Dependent Eligibility Verification Audit (DEVA) — FAQ

July 2025

Q1: Is the letter I received valid?

A: Yes. The letter you received is legitimate. The State selected **Part D Advisors (PDA)** through a competitive procurement process to conduct the audit. Please follow the instructions in the letter to verify the eligibility of your dependents currently enrolled in your coverage. To ensure you are entering information into the correct portal, you can access the portal at https://rev.partdadvisors.com/SOC

Q2: Why is the State health plan conducting a dependent eligibility verification?

A: This process is designed to confirm that all dependents (i.e., spouse, children, etc.) enrolled in the State health plan meet eligibility requirements. It helps to protect the integrity of the plan, to ensure compliance with health plan rules, and to prevent ineligible individuals from receiving benefits.

Q3: I'm having trouble logging in.

A: Here are some tips for a successful login:

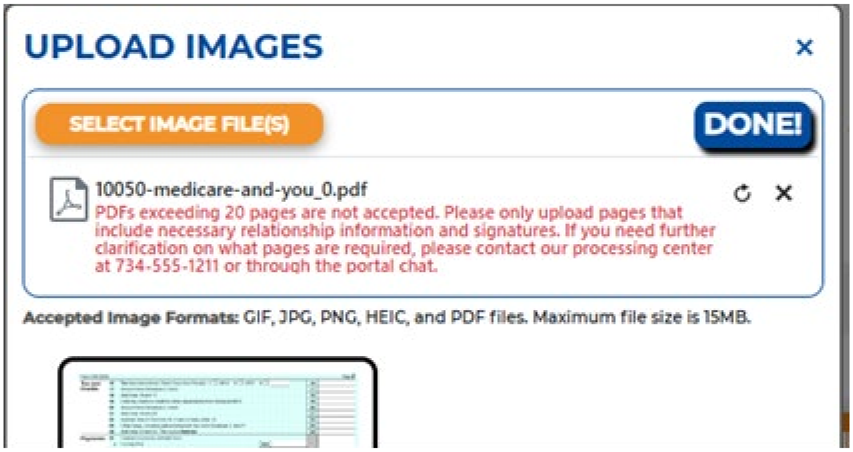
(a) Be sure to only enter the last six digits of your Social Security Number to set up your account, not the full number. Be sure to enter only the numbers, no spaces or dashes.

(b) Your PIN is case-sensitive. Be sure to enter it exactly as noted in your letter.

(c) You may only be logged into your account in one device at a time. For example, if you initially logged in using your phone and are now using a laptop, you must log out and close the tab on your phone before logging in on your laptop.

Q4: What do I do if I receive a “File too large” error message when I try to upload my documents?

A: Make sure your file is one of the Accepted Image Formats (GIF, JPG, HEIC, and PDF files), does not exceed 20 pages, and is less than 15 MB. If uploading the Federal 1040, only the first page is required. You do not need to upload the full 1040.



Q5: I haven’t received a letter, but my coworker did. Should I be concerned?

A: Letters are being distributed in waves throughout the month, generally in alphabetical order. If your last name begins with A–D and you haven’t received a letter, we recommend checking your mailing address with your agency’s HR or Payroll office and updating it if necessary. Once your address is updated, PDA can resend the letter.

Please note: If you do not have dependents enrolled in health coverage, you will not receive a letter.

Q6: Why is an outside agency conducting the audit? Who is PDA?

A: The Office of the State Comptroller has engaged **Part D Advisors (PDA)** to carry out the verification on the State’s behalf. PDA brings over 30 years of experience conducting dependent eligibility audits for large public and private employer groups. Their secure systems and dedicated support staff ensure the process is efficient and protects your data.

Q7: I submitted this information before. Why am I being asked again?

A: Because dependent eligibility can change over time, periodic re-verification ensures the plan remains compliant with IRS rules and continues to cover only eligible dependents.

Employees and retirees may choose to submit a **legally binding attestation form** affirming that the necessary documents were previously submitted and that their dependent(s) remain eligible.

⚠️ **Please note**:

- Attestations are subject to audit.
- Knowingly false attestations may result in termination, repayment of health costs, and/or civil fraud penalties.

You can access the attestation form at:
https://carecompass.ct.gov/forms (search "attestation") or https://rev.partdadvisors.com/SOC

Q8: Why do I need to submit a 1040 form?

A: The IRS Form 1040 is the most reliable and standardized document to confirm eligibility under the plan and IRS rules. **You may redact financial information, social security numbers, or other sensitive information.** The form helps confirm:

- **Marital status**
- **Dependent status**

All documentation is used solely for audit purposes and is handled in compliance with HIPAA and data privacy standards.

If you have filed an extension, you can submit your 2023 1040 and a copy of your extension filing.

Q9: I don't list my spouse or stepchild on my taxes. What should I do? Are there any other options to prove dependent status for my spouse or stepchild?

A: Yes, if you don't claim your dependent on your tax return or need an alternative option to submitting your 1040, you may submit the following documentation instead:

For a Spouse:

- Marriage certificate
- Document dated within the last 6 months showing joint residency or financial responsibility (e.g., utility bill, lease, bank statement)

For a Stepchild:

- Birth certificate, adoption decree, or legal documentation
- Proof of continued support or residence (e.g., school records, medical bills, insurance documents)

If you are unsure what to submit, contact PDA to discuss acceptable alternatives for your situation.

Q10: I called PDA, but their system noted I was in a long queue to reach a representative. Should I contact my agency or the Office of the State Comptroller (OSC) instead?

A: No. PDA is the best resource to help you complete your dependent verification. While there may be longer-than-anticipated wait times immediately following initial mailings, you have the option to leave a voicemail or submit a request for a call back. You will not lose your place in line, and the next available representative from PDA will contact you at the time you request. Your agency benefit specialists or staff at OSC are unable to directly assist you with your personal login or access the information you have submitted.

Q11: Why is my Social Security Number (SSN) required?

A: Only the last 6 digits of your SSN are required to set up an account. The last 6 digits of your SSN are used to accurately match submitted documents to your benefit records.

When logging into the dedicated website, you will only need to enter the last 6 digits of your SSN. Alternatively, you may complete your response by mailing your signed letter with photocopies of your documents to PDA at the address noted in your letter. Please note mailed supporting documents will not be returned so do not send originals.

Q12: Is my data secure?

A: Yes. PDA data security is regulated by, and compliant with, the HIPAA Privacy and Security rules as a Business Associate. As custodians of protected health information (PHI) and personally identifiable information (PII). As such they employ a multi-tiered approach to data protection, including dual-factor authentication and annual penetration testing. With respect to the handling of your personal data, all staff members complete a rigorous training program, along with annual HIPAA training, and are held to the highest standards and best industry practices, and data is only accessed by employees assigned to the State of Connecticut. All information is encrypted when in transit and at rest, and electronic images are stored on secure servers. PDA will not disclose, sell, or share personal information with anyone other than the Office of the State Comptroller.

Q13: What will happen to my information after the audit?

A: Once the audit is complete:

- All data will be securely transferred to your benefit file with the Office of the State Comptroller (OSC), which stores it in a highly secure, encrypted system already used for other confidential records*.
- PDA will **permanently destroy** all audit-related data once the transfer is complete.

*Electronic documents and files collected through our dependent eligibility audit will be stored in an Enterprise Content Management (ECM) service provided by DAS/Bureau of Information Technology Solutions (BITS). This service provides a standardized software framework for organizing and storing documents. The P8 FileNet platform provides fine-grained access controls and security, policy-based document management, version control, process routing, and record retention capability. Your content and documents will only be available to authorized Comptroller employees within the benefits management unit.

Q14: What if I miss the submission deadline?

A: You are strongly encouraged to submit your documentation by the date indicated in your verification letter. This is not a hard cutoff, but meeting the deadline helps avoid delays and additional reminders. Please reach out to Part D Advisors if you cannot meet your deadline.