

Dependent Eligibility Verification Website Demo

June 2024

A business of Marsh McLennan



Employee Log In

ACME Dependent Eligibility Verification

Action Required: Verify Your Dependent's Eligibility by the deadline

ACME is committed to providing employees and their families with quality, affordable health care. As part of our commitment to control health care costs and promote the sustainability of our health benefits, we retained the services of Mercer, a benefits consulting firm, to ensure that all dependents enrolled in our health plans are actually eligible for coverage. The process is called the Dependent Eligibility Verification (DEV). All ACME employees who have dependents covered under Flex health coverage must complete the DEV process.

What You Can Do On this Website

- Securely upload documents to verify your dependents' eligibility.
- Check the status of your submission(s) and review your dependents' eligibility status throughout the process.
- **Please note:** It may take Mercer two to three business days to process the documents you submit and post the status change on your secure page. The site only lists the name of the documents received. You will not be able to view the submitted image.
- Download copies of the DEV materials that Mercer has mailed to your home.

To protect the security of your information, remember to log out when you decide to exit the website. For your security, you will be automatically logged out of the website after 15 minutes of inactivity.

Login

Username:

Password:

Login

[Need a Password?](#) [Trouble Logging In?](#)



[Privacy Statement](#) | [Terms Of Use](#) | [Cookie Notice](#)

© 2022 Mercer LLC, All Rights Reserved

Upon initial visit of the website, the employee will need to click the “Need a Password?” button to register an account with their own username and password. The employee will need to enter their Audit ID from the initial notice, their date of birth, and a CAPTCHA code to register.

Employee Site Registration

Site Registration - Step 1

Please enter the following information in order to register for access to this site.

Your Audit ID Number: (Do not include any leading zeros.)

Date of Birth: (Enter the date in "MM/DD/YYYY" format. For example, January 5, 1970 should be entered as "01/05/1970".)

Enter the text as it is shown to the right: (Hit the "Refresh" button if you have difficulty reading the text)

k25wi

[Back](#) [Continue](#)

[Trouble Logging In?](#)

Site Registration - Step 2

To complete your registration, please create a user name and password. For future logins, you will use the user name and password you created. If you forget your user name or password, you will need to click on the "Trouble logging in" link.

Username: (The username must be at least 6 characters, and cannot contain blank spaces.)

Re-type username: (Type in your username again to make sure there are no typos.)

Password: (The password must be at least 8 characters, cannot contain blank spaces, and must contain at least 1 number.)

Re-type Password: (Type in your password again to make sure there are no typos.)

[Continue](#)

After the employee enters their Audit ID, date of birth, and CAPTCHA code, they will then need to create a username and password for their website account.

Multi-Factor Authentication (MFA) Registration

MFA Registration
Welcome

We're improving the security of our platform to better protect your information.

On the next few screens, we'll ask you to provide some basic contact information in the event we detect any risks to your account and need to send you a temporary verification code. This process will take a few minutes!

[Get Started](#)

MFA Registration
Provide Your Contact Information

Get started by adding your contact methods below. Add a description for each method so you can easily identify your contact method going forward.

We recommend that you enter at least two contact methods to use for verification.

Email Phone

Email

Description

e.g. Personal gmail

[Save](#)

[Cancel](#)

MFA Registration
Provide Your Contact Information

Get started by adding your contact methods below. Add a description for each method so you can easily identify your contact method going forward.

We recommend that you enter at least two contact methods to use for verification.

de**@*mail.com [X](#)
Work Email

+1 *****5555 [X](#)
Cell Phone

[X](#) [Add more contact methods](#) (optional)

[Save & Continue](#)

Next, for additional security, the employee will need to register their MFA contact information by following the instructions on each page. They will enter an email and/or mobile phone number (2+ recommended) where they will be sent a required Verification Code.

Multi-Factor Authentication (MFA) Registration

MFA Challenge

Verify your identity

To protect your information, please select a contact method below to receive a one-time verification code.

de**@*mail.com
Work Email

*****5555
Cell Phone

[Send Code](#)

Your verification code is: 536002.
If you face any issues copying and pasting the code, please type the code manually.

MFA Challenge

✓ Your code has been sent and will arrive shortly.

Verify your identity

Please enter the one-time verification code we emailed to de**@*mail.com within 10 minutes.

Enter Code

[Confirm](#)

[Didn't get the code? Get a new one.](#)

OR

[Choose another contact method](#)

[Having Trouble? Get Help.](#)

The employee will be required to verify their identity by sending a Verification Code by selecting a contact method and clicking “Send Code”. The employee will then enter the six-digit code and click “Confirm” to pass the Multi-Factor Authentication step.

Set Security Questions and Answers

Set Security Questions and Answers:

Security Question 1:

What was the year and model of your first car?

Answer 1:

Security Question 2:

What was the year and model of your first car?

Answer 2:

Security Question 3:

What was the year and model of your first car?

Answer 3:

The employee will then need to select three security questions and submit their answers. Should the employee forget their password and enter it incorrectly too many times, their account will become locked and they will need to answer these security questions in order to reset their password.

Personal Info Tab

Status: Not Started

MIKE JONES (Audit ID# = 990000100001)

- PERSONAL INFO
- DEPENDENTS
- COMMUNICATION
- DOCUMENT UPLOAD
- HELPFUL INFORMATION

Personal Information	Edit	Term Employee
First Name:	MIKE	
Last Name:	JONES	
Date of Birth:	07/20/1962	
Gender:	Male	
Address:	25 Jones House Road Jones, VA USA 23185	

Click on any of the five tabs here for more information, including:

- Verification status of your dependents
- View Employee communications
- Electronically upload your documents from this site
- Helpful information to view or print



[Privacy Statement](#) | [Terms Of Use](#) | [Cookie Notice](#)

© 2022 Mercer LLC, All Rights Reserved

After successfully logging in, the employee will be taken to the “Personal Info” tab, where they can view their personal information as well as the overall employee verification status.

Dependents Tab

MIKE JONES (Audit ID# = 990000100001)

Status: Not Started

PERSONAL INFO

DEPENDENTS

COMMUNICATION

DOCUMENT UPLOAD

HELPFUL INFORMATION

- ▼ MARIA JONES
- ▼ ALYSSA JONES
- ▼ JORDAN JONES
- ▼ KAYLEE JONES

Adjudication Notes:
[No Notes To Display]

Mercer

[Privacy Statement](#) | [Terms Of Use](#) | [Cookie Notice](#)

© 2022 Mercer LLC, All Rights Reserved

On the “Your Dependent(s)” tab, the employee can view their covered dependents as well as the current verification status of each dependent. The employee will click on each drop down for their dependents to see each dependent status. They then can use the “Click to Remove” buttons to indicate any ineligible dependents that should be removed from coverage.

Communication Tab

The screenshot shows a user interface for Mike Jones (Audit ID# = 990000100001). On the left is a vertical navigation menu with five teal buttons: PERSONAL INFO, DEPENDENTS, COMMUNICATION (highlighted), DOCUMENT UPLOAD, and HELPFUL INFORMATION. The main content area is titled 'Documents Sent to You' and 'Documents Sent by You'. The 'Documents Sent to You' section has a table with columns ID#, Date, and Type. The 'Documents Sent by You' section has a table with columns ID#, Date Received, and Progress. A yellow status box in the top right corner says 'Status: Not Started'. The footer contains the Mercer logo, a Privacy Statement | Terms Of Use | Cookie Notice link, and a copyright notice for 2022 Mercer LLC.

MIKE JONES (Audit ID# = 990000100001)

Status: Not Started

PERSONAL INFO

DEPENDENTS

COMMUNICATION

DOCUMENT UPLOAD

HELPFUL INFORMATION

Documents Sent to You

ID#	Date	Type
-----	------	------

Documents Sent by You

ID#	Date Received	Progress
-----	---------------	----------

Mercer

[Privacy Statement](#) | [Terms Of Use](#) | [Cookie Notice](#)

© 2022 Mercer LLC, All Rights Reserved

The “Communication” tab shows all personalized communications issued by Mercer to the employee, as well as the processing status of submitted documents. Using the “View Document” buttons, the employee can open the communications to view and reprint them.

Document Upload Tab

Status: Not Started

MIKE JONES (Audit ID# = 990000100001)

- PERSONAL INFO
- DEPENDENTS
- COMMUNICATION
- DOCUMENT UPLOAD
- HELPFUL INFORMATION

Upload images here:


Description	Upload
<input type="text"/>	<input type="button" value="Browse Files"/> <input type="button" value="Submit"/>

No images have been uploaded.

To submit your documentation electronically, please scan and save all images as a single file. The file should include the scanned copies of your signed DEV Form and required verification documentation.

Please note the following requirements when trying to upload files:

- The file(s) must be less than 10MB in size
- The file(s) must be one of the following allowable file formats: .JPEG, .JPG, .GIF, .PNG, .TIF, .TIFF, .BMP or .PDF.
- You need to use the latest version of one of the following browsers: Internet Explorer, Firefox, Chrome, or Safari
- Please ensure that the name of the file you wish to upload does not exceed 15 characters in length
- * the file name can only contain letters, numbers, spaces and dots

 [Privacy Statement](#) | [Terms Of Use](#) | [Cookie Notice](#)

On “Document Upload” tab, the employee can upload required verification documents directly to Mercer. The employer can also upload documents on behalf of the employee.

Helpful Information Tab

MIKE JONES (Audit ID# = 990000100001) Status: Not Started

PERSONAL INFO

DEPENDENTS

COMMUNICATION

DOCUMENT UPLOAD

HELPFUL INFORMATION

The links below will help you gather and submit the necessary verification documents to Mercer.

If you require a copy of the Dependent Eligibility Verification (DEV) Matrix or the FAQs please click one of the appropriate links below, and download a copy of the one that was included in the Dependent Eligibility Verification (DEV) Letter Mercer recently mailed to your home.

Helpful Information

*

*

Helpful Links

- * [National Center for Health Statistics](#)
- * [IRS](#)
- * [vitalrec.com](#)

Helpful Contacts

If you still have questions after referring to the FAQs, or need further assistance, the Mercer DEV Service Center is available to assist you at 1-800-123-4567, Monday through Friday, 8 AM to 5 PM, Central Time. You will be required to provide the Mercer Identification Number listed on your Mercer DEV packet to confirm your identity.

Helpful Contacts

If you still have questions after referring to the FAQs, or need further assistance, the Mercer DEV Service Center is available to assist you at 1-800-123-4567, Monday through Friday, 8 AM to 5 PM, Central Time. You will be required to provide the Mercer Identification Number listed on your Mercer DEV packet to confirm your identity.

How to Submit Your Documents

To submit your documents to the Mercer DEV Service Center choose one of the following options:

- By Upload: Use the "Document Upload" tab. **The fastest and easiest way to submit your documents.**
- By Mail: P.O. Box 4575; Iowa City, IA 52244-4575. **Remember do not send originals - they will not be returned.**

Please note: Mailing documents adds two weeks or more to the receipt date at Mercer.

On the "Helpful Information" tab, the employee can view the verification requirements, frequently asked questions, privacy statement, links to obtain copies of documentation. Directions on how to submit documents are included as well as Mercer's contact information.

