



Answers to Frequently Asked Questions about DEVA

Question #1: What is the Dependent Eligibility Verification Audit (DEVA) audit? Why is it being conducted?

Answer: The New York City Health Benefits Program provides health coverage for members and eligible family members (dependents). The Dependent Eligibility Verification Audit (DEVA) is used to confirm the continuing eligibility of those dependents.

Question #2: Why aren't my children listed as dependents on the notice?

Answer: This audit is limited to confirming the eligibility of dependent spouses and domestic partners.

Question #3: Why did I receive a DEVA audit notice and my co-worker did not?

Answer: The DEVA audit is being conducted over a five-year period. Notices are sent in batches to a randomly selected group. Not everyone will receive a notice at any given time.

Question #4: Will I be subject to discipline or fines if my dependent is found ineligible or I voluntarily drop the dependent?

Answer: No. Members will be held harmless as a result of the DEVA Audit.

Question #5: How will OLR ensure the privacy and confidentiality of my submitted documentation?

Answer: OLR uses a system called LeapFILE for you to send your documents securely. LeapFILE uses several layers of security to ensure confidentiality during the file transfer process. Files are uploaded by you, and downloaded by OLR, from the service using Secure Sockets Layer (SSL), which is an encryption-based internet security protocol.

Question #6: Can I redact (cover-up) the information on my tax returns that is not needed for this audit?

Answer: Yes. You may redact any information that is not needed for the DEVA Audit. However, please do not redact the last 4 digits of your Social Security Number, name of spouse, familial relationship, or address.

Question #7: What if I do not have the documentation being requested?

Answer: Please submit the best combination of documents you have to confirm your dependent's eligibility. If you have questions, please call the hotline at (212) 306-7256.

Question #8: Can I receive additional time to obtain the documentation requested?

Answer: If you are having trouble meeting the deadline, please call the hotline at (212) 306-7256.

Question #9: I just submitted this same information a few years ago, why do I have to do this again?

Answer: Eligibility is a continuing requirement. Even if you submitted documents in the past, you must submit current documents in response to this audit.

Question #10: Should I send originals of my documentation?

Answer: No. Please keep all originals of the documentation that you submit.

Question #11: Will I receive confirmation from the NYC Health Benefits Program that my form and documentation was received?

Answer: Yes. You will receive a confirmation letter by regular mail.

Question #12: Can I communicate with you by email?

Answer: Yes. Please send e-mails to healthbenefits@olr.nyc.gov. Please do not include full social security numbers in your email correspondence.

Question #13: Will I receive notice of any change in my dependent's health coverage as a result of this audit? If so, when?

Answer: Yes. You will receive notice of any change before it becomes effective.

Question #14: If I receive notice that my dependent will be dropped from City health coverage can I submit additional information after the deadline to have them reinstated?

Answer: The audit seeks to confirm eligibility. If at any point documents are submitted that demonstrate eligibility, the dependent will be reinstated effective retroactively to the termination date.