

case study

Dependent Eligibility Verification (DEV) Audit

A municipality retained Mercer to conduct a DEV audit, which consisted of a document verification including **1,589 employees** with dependent medical coverage.

Challenges



Verify dependents covered under the medical plan



Ensure plan compliance



Manage healthcare costs effectively

Actions

2nd

DEV audit since Mercer dependent eligibility audit in 2011

1,589

employees participated in the DEV audit

2

weeks grace period plus one week extension was initiated in an effort to receive more responses

1,326

calls the contact center received during the verification period

Results



485 dependents were either noted by employee as **not eligible** and to be removed from coverage or did not complete the verification



\$2M+

estimated annual cost savings

6,000%

estimated ROI

Contact us to learn more.