



Verifying your dependents with HMS

As you add new dependents* to your FirstFleet medical, dental and/or vision benefits, your information will be sent to our dependent verification partner, HMS. You will be asked to submit documentation to HMS in order to verify the eligibility of each dependent that you add to the FirstFleet plans. You may be asked to provide documents such as marriage certificates, birth certificates and household bills based on the types of dependents you add to coverage. If you do not respond or are unable to verify your dependent's eligibility, he or she will not be allowed to be covered.

***NOTE:** If you have an existing dependent who has already been verified with HMS and whose coverage will continue, you will NOT have to submit documentation again at this time for that same dependent.

Because communications will come from HMS via email, please ensure your email address on file with FirstFleet is correct.

How will this work?

Within a week or two of adding your dependent(s) to the FirstFleet benefits, you will receive an email from HMS indicating that you have been included in a review. This communication will direct you to visit **AuditOS.com**, HMS's secure web platform. AuditOS.com will allow you to securely log in to your HMS file so that you may easily review details about the process and see a list of required documentation.

You will be given 25 days to supply your documentation and your specific deadline will be posted on the website for you to view. You will receive email reminders throughout the process if you have not responded.

On AuditOS.com, you will be able to submit the required documentation via the upload function. If you do not have access to a scanner, you will be able to access the site through your mobile device (smartphone, tablet, etc.) where you may submit a clear picture of your documents for review. You may also fax your documentation to **877-223-8478**.

It is important that you submit the requested documentation as soon as possible. In the event a request has been sent to you, and no response from you has been received (or additional requirements remain outstanding), HMS will follow up with you to remind you that further action on your part is necessary. Once you have submitted all of your documentation and your dependent(s) is/are verified, you will receive another email from HMS letting you know that no further action is required.

What if I have questions about the process?

Any questions you might have about your file or the process should be directed to HMS. You may call HMS at **866-868-8991 Monday – Friday from 7am to 7pm Central Time.**