

ACEC Life Event Verification Process –

When processing a Life Event for a member in the Benefitsolver system, you will be required to provide proof documentation to verify the requested change. Below are the steps in this process using a Birth as an example Life Event:

Once you complete processing the Life Event using the appropriate BAR, you will be presented with the below Action Required Message of a Pending Event Verification:

Action Required

⚠ Required Action 1 of 1

Pending Event Verification

You may have made a change to your elections under the ACEC Life/Health Trust benefits program, and as part of our eligibility requirements, you must verify that your changes are due to a qualified life event. Failure to respond or provide sufficient proof of eligibility will result in the denial of your benefit changes.

YOUR DOCUMENTATION MUST BE RECEIVED WITHIN 31 DAYS OR YOUR DEPENDENT WILL BE INELIGIBLE AND REMOVED FROM COVERAGE.

SUBMIT THE REQUIRED DOCUMENTATION TODAY!

1. Visit your **Personal Documents**. The link is located at the top of this page.
2. Review the **Verification Initial Letter** for information pertaining to your pending event and the documentation required.
3. Visit your Message Center. Link is located at the top of your home page.
4. View the "**Action Required - Submit Documentation to Verify Eligibility**" message.
5. **Scan and Upload** a copy of the appropriate documentation to the message by selecting the Upload Document option.

Next >

After clicking Next, you will see the Transaction Completion message, but it will indicate that this transaction is Pending Event Verification

Thank You!

Change Complete for [James Test](#)

✔ Transaction Complete - Pending Event Verification

[Print Benefit Summary](#)

Your changes have been submitted.

To add a note to this member's record for the change you just made, [click here](#).

To search for a new employee, [click here](#).

Confirmation Number

728-50-96-581

[← Home](#)

[Logout](#)

Upon returning to the member's page, there will be a couple items to note:

First, the indicated coverage you selected while processing the Life Event, will show as Pending Event Verification

| Dependent Information | | | |
|-----------------------|---------------|--------|--------------|
| Name | Date of Birth | Gender | Relationship |
| Jack Test | 05/20/2018 | Male | Child |

Election Information - Pending Event Verification

| Medical Election - View Details | | | | |
|---|---------|----------------|-----------|-------------|
| Coverage: Employee and Children | | | | |
| Member(s) | Covered | Effective Date | Term Date | Medicare |
| James Test | Yes | 05/20/2018 | | No Medicare |
| Jack Test | Yes | 05/20/2018 | | No Medicare |



Second, at the top of the member page, a Case has been created and is showing Action Required

ACEC LIFE/HEALTH TRUST | Home | Change Password

ACEC Life Health Trust

Company | Benefits | Employees | Administration | Reports | Advanced Search | [Name, SSN, or Page]

Employees - View

James Test  

Please select an action

History MM/DD/YYYY

Cases

Personal Information - 271293521




To provide the required Verification Documentation, click on the small yellow, letter icon to open the Case and then click the small + icon on the far right.

Employees - Cases

James Test  

Please select an action

Filter:

| Case | Reason / Disposition | Status | Assigned To | Created | Due Date | Closed | |
|-----------|-----------------------|---------------|---|---|-------------------|--------|---|
| 171846911 | Verification :: Event | Action Needed |  | 06/05/2018:10:34:58 Adam Helms - BSC | Fri, Jul 20, 2018 | OPEN |   |

Showing 1 to 1 of 1 entries

Show entries

[Back to Search Results](#) [Create Case](#)




Click the Add a Note message in the bottom right corner to Edit the Case and provide the documentation.

Employees - Cases

James Test  

Please select an action

Filter:

| Case | Reason / Disposition | Status | Assigned To | Created | Due Date | Closed | |
|-----------|-----------------------|---------------|---|---|-------------------|--------|---|
| 171846911 | Verification :: Event | Action Needed |  | 06/05/2018:10:34:58 Adam Helms - BSC | Fri, Jul 20, 2018 | OPEN |   |

| Originating Source | Note | Created | Created By |
|--------------------|--|---------------------|------------------|
| System | - Member has until the due date to return the required documentation for any dependent(s) being added to coverage. | 06/05/2018:10:34:58 | Adam Helms - BSC |

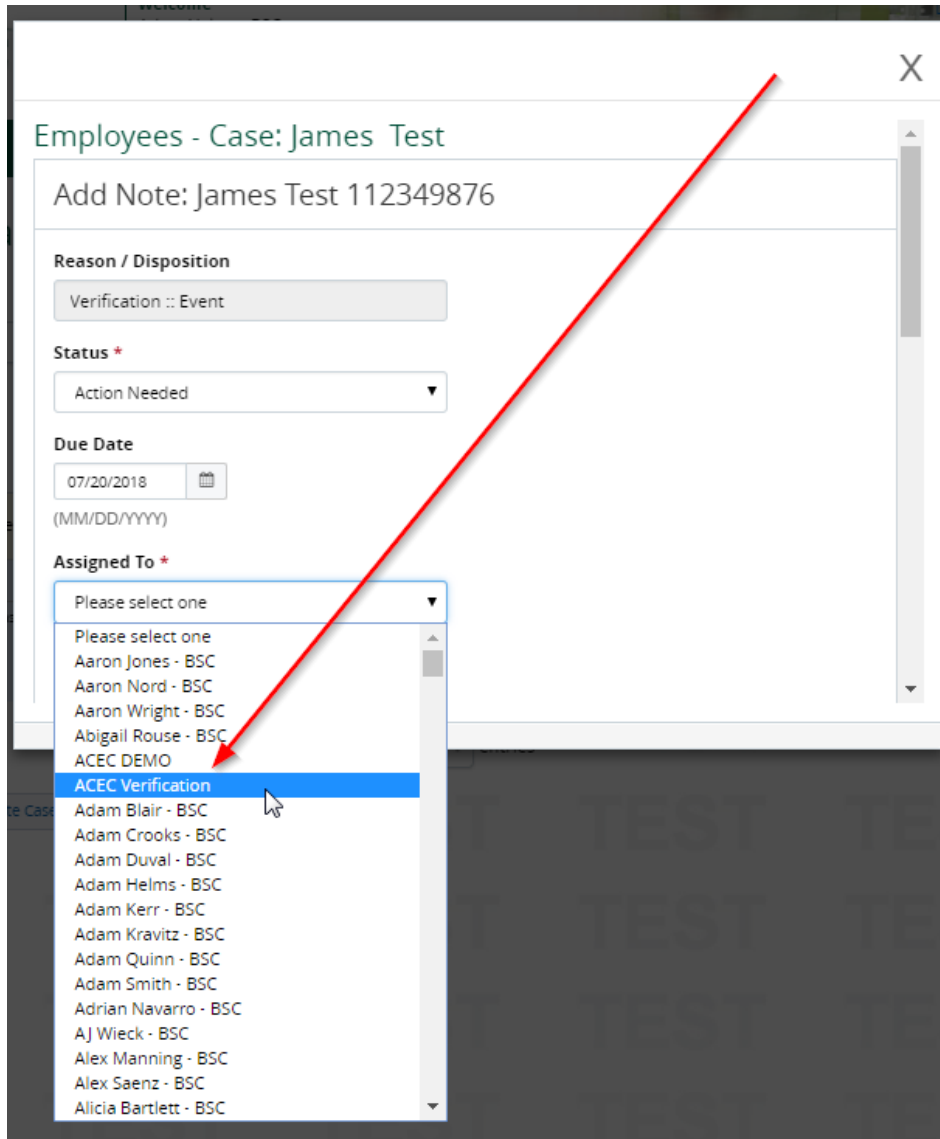
Showing 1 to 1 of 1 entries

Show entries

[Back to Search Results](#) [Create Case](#)

[Add a Note](#) 

This will open the below window to Edit the Case and attach the Verification documentation. Make sure to Assign the Case to: ACEC Verification



The screenshot shows a software window titled "Employees - Case: James Test" with a close button (X) in the top right corner. Below the title bar, there is a text input field containing "Add Note: James Test 112349876".

The form contains several sections:

- Reason / Disposition:** A dropdown menu with the selected value "Verification :: Event".
- Status *:** A dropdown menu with the selected value "Action Needed".
- Due Date:** A date picker showing "07/20/2018" with a calendar icon and the format "(MM/DD/YYYY)".
- Assigned To *:** A dropdown menu with a list of names. The option "ACEC Verification" is highlighted in blue. A red arrow points to this option.

The list of names in the "Assigned To" dropdown includes:

- Please select one
- Aaron Jones - BSC
- Aaron Nord - BSC
- Aaron Wright - BSC
- Abigail Rouse - BSC
- ACEC DEMO
- ACEC Verification**
- Adam Blair - BSC
- Adam Crooks - BSC
- Adam Duval - BSC
- Adam Helms - BSC
- Adam Kerr - BSC
- Adam Kravitz - BSC
- Adam Quinn - BSC
- Adam Smith - BSC
- Adrian Navarro - BSC
- AJ Wieck - BSC
- Alex Manning - BSC
- Alex Saenz - BSC
- Alicia Bartlett - BSC

In the Description area, simply state that Documentation is attached

At the bottom of the Case Edit Window, you can upload the Verification Documentation and click Submit

The screenshot shows a web interface for editing a case. At the top right is a close button (X). Below is a text input field. The main section is titled "Note Information". Underneath, there's a heading "Select a File or URL to Attach" with two radio buttons: "File" and "URL". Below that is a "URL" label and a text input field. A note below the field says "A URL must have correct formatting. (http://www.website.com)". Underneath is the "Upload Document:" section with a "Choose File" button and the text "No file chosen". At the bottom left are "Submit" and "Cancel" buttons. A red arrow points from the "URL" field to the "Submit" button. Another red arrow points from the "Submit" button to the bottom of the window.

The Verification team will review and approve the transaction or request for more information to verify within 5 business days.