



March 8, 2024

**RE: Introduction Letter from Palm Beach County Board of County Commissioners**

## **Dependent Verification Requirements**

Dear Palm Beach County Employees:

During Open Enrollment all employees were noticed with important information stating that a Dependent Audit would be conducted in 2024. In a few weeks you will receive a mailer from Benefits Outsource, Inc. that requires you to complete a dependent verification for each dependent you enrolled in Palm Beach County's medical plan. The County has contracted Benefits Outsource, Inc., through United Healthcare, to collect answers and verify required dependent documents. Benefits Outsource, Inc. is the contracted Third Party that will conduct the audit.

**As the primary insured, you are required to complete this dependent verification audit by May 1.** Our goal is to ensure that coverage can continue to be provided for each dependent eligible for the plan.

If it is determined during the audit that employees have ineligible dependents enrolled in coverage, the County reserves the right to require the return of all County-paid premiums, any associated claims costs paid on behalf of the ineligible dependent and will pursue any and all other remedies available under law. The employee may also be subject to disciplinary action, up to and including termination.

Benefits Outsource, Inc. will collect answers and verify required dependent documents on behalf of the County as we conduct verification based on United's eligibility records. This will ensure compliance of the eligibility rules as stated in the County's PPM CW-P-023 and the plan document.

Please provide the necessary document to verify your dependent(s) and confirm your dependent(s) status for medical coverage as your legal dependent(s) under applicable laws and policies. This information must be received no later than **May 1, 2024**.

Please email the information to [benefits@boibenefits.com](mailto:benefits@boibenefits.com) or you may mail it to:  
Benefits Outsource, Inc.  
5599 South University Drive, Suite 201  
Davie, FL 33328

Thank you in advance for your cooperation with this important audit.

Should there be any questions regarding your dependent verification, please contact Benefits Outsource, Inc. at [benefits@boibenefits.com](mailto:benefits@boibenefits.com) or call them at 888.877.2780.

Sincerely,  
Risk Management  
Palm Beach County