



# VerifyOS Participant Site

# VerifyOS Main Screen

The screenshot shows the VerifyOS main screen. At the top, the VerifyOS logo is displayed. Below it, a message states: "You can check your status, upload verification documents, and link to resources that will help you obtain the required documentation." The main content is a "Participant Login" form. The form includes a "Reference Number" field with a link "(Where do I find my Reference Number?)", a "Date of Birth" section with "Month", "Day", and "Year" dropdown menus, and a "LOGIN" button. A link "I lost my reference number" is also present. At the bottom, there is an "ADMINISTRATIVE SYSTEM LOGIN" section with a "Secure Login" icon and copyright information: "© HMS 2017 | Version: 6.1.4 | Privacy Policy".

If the employee needs help locating the Reference Number, click on the link for information.

- Enter the Reference Number
- Enter DOB information
- Click Login

If the employee has lost the letter or does not have a Reference Number, click on the "I lost my reference number" to get an alternate login screen.

# VerifyOS – Alternate Login Screen



**Retrieve Reference Number**

To retrieve your reference number please fill out the form below.

Date of Birth

Month  Day  Year

Street Number (numerical portion of address)

Zip Code



Enter the text shown above  
*(This is a security measure that stops automated tools from automatically filling out forms)*

[Login](#)

 Secure Login

If employee does not have his/her reference number, this Alternate Login screen can be used to access the employee's file.

- Enter DOB information
- Enter Street Number
- Enter Zip Code
- Fill in the text
- Click Login

# VerifyOS – Welcome Screen

Check file status

Navigate to other tabs for additional information

**My Status: Partial Response - Pending Review**  
As of 12/07/2017

Welcome | Review My Dependents | Eligibility Requirements | Upload Documents | My Account | Contact Us | Resources | FAQs

★ Help us ensure your contact information is current by going to [My Account > My Information](#) to submit your preferred email address.

## Welcome, Thomas Riggins

Demo Acme has asked the independent firm HMS to verify that dependents enrolled in our health care plans meet the eligibility guidelines. In order for your dependent(s) to continue to receive benefits under the Demo Acme health plans, action is required by you to submit proof of their eligibility by August 10, 2017.

A detailed list of documents required to verify eligibility of each dependent can be found on the "Eligibility Requirements" tab. Documentation may be uploaded using the "Upload Documents" tab on this website, faxed to HMS at 877-223-8478, or mailed to PO Box 185308, Irving, TX 75016-9923. Please include a copy of your Verification Form (included with your Verification Letter) with all document submissions.

**Go Paperless! Upload your documents and opt-in for emails to receive a quicker response.**

- Upload documents in pdf or jpeg under [Upload Documents](#)
- Enter your email address under [My Account -> My Information](#). After verifying your email address you will be redirected back to this site to enable paperless communications.

Your Status	
Partial Response - Pending Review	
Documents Sent to You	
<a href="#">Verification Letter 1</a>	06/02/2010
<a href="#">Verification Letter 1</a>	12/14/2011
<a href="#">Final Notice</a>	02/09/2012
<a href="#">Partial Notice</a>	03/20/2012
<a href="#">Verification Letter 1</a>	11/26/2012

Download a copy of the letters

# VerifyOS – Review My Dependents Tab

VerifyOS Welcome Sergio Carle (567731) Logout [ADMIN PREVIEW] An hms Employer Solution

My Status: **Complete**  
As of 09/28/2016

Welcome **Review My Dependents** Eligibility Requirements Upload Documents My Account Contact Us Resources FAQs

## Review My Dependents

Review the plan's eligibility requirements and required documents for this dependent verification process, indicating if the dependent is eligible or ineligible for coverage.

### Overview

The online verification process allows you to review your covered dependents to determine if they meet the definition of an eligible dependent based on plan requirements. You will have the opportunity to review your plan's eligibility requirements as well as the documentation required to validate your dependents through this online review. The steps to this process are outlined below.

To begin the online verification process, click the Start button below.

#### Step 1: Review

- Review the definitions of eligible dependents to determine whether your claimed dependents meet the plan's eligibility requirements for coverage.
- Select the appropriate eligibility status for your covered dependents based on your review of the plan requirements and required documentation.

#### Step 2: Certify

Review your selections to ensure they correctly identify your dependents. Please note that any dependents who **DO NOT** meet the eligibility definition should be removed from the plan(s).

#### Step 3: Submit Documentation

Specific documentation **IS REQUIRED** to validate eligible dependents. You will be prompted to submit the required documentation once you complete this online process.



**Note:** In order to validate your dependent(s) as eligible to remain on your benefits plans, you **MUST** submit the appropriate documentation to HMS no later than the deadline.

START

The employee can indicate if their employee is eligible or ineligible via VerifyOS (in lieu of sending Verification Form indicating the dependent is ineligible). It is a three step process.

# VerifyOS – Review My Dependents Tab – Step 1

**My Status: Partial Response - Pending Review**

As of 12/08/2017

Welcome

Review My Dependents

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## Review My Dependents » Step 1: Review

Review the plan's eligibility requirements and required documents for the dependent verification process, indicating if the dependent is eligible or ineligible for coverage.

### Step 1 Actions Required:

- Review Demo Acme's definition of eligible dependents as well as the list of documentation you must provide as part of this process to validate eligibility for dependent coverage.
- Review your covered dependents (listed below the eligibility requirements) and indicate whether each is eligible for benefits based on the definitions you just reviewed. If a dependent menu.

Once you have identified your dependents as either eligible or ineligible, click the "Continue" button below to certify your selections in Step 2.

### Your Verification Program Eligibility Information

Relationship Type	Definition of Eligible Dependents	Required Documents
Spouse	Your legal spouse	<ul style="list-style-type: none"><li>A copy of your marriage certificate (showing date of marriage) <b>AND</b></li><li><b>One of the following:</b><ul style="list-style-type: none"><li>A copy of the front page of your 2016 federal tax return confirming this dependent is your spouse</li><li>A document dated within the last 60 days showing current relationship status such as a recurring monthly household bill or statement of account. The document must list your spouse's name, the date and your mailing address. Healthcare bills will not be accepted as proof of eligibility as healthcare coverage is being verified.</li></ul></li></ul>

- Review what is an eligible dependent
- Review the Dependent(s)
- Indicate if the dependent(s) is eligible or not
- Select date of ineligibility
- Select reason of ineligibility

This table lists your dependents, please complete the form based on dependent eligibility.

### Your Dependents

Name	Relationship	Is this dependent AN ELIGIBLE DEPENDENT?		Date of Ineligibility	Reason for Ineligibility
PATRICIA RIGGINS	Spouse	<input checked="" type="radio"/> Yes	<input type="radio"/> No	Month <input type="text"/> Day <input type="text"/> Year <input type="text"/>	Select Reason <input type="text"/>



You may **NOT** use this process to change benefit elections for dependents who meet the eligibility requirements. For any dependent being removed from the plan(s), you **MUST** provide details as to when they became ineligible. This information may be used to determine if the dependent may be eligible for COBRA coverage, if applicable.

Click "Continue"

CONTINUE

# VerifyOS – Review My Dependents Tab – Step 2

**My Status: Partial Response - Pending Review**

As of 12/08/2017

- Welcome
- Review My Dependents**
- Eligibility Requirements
- Upload Documents
- My Account
- Contact Us
- Resources
- FAQs

## Review My Dependents » **Step 2: Certify**

Review the plan's eligibility requirements and required documents for this dependent verification process, indicating if the dependent is eligible or ineligible for coverage.

Please review your selections to ensure the accuracy of the information provided. To make corrections to a dependent's eligibility status you may [restart the review my dependents process](#).

### Eligible Dependents

Name	Relationship
PATRICIA RIGGINS	Spouse

### Certification

I certify that the information I have provided during the Demo Acme dependent eligibility verification process is correct. I authorize HMS to process my submission and, if applicable, to remove any dependents listed as ineligible above from Demo Acme Benefit plans. I understand that any affected dependents will no longer have benefit coverage through the company. I understand that if I have not provided the required information and documentation with regard to an individual currently covered as a dependent, HMS will assume the individual is not eligible for coverage and will remove the individual from Demo Acme Benefits plan(s).

 Note: Documentation **IS REQUIRED** to validate eligible dependents.

Click "Continue"

**CONTINUE**

Here the employee will certify that the information being provided is correct.

# VerifyOS – Review My Dependents Tab – Step 3

If there is an eligible dependent, the employee will be instructed to submit documentation.

**My Status: Partial Response - Pending Review**  
As of 12/08/2017

Welcome **Review My Dependents** Eligibility Requirements Upload Documents My Account Contact Us Resources FAQs

## Review My Dependents » Step 3: Submit Documentation

Review the plan's eligibility requirements and required documents for this dependent verification process, indicating if the dependent is eligible or ineligible for coverage.

[ADMIN PREVIEW] The status of your dependents can be found below. [New users must verify your eligible dependents.](#)

### Eligible Dependents

Name	Relationship
PATRICIA RIGGINS	Spouse

### Submit Documentation

To complete the dependent eligibility verification, you are required to provide documentation for each dependent you selected as "eligible". To submit documentation electronically visit the [Upload Documents](#) tab. To submit documentation via fax or mail, follow any instructions in the [FAQs](#) tab. Once documents are received by HMS they will be processed within 3-5 business days. It is your responsibility to ensure all dependents are verified by the deadline. Please continue to check [verifyos.com](#) for an up-to-date status of all dependents. Please note you may check the status of your submission or your dependents at anytime through this site by selecting the [My Account](#) tab.

If you need help obtaining specific forms of documentation, you can learn about the resources available by visiting the [Resources](#) tab.

There is a link to upload documents, but the fax or mail options are also available

# VerifyOS – Eligibility Requirements Tab

My Status: **Complete**

As of 09/28/2016

DEMO

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## Eligibility Requirements

This page describes the different cases of eligibility for your dependents on your company's current benefits plan.

### Your Verification Program Eligibility Information

Relationship Type	Definition of Eligible Dependents	Required Documents
Spouse	Your legal spouse	<ul style="list-style-type: none"><li>• A copy of your marriage certificate</li><li>• A copy of the front page of your 2015 filed federal tax return confirming this dependent as a spouse <b>OR</b> documentation dated within the last sixty (60) days establishing current relationship status such as a joint household bill, joint bank/credit account, joint mortgage/lease, or insurance policies <b>OR</b> documentation dated within the last sixty (60) days establishing current residency. The document must list your spouse's name, the date, and your mailing address.</li></ul>
Child	Your unmarried, dependent child under 26	<ul style="list-style-type: none"><li>• A copy of the child's birth certificate (or hospital birth record) or adoption certificate naming you or your spouse as the child's parent <b>OR</b></li><li>• A copy of the court order naming you or your spouse as the child's legal guardian.</li></ul> <p><i>Note for a step-child: If you are covering a stepchild and your spouse is not a covered dependent, you must also provide documentation of your current relationship to your spouse as requested above.</i></p>

# VerifyOS – Upload Documents Tab

**My Status: Complete**

As of 09/28/2016

Welcome

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## Upload Documents

Below is information on how to submit documents required to prove eligibility for each of your claimed dependents currently enrolled in Demo - Test benefit plans.

### Upload a New Document

See your dependents list to the right to view the required documents. To upload a document, use the "browse" button below to locate the document on your computer, then click the "upload" button to submit.

For every file you upload please adhere to the following requirements:

- PDF or JPEG files only
- File size must be 5MB or below

#### Browse for your document

Browse... No file selected.

CLEAR

UPLOAD

Please allow up to 3-5 business days from receipt of your documents for processing and status updates to this site. It is your responsibility to ensure all dependents are verified by the deadline. Please continue to check verifyos.com for an up-to-date status of all dependents.

Please note that for security reasons, submitted documents are **NOT** viewable through this site and can not be deleted after submission. For additional details please see the [HMS Privacy Policy](#).

### Uploaded Documents

You have not uploaded any documents.

All uploaded documents will be listed here

By clicking on this link the employee can get information regarding HMS' Privacy Policy

### Your Dependents & Document Requirements

Name	Relationship	Status
LUCIEL CARLE	Spouse	Verified
<a href="#">Show Document Requirements</a>		

Click here to view the document requirements for the dependent

- Click "Browse" to select the document
- Click "Upload" to upload the documents
- If upload was successful, there will be a "green" banner across the top saying the upload was successful. If upload was not successful, the banner will be red.

# VerifyOS – Privacy and Security Policy Link

**My Status: No Response**

As of 03/16/2015

Welcome

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## Privacy and Security Policy

Protecting your privacy and personal information is a priority for HMS Employer Solutions (HMS). Our experience in dealing with sensitive information has allowed us to develop a comprehensive privacy and security policy. Our processes fully comply, and often exceed, the privacy and security mandates set forth by the Health Insurance Portability and Accountability Act (HIPAA), Employee Retirement Income Security Act (ERISA), and the Federal Trade Commission (FTC). We are committed to keeping sensitive information secure.

### Information Collection and Retention

We only collect the information necessary to complete our verification review. Any superfluous information is removed from our systems and destroyed. As a general rule, the transfer of Social Security numbers from the employer is prevented by the use of an internal employee identifier. In the event that an employer does not have an appropriate internal employee identifier, the use of Social Security number is restricted to data processing only. This data is not available in our application; call center employees and reviewers do not have access to this information. All documents received are immediately scanned and stored securely. Access to physical documents is restricted. All documents will be securely stored by HMS for the time period defined by each verification review. Upon expiration of the retention period, the documents and any scanned images will be confidentially and securely destroyed onsite by bonded and insured data destruction professionals. A Certificate of Destruction will be provided to the employer.

### Information Technology Security

HMS's computer systems are regulated and secured to meet the exacting standards that are needed to handle sensitive data. Our systems are protected from external attacks by a state of the art firewall and segmented computer networks. HMS's systems contain password policies that ensure passwords are complex enough to be secure, and that they are changed often. Laptops are not used for dependent verification reviews; access to data is restricted to specific users on our internal servers. Backups of our data are kept in an access-controlled vault offsite with a bonded and insured data storage company. Any electronic communication of sensitive data utilizes the Secure Sockets Layer (SSL) Protocol, the same technology used by many commercial banks. Our IT professionals regularly audit our system logs for any unauthorized use of our systems. In addition, individual workstations used by call center representatives and reviewers have restricted capabilities. These workstations are unable to print, send external e-mail or view external websites.

### Physical Security

HMS controls its physical environment with badge entry systems. These systems allow us to only grant access to the areas of the building that are relevant to each employee's position. Our physical security is also enhanced by alarm systems, surveillance cameras, and other methods which cannot be disclosed.

### Employee Security

All HMS employees undergo extensive background checks prior to joining our team. Each employee also receives ongoing training and supervision to ensure that he/she is complying with HMS's Security and Privacy Policy.

If you have any questions regarding this policy, please contact us at 1-877-382-4919

As of: March 1, 2012

Our Privacy and Security Policy is available in Adobe Acrobat Reader format which can be downloaded for free from <http://get.adobe.com/reader/>. You can download our Privacy and Security Policy here: [HMS Privacy and Security Policy.pdf](#)

# VerifyOS – My Account Tab : My Dependents Link

## My Status: No Response

As of 03/16/2015

Welcome

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My Dependents

My Documents

My Information

## My Dependents

A report of your dependent(s) status, documents sent and received as of 03/16/2015.

Note: If you recently submitted documentation to verify a dependent's eligibility, please allow 3-5 business days for processing. It is your responsibility to ensure all dependents are verified by the deadline. Please continue up-to-date status of all dependents. You may log in at anytime to monitor your account.

### My Dependents

Name	Relationship	Date of Birth	Status
PATRICIA RIGGINS	Spouse	03/05/1945	No Documents

# VerifyOS – My Account Tab : My Documents Link

**My Status: No Response**

As of 03/16/2015

Welcome

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Upload Documents

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Contact Us

My Dependents

**My Documents**

My Information

## My Documents

This page contains a list of documents you have sent us and documents we have sent you as of 03/16/2015.

Please note that for security reasons, submitted documents are **NOT** viewable through this site. For additional details please see the HMS Employer Solutions [Privacy Policy](#).

### Documents You Sent

Document	File Name	Received
Mail	sample_document.pdf	07/16/2010

### Documents Sent to You

Type	Sent
<a href="#">Verification Letter 1</a>	06/02/2010
<a href="#">Verification Letter 1</a>	12/14/2011
<a href="#">Final Notice</a>	02/09/2012
<a href="#">Partial Notice</a>	03/20/2012

Click on the link to download a copy of the letter that was mailed to the employee

# VerifyOS – My Account Tab : My Information Link

AuditOS

Welcome Thomas Riggins

[Logout](#)

## My Status: No Response

As of 03/16/2015

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Co

[My Dependents](#)

[My Documents](#)

[My Information](#)

## My Information

Verify your information and manage your email and password.

### Address

355 Quartermaster Court  
Jeffersonville, IN 47130  
(812) 285-8960

If your contact information is incorrect please click here to [update](#).

### Email

Your email address is used for account management tasks such as retrieving a lost password and may be used for supplemental communications at your plan administrator's discretion.

**Employer Provided:** bschy@chapmankelly.com

If you would like to have a copy of the correspondence sent to another email address please enter it below.

Enter your email

Confirm your email

ADD EMAIL

### Create Password

You must first finish the add an email process before you can set a password for your account.

# VerifyOS – Contact Us Tab

**My Status: No Response**

As of 03/16/2015

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## Contact Us

Have a question? Need some help? Fill out this form and we will get back with you within 2 business days.

Before contacting us with your questions, check the [FAQ](#) to make sure your question hasn't already been answered.

### Address

PO Box 165308  
Irving, TX 75016-9923  
USA

Phone:

Fax: (877) 223-8478

Hours: 5am - 8pm PT, Monday through Friday

Email

Reason

Select Reason ▼

Message

SEND

# VerifyOS – Resources Tab - General

The screenshot shows the VerifyOS user interface. At the top, there is a navigation bar with the VerifyOS logo, a welcome message for Sergio Carle (567731), a Logout link, and an [ADMIN PREVIEW] indicator. On the right side of the navigation bar, it says "An hms Employer Solution". Below the navigation bar, the main content area displays "My Status: Complete" in green text, with "As of 09/28/2016" underneath. To the right of this text is a large "DEMO" watermark. Below the status information, there is a row of navigation buttons: "Welcome", "Review My Dependents", "Eligibility Requirements", "Upload Documents", "My Account", "Contact Us", "Resources", and "FAQs". The "Resources" button is circled in red. Below the navigation buttons, there is a sub-menu with three options: "General", "State Resources", and "Benefit Resources". The "General" option is also circled in red.

## General

This page is a resource page for dependents that are not covered under your employer health plan. Please click on the state you live or work in and review the options available. This is not intended to be a comprehensive list but it is intended to provide Federal, State and Commercial options that may be available to you and your dependents on an information only basis. Please note resources here may have changed since last publication.

\*\* State resources link is to the external site for Centers for Disease Control and Prevention.

## Vital Records

To find required vital records such as Birth Certificates, Death Certificates, Marriage & Divorce Records, first contact the Office of Vital Statistics or the County Clerk's office in the state/county in which the event occurred.

You may also use the following site:

- [VitalChek - Express Certificate Service](#) ← To order a copy of state issued marriage or birth certificate – just click on the link

## Tax Returns

To obtain an official transcript of your tax return, review the information provided by the IRS by following the link below. Please note that while an exact copy of the tax return requires an additional fee, a transcript is available free of charge and should be sufficient for most documentation needs.

- [IRS - Obtaining a Tax Return Transcript](#) ← Website to order a copy of the tax transcript – just click on the link

# VerifyOS – Resources Tab - State



## National Center for Health Statistics

[CDC](#) > [NCHS](#) > [Where to Write for Vital Records](#)

### Where to Write for Vital Records



Format:

The links below are provided for those users who want direct access to individual state and territory information. To use this valuable tool, you must first determine the state or area where the birth, death, marriage, or divorce occurred, then click on that state or area. Please follow the provided [Application Guidelines](#) to ensure an accurate response to your request.

The federal government does not distribute certificates, files, or indexes with identifying information for vital records. Applications for passports can be obtained through the [U.S. State Department](#) [↗](#).

#### A

[Alabama](#)  
[Alaska](#)  
[American Samoa](#)  
[Arizona](#)  
[Arkansas](#)

#### C

[California](#)  
[Canal Zone](#)  
[Colorado](#)

#### G

[Georgia](#)  
[Guam](#)

#### H

[Hawaii](#)

#### I

[Idaho](#)  
[Illinois](#)  
[Indiana](#)

#### N

[Nebraska](#)  
[Nevada](#)  
[New Hampshire](#)  
[New Jersey](#)  
[New Mexico](#)  
[New York \(except New York City\)](#)  
[New York City](#)  
[North Carolina](#)  
[North Dakota](#)  
[Northern Mariana Islands](#)

#### R

[Rhode Island](#)

#### S

[South Carolina](#)  
[South Dakota](#)

#### T

[Tennessee](#)  
[Texas](#)

#### ||

When you click on the “State Resources” link, it will take the employee to a website that is managed by the CDC. This site allows the employee to get information on how he/she can order a copy of his/her State issued marriage or birth certificate. Just click on the link for the appropriate state and just navigate the State’s website to get the information you need.

# VerifyOS – Resources Tab - Benefit

**My Status: Partial Response - Pending Review**  
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General   State Resources   **Benefit Resources**

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## Benefit Resources

This page is a resource page for dependents that are not covered under your employer health plan. Please click on the state you live in to view information on options that may be available to you and your dependents on an information only basis. Please note resources here may have changed.

- [Alabama](#)
- [Alaska](#)
- [Arizona](#)
- [Arkansas](#)
- [California](#)
- [Colorado](#)
- [Connecticut](#)
- [Delaware](#)
- [Florida](#)
- [Georgia](#)
- [Hawaii](#)
- [Idaho](#)
- [Illinois](#)
- [Indiana](#)
- [Iowa](#)
- [Kansas](#)
- [Kentucky](#)
- [Louisiana](#)
- [Maine](#)
- [Maryland](#)
- [Massachusetts](#)
- [Michigan](#)
- [Minnesota](#)
- [Mississippi](#)
- [Missouri](#)
- [Montana](#)
- [Nebraska](#)
- [Nevada](#)
- [New Hampshire](#)
- [New Jersey](#)
- [New Mexico](#)
- [New York](#)
- [North Carolina](#)
- [North Dakota](#)
- [Ohio](#)
- [Oklahoma](#)
- [Oregon](#)
- [Pennsylvania](#)
- [Rhode Island](#)
- [South Carolina](#)
- [South Dakota](#)
- [Tennessee](#)
- [Texas](#)
- [Utah](#)
- [Vermont](#)
- [Virginia](#)
- [Washington](#)
- [West Virginia](#)
- [Wisconsin](#)
- [Wyoming](#)

If the employee determines that his/her dependent is not eligible, this link will help assist the employee to research other coverage options for the dependent. Just click on the appropriate state link.

# VerifyOS – Frequently Asked Questions Tab



## FAQs

Frequently asked questions regarding dependent eligibility verification process.

### Questions

1. [Why is Demo conducting a Dependent Eligibility Verification?](#)
2. [Who is HMS Employer Solutions \(HMS\)?](#)
3. [The documentation required contains sensitive information. Is this process secure?](#)
4. [Do I need to send original documents?](#)
5. [Where do I go for more information regarding the Dependent Eligibility Verification program or to find out where I can obtain copies of the documents I need?](#)
6. [How will I know if my information has been accepted and my dependents are verified?](#)
7. [What happens if I do not submit all required documents by the verification deadline?](#)
8. [May I provide my documents to my Human Resources Department?](#)
9. [Can an exception be granted to allow my ineligible dependent to stay covered?](#)
10. [I prefer email communications rather than mailed letters. Can I elect to receive follow up communications about the verification process through email instead?](#)

### Answers

#### Why is Demo conducting a Dependent Eligibility Verification?

Demo is sensitive to the rising costs of healthcare for its employees and feels this verification program is necessary to help make sure its health benefit plans are compliant with state law, competitive, and cost effective. This program also helps Demo manage overall plan costs, which benefits all employees.

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#### Who is HMS Employer Solutions (HMS)?

HMS Employer Solutions is an independent third-party cost containment company with whom Actuant has contracted to verify the eligibility of dependents covered under its health benefit plans. HMS specializes in verifying health plan eligibility and has reviewed verification documentation for millions of dependents for some of the largest employers in the United States. Experience and expertise are necessary to complete this program accurately and successfully, and to limit inconvenience to participants.

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The employee can review the same FAQ's that were included in the initial mailer.