

FIU Human Resources

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Benefits Updates – September 14, 2021

Open Enrollment

Mark your calendars! Open enrollment for the 2022 plan year starts Monday, October 11, 2021, and ends Friday, October 29, 2021. More information is to come!

Friendly Reminder: People First Dependent Eligibility Verification Audit

Effective Friday, August 06, 2021, People First will begin a dependent eligibility verification audit on all employees.

To avoid coverage interruption for these dependents, the employee must provide qualifying documentation in a timely manner (see additional details here).

The fastest way to provide the documentation is to log in to People First, select the Submit button (top right corner of the screen once logged in) and submit the documentation through the Submit screen.

Any questions regarding the type of documentation required, how to submit the documentation or any other questions related to the dependent verification process, please contact the People First Service Center at 866-663-4735 and ask to speak to a member on the dedicated, dependent eligibility verification team.

If a dependent is removed due to the People First Service Center not receiving the qualifying documentation in a timely manner, the employee will have to file a Level I appeal, along with submitting the qualifying documentation, to the service center to request the dependent be added back to coverage prospectively. Once a dependent is removed from coverage due to failing the audit (e.g., qualifying documentation not provided), the dependent record will be locked and can only be unlocked if an appeal is granted in favor of the employee. This means the employee will not be able to add that dependent back to coverage, even during Open Enrollment, until following the appeal process.