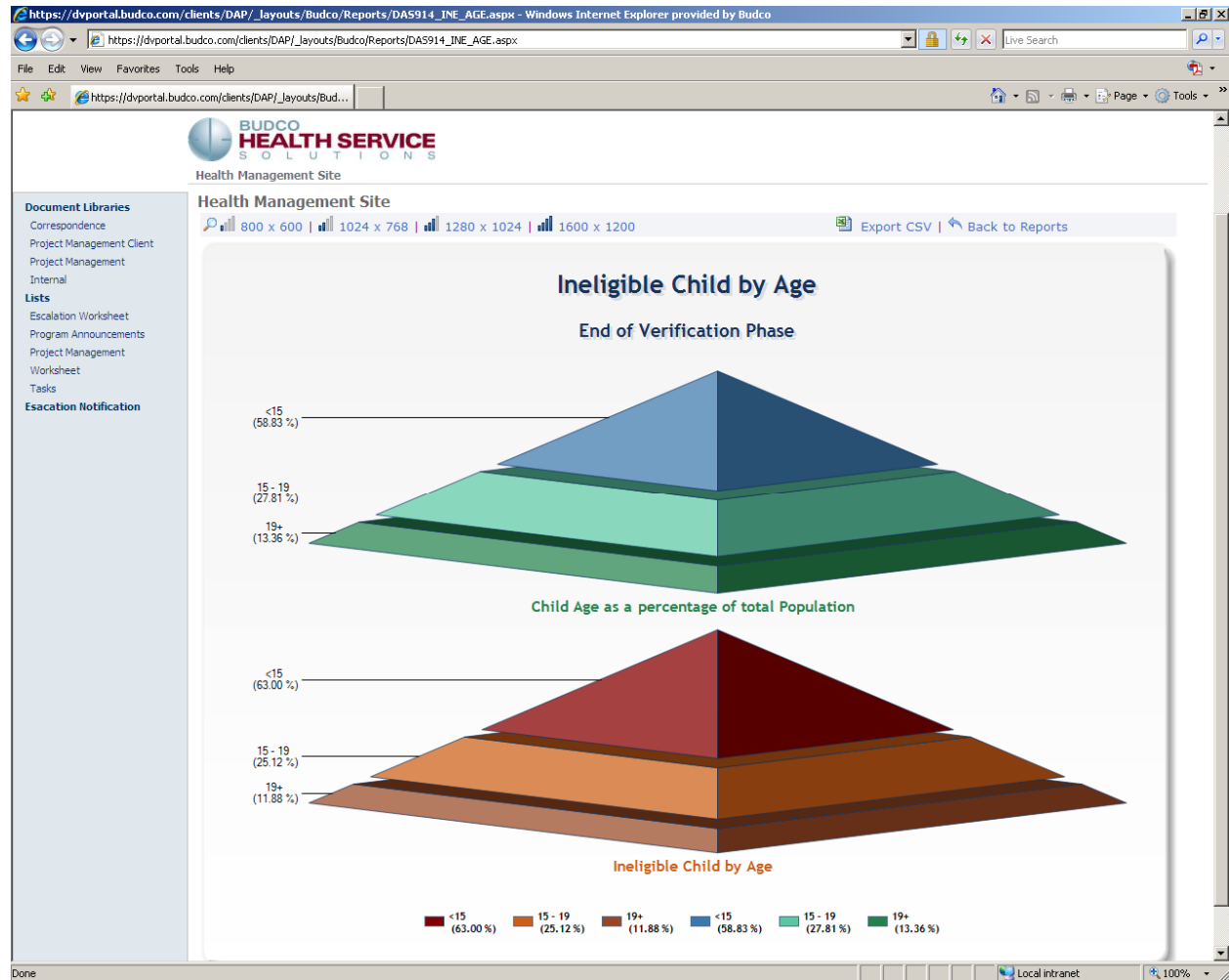
Ineligible Dependent by Reason



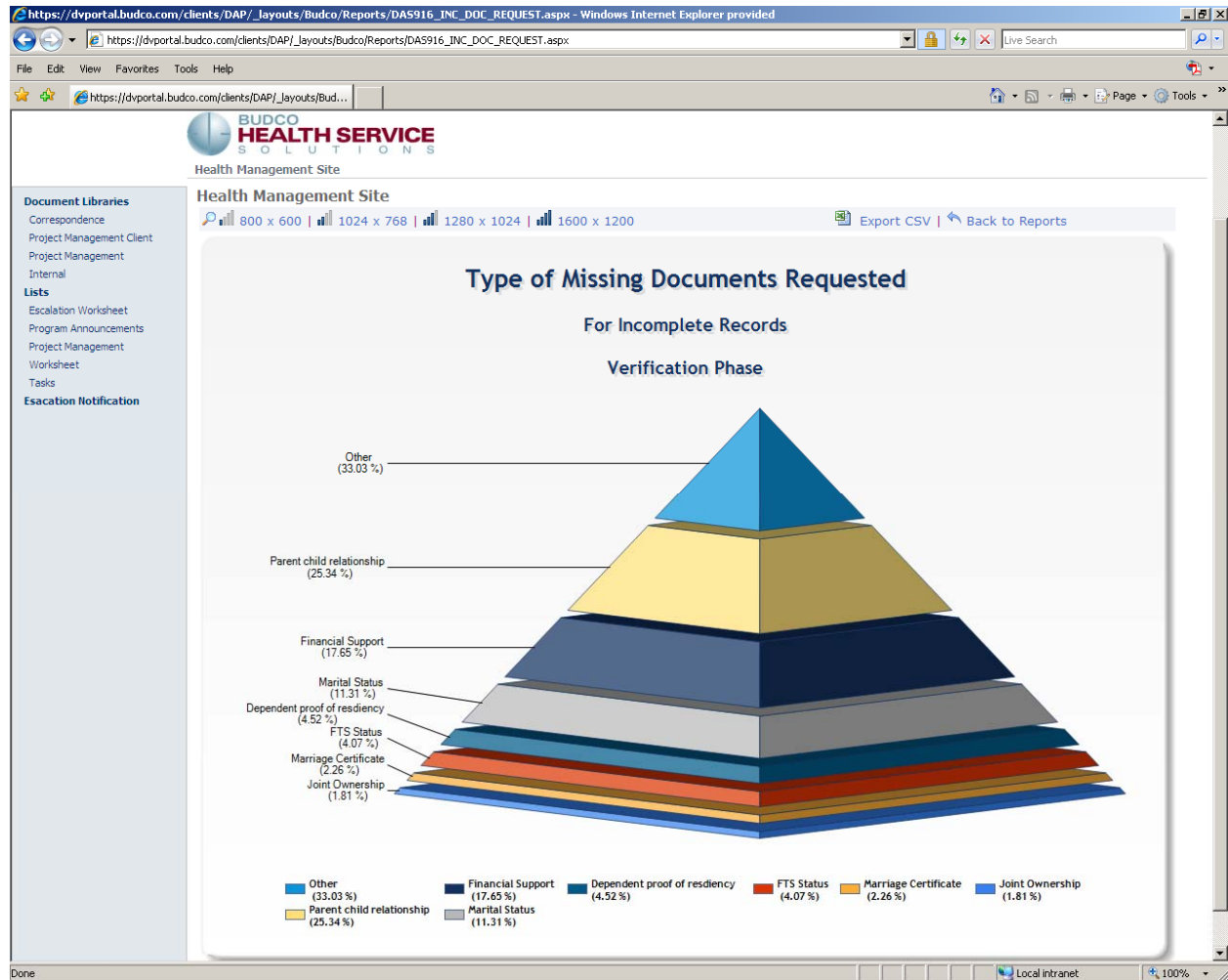
Ineligible Dependent by Relationship



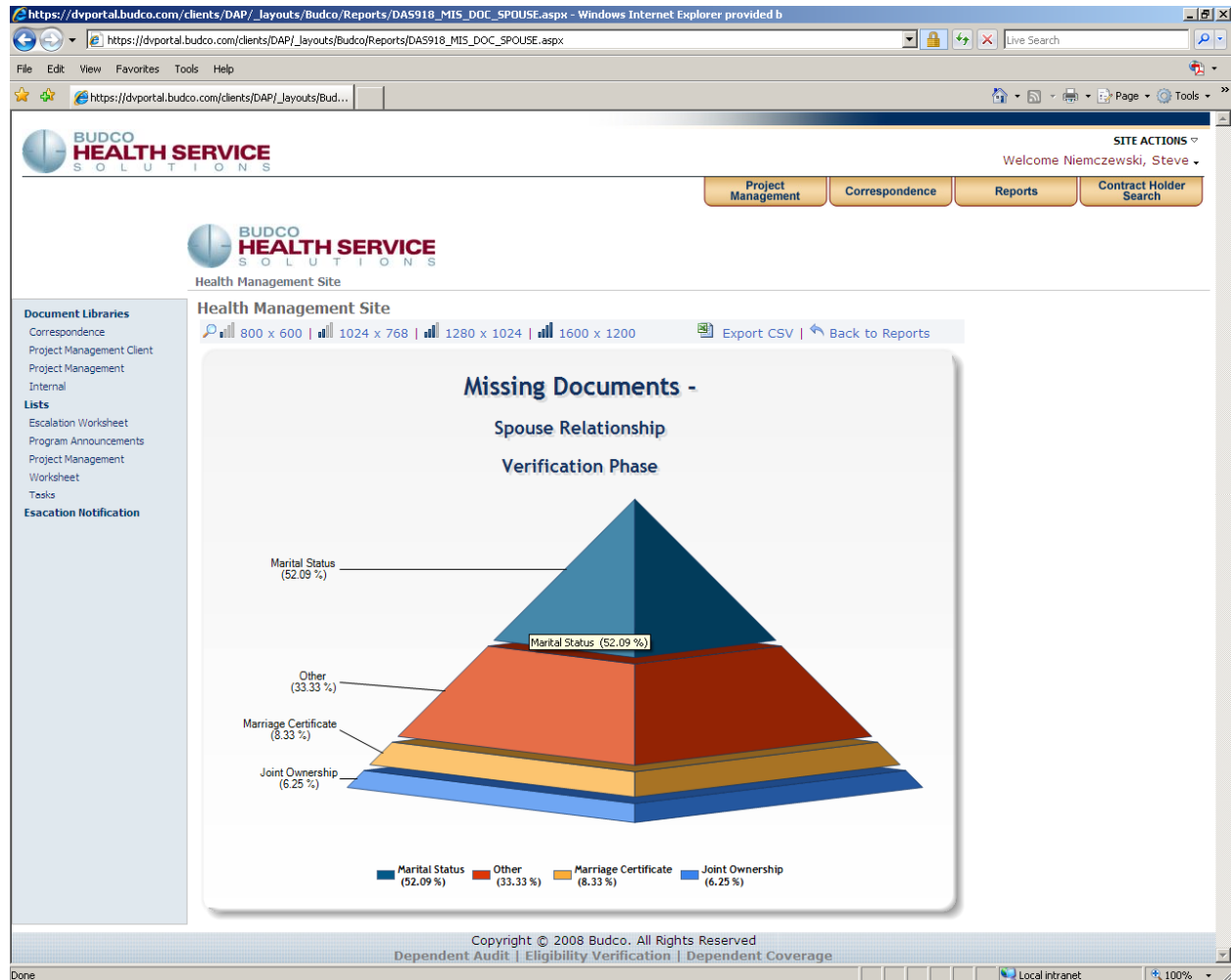
Ineligible Child by Age



Incomplete Dependent Documents Requested



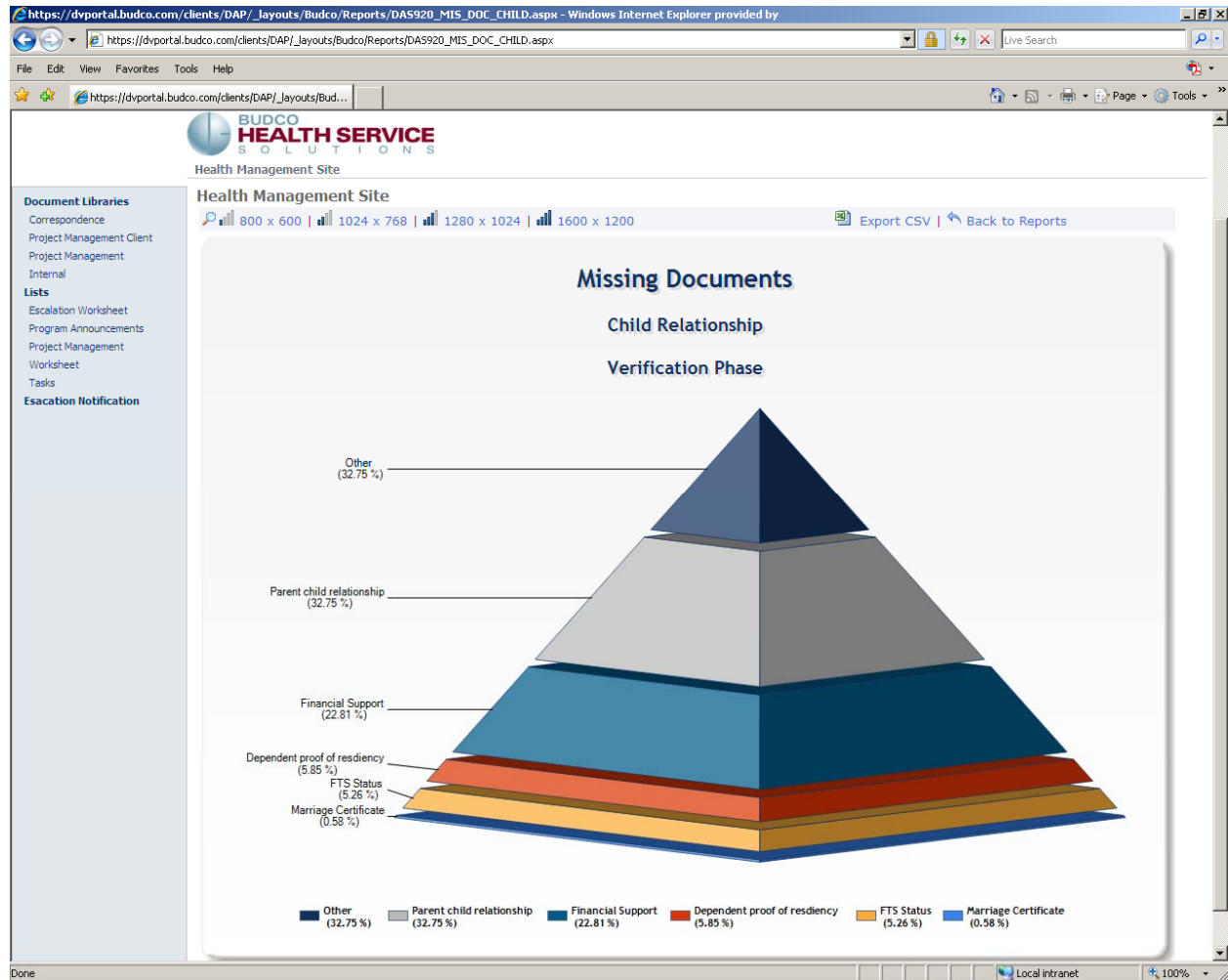
Missing Documents by Spouse



Missing Documents by Domestic Partner



Missing Documents by Child





Thank you for the opportunity to showcase our credentials for facilitating Dependent Eligibility Audit Services on behalf of the New York State Department of Civil Service. In this Proposal, we provide a detailed description of our well-developed and very thorough dependent verification process, as well as highlighting our superior expertise and industry leading professional services team. We're proud of our qualifications and confident that Budco offers the optimum combination of quality, service, technology, resources, security and return on investment. As we've demonstrated during our previous engagement in this realm, working collaboratively, the New York State Department of Civil Service and Budco can once again achieve outstanding Dependent Eligibility Audit results.

**Thank
You!**

