

case study

Dependent Eligibility Verification (DEV) Audit

A steel business in the US retained Mercer to conduct a DEV audit, which consisted of a document verification including **2,830 employees** with dependent medical coverage.

Challenges



Verify dependents covered under the medical plan



Ensure plan compliance



Manage healthcare costs effectively

Actions

< 2

months for Mercer to complete the verification process

2,423

employees participated in the DEV audit

9,356

notices mailed in co-branded envelopes. Mercer facilitated the employee communication documents.

1,818

calls the contact center received during the verification period

Results



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

94.1%

of target population responded

\$2.6M+

estimated annual cost savings

4,393%

estimated ROI

Contact us to learn more.