

TeamCare Dependent Review FAQs

1. Is the Dependent Review Announcement Letter a legitimate mailing?

Yes, this mailing is part of TeamCare's official Dependent Review. For TeamCare to continue providing exceptional benefits at a reasonable cost to our members, we must administer the plan efficiently. To assist TeamCare in ensuring our records are accurate, we have partnered with Part D Advisors (the PDA Verification Team). All questions and documentation should be referred to PDA once the Dependent Review has begun. Please be on the lookout for direct communication from PDA with additional information.

2. When will PDA mail letters starting the Dependent Verification Process?

PDA will start mailing Amnesty letters on 9/20/24.

3. How can I request a reprint of a letter?

Sample announcement letters mailed by TeamCare directly can be found here on MyTeamCare.org. Please make sure TeamCare has your most up to date address.

If you need a reprint of your Amnesty letter, you can contact PDA at 833-273-6244.

4. Who is included in the Dependent Review?

All members of TeamCare with dependents (including spouses) are included in this Dependent Review. Members with no active dependents are not included.

5. What measures are in place to ensure data security at PDA? Will my dependents' personal information be safe outside of TeamCare?

The Fund takes the privacy of our members seriously. Our vendors go through an extremely detailed vetting process that is stricter than those of other Funds. The Fund has a Data Security Officer who reviews our vendors data protections **before** we engage with that vendor.

PDA has security controls in place that protect personal information. All member data is kept confidential and private by PDA. PDA's Information and Data Security plan is fully compliant with all current federal and state regulations. PDA will not disclose, sell, or share personal information with anyone other than TeamCare. Please note, for security reasons, PDA will not ask you to disclose Social Security numbers or to send copies of Social Security cards. Upon completion of the Dependent Verification, all member documents will be transferred to TeamCare. PDA is fully HIPAA compliant and considered an industry leader in handling these types of reviews.

6. Can I just contact TeamCare directly for the Dependent Review?

We have hired PDA based on their expertise in dependent reviews. Once the Dependent Review begins and is ongoing, you must contact PDA or follow the directives in your letter from PDA. Examples of questions PDA can assist with (not an all-inclusive list) is below.

- What type of documents are required? Should I send copies or original documents?
- What should I do if I cannot find documentation, such as a birth certificate?
- I am divorced but cover the children under our plan. What documentation must I submit?

- Have my documents been received? How long will it take for my documents to be processed?
- How will I know if the documents I supplied were sufficient?

7. How will PDA communicate with me?

PDA will primarily use letters to communicate with you and may follow up via email and phone. At certain phases of the project, PDA will also have a secure web portal for you to use. Information will be in the letters you receive.

8. Will the PDA letters be available in languages other than English?

The letters from PDA will be in English only. However, they will include a note in Spanish indicating that assistance is available in Spanish by phone or on their bilingual website.

9. Will my UMI be included on the letters from PDA?

No, UMIs will not be included on the letters sent by PDA.

10. My wife and I both have our own TeamCare policies. We are a “Combo” plan. How will Combo plans be handled?

Members that have Combo plans (coverage under multiple TeamCare policies) will receive a letter for each member and will be required to submit documentation under each member.

11. What if I get divorced during the Dependent Review?

Please notify TeamCare of the change in your marital status as soon as possible.

12. One of my dependents is missing from my letter. Why?

Dependents whose coverage is pended will not be listed, only active dependents. If you feel one of your dependents should be active but is missing from your letter, please contact TeamCare with the details.

If a new dependent was added to the plan after the Dependent Review was initiated, they will not be included in the Dependent Review.

13. How should I submit my documentation for the Dependent Review?

All documents must be sent directly to PDA following the instructions from PDA.

14. I previously submitted marriage and birth certificates etc. to TeamCare. Am I required to resubmit these documents to PDA?

Yes, all members must resubmit requirement documents, including marriage and birth certificates, etc. to verify their dependents' eligibility. This is an independent review handled by PDA. You should adhere to the instructions provided by PDA. TeamCare cannot forward previously submitted documents to PDA on your behalf.

15. What if I submit my documents requested as part of the Dependent Review to TeamCare?

Documents received at TeamCare will not be forwarded to PDA. You must submit documents directly to PDA.

16. How are estranged dependents handled? I haven't talked to my spouse in years, but we are legally married.

You are responsible for submitting necessary documents for them. If the requested documentation is not submitted to confirm their dependent status, they may lose coverage.

17. What happens if I do not reply to PDA?

Failure to respond puts your dependents at risk of losing coverage under the Plan. Dependents whose eligibility is not confirmed may lose their coverage under the Plan.

18. Who will make determinations on my dependents' coverage?

PDA will provide TeamCare information received from members. TeamCare will review and make final determinations based on the member's specific situation. Those whose coverage is impacted will receive a letter from TeamCare.

19. Will dependents who lose coverage as part of the Dependent Review be eligible for COBRA?

No, dependents who lose coverage as part of the Dependent Review will not be eligible to make COBRA payments.

20. If I or one of my dependents disagrees with a coverage decision, will there be a dedicated process for submitting appeals?

Appeals will be handled by TeamCare. Those whose coverage is impacted will receive a letter from TeamCare with specific directives for appeals.

21. What does Amnesty mean?

Amnesty is your opportunity to remove any ineligible dependents currently covered by TeamCare without consequences. If any of your dependents currently covered by TeamCare do not meet the eligibility requirements as outlined on the back of this page, now is the time to remove them without penalty.

22. How long with the Amnesty Period last?

The Amnesty Period will end on 10/25/24.

23. How do I reach PDA during the Amnesty period?

If any of your dependents do not meet the eligibility requirements, you must call the PDA Verification Team at (833) 273-6244 before October 25, 2024, to take advantage of this one-time amnesty period.