



THE STATE OF FLORIDA  
**JUSTICE ADMINISTRATIVE COMMISSION**

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**MEMORANDUM HR02-18**

TO: Agency Administrators  
FROM: Carolyn Horwich, Esq., Director of Human Resources  
THROUGH: Rip Colvin, Executive Director  
SUBJECT: Dependent Eligibility Verification Audit – Phishing Alert  
DATE: January 5, 2018

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The attached is a Management Advisory 18-001 from The Division of State Group Insurance on spam calls designed to elicit personal information. The caller attempts to obtain Social Security information as part of the dependent eligibility verification audit.

We have also attached the referenced Management Advisor 17-016 from 2017, which we provided to the circuits December 20, 2017.

Thank you.



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Rick Scott, Governor

Erin Rock, Secretary

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**MANAGEMENT ADVISORY 18-001**

**DATE:** January 5, 2018  
**TO:** Agency and University Personnel Officers and Benefit Coordinators  
**FROM:** Tami Fillyaw, Director  
**SUBJECT:** Dependent Eligibility Verification Audit – Phishing Alert

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The Division of State Group Insurance has been made aware that some employees are receiving spam calls designed to elicit personal information.

The calls are from both in-state and out-of-state area codes, and the caller attempts to obtain Social Security information as part of the dependent eligibility verification audit. Refer to Management Advisory 17-016 for more information about the audit.

Please advise your employees to be cautious about disclosing confidential information. They should be certain that the source is legitimate. HMS call center employees will not request Social Security Numbers to confirm the employee's identity. If they have any questions, they should contact HMS directly at [www.verifyOS.com](http://www.verifyOS.com) or (877) 577-4549.

The Division will continue to monitor the situation and apprise HR offices as needed.

If you have any questions or need additional information, please contact Stefanie Higgins at (850) 487-0278 or [stefanie.higgins@dms.myflorida.com](mailto:stefanie.higgins@dms.myflorida.com).

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**MANAGEMENT ADVISORY 17-016**

**DATE:** December 19, 2017  
**TO:** Agency and University Personnel Officers and Benefit Coordinators  
**FROM:** Tami Fillyaw, Director  
**SUBJECT:** Dependent Eligibility Verification Audit

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During the 2017 Legislative Session, the Florida Legislature directed the Division of State Group Insurance (DSGI) to conduct a Dependent Eligibility Verification Audit to ensure accuracy in the State Group Health Insurance Program. DSGI procured for services and the contract was awarded to Health Management Systems, Inc. (HMS).

Once the audit begins, HMS will communicate directly with subscribers who have dependents covered on their insurance benefits. To ensure successful implementation and personalized customer service to every employee, the audit will be conducted in three distinct phases, with each phase serving only a portion of selected state agencies, universities, or other participating employers.

- Phase I will launch **December 29, 2017**.
- Phase II will begin **January 26, 2018**.
- Phase III will start **March 6, 2018**.

During each phase, enrollees with employers that are scheduled in that phase will receive multiple communications from HMS. The first letter will have a unique reference number that enables enrollees to log on to HMS' web portal to upload documents or contact HMS' call center to ask for help.

**The HMS web portal and toll-free number for the HMS call center will not go live until the first phase starts on December 29.** DSGI will send another communication to you on this date with this important information. NOTE: People First is not involved in this audit and will not be able to answer questions about this audit.

Please remember that enrollees in phases II and III will not receive a letter with a unique reference number until their phase begins. Without a unique reference number, enrollees will not be able to log on to HMS' web portal or receive adequate support via HMS' call center. **If enrollees send in documentation before their phase begins, the documentation will not be accepted.**

To help you field questions from employees trying to understand the process, a process map detailing each step and the estimated time associated with each step is attached. DSGI will also share a list of enrollees who have not responded or whose mail was returned undeliverable so we can obtain a proper address. Thank you in advance for helping us urge employees to take action.

**Enrollees must respond to requests for documentation to verify the eligibility of their dependent(s). If enrollees do not send in documents within the prescribed timeframe, or if their documents do not prove eligibility, insurance coverage for those dependents will be prospectively terminated.** An appeals process will be available after each audit phase concludes. If dependents are deemed eligible in the appeals process, coverage will be reinstated prospectively.

Please review the following schedule, which outlines the phases of the audit and the timeframe for when your employees should expect to receive communications from HMS.

**Phase I - December 29, 2017 - March 5, 2018**

<b>Agency Name</b>
Department of Corrections
Department of Health
Department of Transportation
Agency for Healthcare Administration
Agency for Persons with Disabilities
Department of Management Services
Agency for State Technology
Central Florida Expressway Authority
Department of Agriculture and Consumer Services
Department of Business and Professional Regulation
Department of Citrus
Department of Economic Opportunity
Department of Education
Department of Environmental Protection

**Phase II - January 26, 2018 - April 3, 2018**

<b>Agency Name</b>
Department of Children and Families
Justice Administration
Benefits Only (Retirees and COBRA)
Department of Elder Affairs
Department of Financial Services
Department of Highway Safety and Motor Vehicles
Department of Juvenile Justice
Department of Legal Affairs
Department of Military Affairs
Department of Revenue
Department of State
Department of the Lottery
Department of Veterans Affairs
Division of Administrative Hearings
Florida School for the Deaf and Blind
Public Service Commission
State Board of Administration

### Phase III - March 6, 2018 - May 11, 2018

Agency Name
State Universities
Florida Legislature
Executive Office of the Governor
Florida Board of Bar Examiners
Florida Commission on Offender Review
Florida Department of Law Enforcement
Florida Fish and Wildlife Conservation Commission
Florida Inland Navigation District
Miami-Dade Expressway Authority
State Courts
Tri-Rail
Volunteer Florida
West Coast Inland Navigation District

Several resources are available to enrollees and human resource offices on the [myBenefits website](#), including the definitions of eligible dependents, what documents will be needed to verify dependent eligibility, and frequently asked questions (FAQs). Staff contacts in DSGI include Stefanie Higgins, Project Manager, who can be reached at [stefanie.higgins@dms.myflorida.com](mailto:stefanie.higgins@dms.myflorida.com), and Debbie Shoup, Director of Member Services, whose email is [Debbie.shoup@dms.myflorida.com](mailto:Debbie.shoup@dms.myflorida.com).

We appreciate your support in responding to inquiries from your employees and informing them about the importance of complying with documentation requirements.