

Frequently Asked Questions—ConSova dependent audit

Q. Who is ConSova?

A. ConSova is a Human Resources firm that specializes in the dependent eligibility verification process and has conducted many dependent audits for Fortune 500 companies and governmental organizations.

Q. Should I black out my financial information and Social Security number on these documents?

A. You should not share any financial information on the IRS 1040 form (nothing below line 6). You also should black out all SSNs of dependents and keep only the last four digits of your SSN on the form. The last four digits of your SSN are required for accurate data match.

Q. What guarantee do we have that our personal documents will be kept secure?

A. ConSova and UA consider security and confidentiality a very serious matter. ConSova employs state-of-the-art encryption technology to safeguard sensitive data. All documentation received is scanned and maintained on encrypted drives. In the event a ConSova system is stolen, the data is encrypted and will not be accessible to anyone. The server that maintains Dependent Eligibility Verification systems and scanned images is only accessible on ConSova's Local Area Network located in Lakewood, Colorado. This Local Area Network is a closed system and not accessible via Virtual Private Network or any other interactive connection. ConSova associates have audited over 1.5 million dependents in the past seven years, and they have never been accused or alleged to have not protected the private personal information of clients' employees.

UA realizes and understands that employees may have concerns about releasing this information to a third party.

We assure you that every precaution has been taken to ensure your information is kept confidential. This is no different than what our other service providers must prove (Premera, Caremark, VSP). You can help protect your own privacy by following the instructions included with the letter you receive from ConSova.

Q. Will the submitted documents be retained by ConSova? If so, for how long?

A. Documentation received from UA employees will be batched and maintained in a secure location monitored only by ConSova employees. ConSova will destroy all documentation and wipe all hard drives containing protected information 30 days after the dependent verification is completed.

Q. Can my local Human Resources Department review my documents to determine eligibility of my dependents instead of ConSova?

A. No. UA will not review any documentation for the verification process. All documents must be provided to ConSova for review.

Q. If I am unable to supply documentation by the deadline for my eligible dependent, will UA terminate my dependent from the plan?

A. UA will terminate a dependent due to the inability to provide documentation that verifies eligibility. However, if ConSova is aware of an issue you may be experiencing in gathering the appropriate documents, then your dependent will not be automatically dropped. ConSova is willing to assist you through this process, including helping you contact agencies to locate pertinent documents.

Q. Where should I go if I have questions?

A. The general information documents that have been sent out will be posted online at <http://www.consova.com/universityofalaska>. It may help you to review them. If after reviewing you still don't find the answer to your question, call 1-866-430-1267.