

# 2018 Dependent Verification

## Frequently Asked Questions

Bridgestone teammates who joined the company before January 1, 2016, with dependents covered in their medical plans are currently being asked to provide documentation to validate those enrolled as legal dependents. We know this verification may be an inconvenience, but it is important for ALL dependents covered by Bridgestone to be verified.

Here, we answer some **Frequently Asked Questions** about the dependent verification process:

### **General Information**

**Q: Why is Bridgestone conducting a dependent verification?**

**A:** Providing affordable healthcare coverage is a challenge for many U.S. employers, and Bridgestone is no exception. Our company has a responsibility to all teammates to ensure the company's medical, dental and vision plans are only covering eligible dependents, and that our plans are competitive and affordable for the company, and our teammates. Allowing the coverage for individuals who are not considered eligible puts the company and all eligible teammates at financial risk.

**Q: Who is managing the Dependent Verification process?**

**A:** Bridgestone is partnering with Alight Dependent Verification Services, a third-party vendor, to assist in the dependent verification process. Alight's Dependent Verification Center can be reached by phone at **1-855-538-7791**. Representatives are available Monday - Friday from 7 a.m. to 10 p.m. CST. While Alight will be managing the verification process, it is the teammate's responsibility to provide the required documentation to confirm a dependent's eligibility.

**Q: How do I know that my confidential information will be secure?**

**A:** All Dependent Verification Center associates and contractors are held to the highest standard of conduct regarding the processing of personal information and documents. Strict security measures are in place to ensure the integrity of the personal data warehoused at the Dependent Verification Center, and to maintain legal compliance with relevant privacy regulations. Additionally, once the verification process is completed, the Alight Dependent Verification Center will destroy all records sent during this process.

**Q: I had a life event and/or added a dependent who was approved after 1/1/16, do I still need to submit paperwork?**

**A:** Yes, the verification process includes all teammates who were hired prior to 1/1/16, regardless of recent life events.

**Q: How do I change my address and/or phone number?**

**A:** Please visit myHR at <https://myhr.bfusa.com> and click on the My Personal Information link under Site Favorites. Step by step instructions may be accessed by clicking here.

[SAP Personal Info Change Procedure](#)

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### Dependent Documentation Information

**Q: What documents are needed to prove eligibility? Where do I obtain these documents?**

**A:** Teammates will need a legal document that showing their relationship to the eligible dependent(s). This primarily will include a copy of the most recent (2017) tax return. Additional documentation such as a marriage certificate, Common Law Affidavit (and supporting documentation), birth certificate, or adoption certificate/legal adoption placement documents are also applicable during the verification process. The Dependent Verification Center to provide contact information for state, county, and consulate offices to obtain documents as needed.

**Q: My vital record states that photocopying it is prohibited. What do I do?**

**A:** If photocopying of vital records is prohibited, we recommend obtaining the non-certified vital record, and submitting documentation via the U.S. mail instead of electronically. For questions or concerns, please contact the Alight Dependent Verification Center for guidance.

**Q: I was married in a different country and I can't get a copy of the marriage certificate. What can I supply as my proof of marriage?**

**A:** A marriage certificate that was provided in a foreign country as proof of marriage, or naturalization paperwork are acceptable documents. Please contact the Dependent Verification Center for additional questions or concerns.

**Q: Why is a short form birth certificate not accepted when verifying my dependent?**

**A:** The birth certificate is used to establish the parent/child relationship, and the short form doesn't contain the parent's names. A birth certificate is required that lists both names of the parents along with the name and birth date of the dependent which verifies biological paternity.

**Q: I am a US citizen but my child was born out of the country, and I don't have the birth certificate.**

**A:** Request a copy of the birth certificate from the country of birth, or if you (or your spouse) were a U.S. citizen when your child was born abroad, the child's birth should have been registered at a U.S. embassy or consulate, and received a Consular Report of Birth Abroad (Form FS-240). This form is acceptable legal proof of birth and U.S. citizenship. To request a certified copy of a Consular Report of Birth Abroad, visit: <http://travel.state.gov/>. There are also additional forms of documentation that can be provided. Please contact the Alight Dependent Verification Center as soon as possible to discuss alternative forms of documentation that may be accepted.

**Q: How long does it take to obtain a government-issued birth or marriage certificate (vital record)?**

**A:** Some state and county offices can take several weeks to issue a vital record. Teammates who need to request vital records from a state or local public records office, should order documentation early in the process to ensure timely receipt.

**Q: Why do I need to provide documents, bills, and account statements? I don't feel comfortable providing my financial information.**

**A:** While these documents are required to prove a current relationship, Bridgestone and Alight take every effort to protect personal information. Per the instructions on the notice, account numbers, monetary amounts, or Social Security numbers should be blacked out on any document when photocopying and submitting documentation.

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### Verification Process

**Q: How long will it take for my dependents to be verified?**

A: Once information is received by the Dependent Verification Center, it typically takes six business days for a verification result. Teammates will be notified by mail when their verification process is complete, or if additional information is needed to confirm validation.

**Q: My verification has been approved, why am I still receiving communications from Alight?**

A: Due to the timeline and processes involved in this verification, it could take up to 30 days for Alight and Bridgestone to remove you from the communications channel for this process. Teammates who have already received verification approval, or have elected to remove a dependent voluntarily, can ignore communications that are no longer applicable.

**Q: I missed the deadline to submit my documentation. What do I do?**

A: A second round of reminder letters will be sent to teammates who did not respond to the first mailing. The requirements of the verification states that a response is required. Those who did not respond to either of the mailings, will have dependents be removed from coverage under their group health plan effective August 31, 2018.

**Q: What will happen if I do not return the required documentation?**

A: Dependents who are not verified by the deadline will be removed from coverage effective August 31, 2018. The ineligible dependents will not be eligible for COBRA continuation coverage.

**Q: If I voluntarily remove a dependent during the verification period, when will my payroll deduction be adjusted?**

A: If teammates voluntarily elect to remove a dependent during this process, their payroll benefits deduction will be adjusted to the new amount within 30 calendar days.

**Q: If I drop my dependents, will they be eligible for continuation of coverage through COBRA?**

A: Only dependents who lost their eligibility within the last 31 days due to a COBRA qualifying event will have COBRA rights. Dropping coverage for someone who was never considered an eligible dependent is not a COBRA qualifying event.

**Q: What are some other coverage options for dependents that are dropped?**

A: While there are a variety of factors such as eligibility status and income, some ineligible dependents may be able to obtain coverage through state Medicaid programs, health care exchanges, or through local medical insurance carriers.

**Q: What if my dependent is also enrolled in dental or vision coverage**

A: Dependents who are found ineligible for Bridgestone medical benefits will also be ineligible (and removed) from dental and/or vision coverage.

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### **Dependent Verification Center Information**

**Q: Who can I contact for more information?**

A: For questions, contact the Dependent Verification Center at 1-855-538-7791. Representatives are available Monday - Friday from 7 a.m. to 10 p.m. CST. To log-in online, have your Aight ID number, and go to: [www.yourdependentverification.com/plan-smart-info](http://www.yourdependentverification.com/plan-smart-info).

**Q: I lost the paperwork Aight mailed to me. How can I get my ID number to log-in to their online verification portal?**

A: To get your unique Aight ID number, contact the Aight Dependent Verification Center at 1-855-538-7791 during their business hours of Monday - Friday from 7 a.m. to 10 p.m. CST.