



DEPENDENT ELIGIBILITY VERIFICATION AUDIT

How to Upload Documentation

What is DEVA?

DEVA stands for Dependent Eligibility Verification Audit.

The San Francisco Health Service System conducts DEVA audits to help contain costs for health care benefits. Section E of the [Membership Rules](#) state that SFHSS may require proof of dependent eligibility at any time.

Covering ineligible dependents puts health plan administrators at financial risk and increases overall health care costs for eligible members.

During a DEVA audit, members will be asked to provide documentation to verify their relationship with their dependent spouse or domestic partner is still current.

Failure to provide proof of dependent eligibility within the specified deadlines will result in ineligible dependents being dropped from health plan coverage.

Coverage for any dependent children of an ineligible domestic partner and stepchildren (spouse's child) of an ineligible spouse will also be dropped.

DEVA Homepage – sfhss.org/deva

Dependent Eligibility Verificati

sfhss.org/deva

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Deva Audit

COMPLIANCE

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What is Deva?

DEVA stands for **Dependent Eligibility Verification Audit**. Selected members with spouses or domestic partners covered on their health plans will receive a letter asking for verification of their currently enrolled spouse or domestic partner’s eligibility to receive benefits from SFHSS.

The audit is being performed in order to determine if any members are claiming an ineligible spouse or domestic partner on their health plan. The last audit conducted by SFHSS was in 2018.

How Do I Respond?

Start by reviewing the **List of Acceptable Documents** that is included in your first Notification Letter or go to sfhss.org/deva-acceptable-documents.

Gather all necessary documentation to verify that your dependent is currently eligible. If your dependent is no longer eligible, you are required to drop them from your benefits coverage immediately. Submit your documentation or drop ineligible dependents by using our secure online upload with your computer or smartphone. Go to myapps.sfgov.org/ccsportal/signin to log into **eBenefits**.

You can submit your documentation online, by fax or by mail. **Submit documentation by fax or mail.** Any verification documentation submitted by fax or mail must be accompanied by a completed **Cover Sheet** that you can download at sfhss.org/resource/deva-cover-sheet.

Our **fax number** is (628) 652-4701 and our **mailing address**: SFHSS, 1145 Market Street, 3rd Floor, San Francisco, CA 94103. You can also drop your documentation off in our secure **Drop Box** located on the 3rd floor from Monday to Friday from 9am to 5pm. Our offices are currently closed to the public.

How long do I have to respond? Please refer to your Notification Letter, which you received in the mail, for the deadline to submit your verification documentation. If you have any questions about the deadline to submit documentation, please call SFHSS at **(628) 652-4700**.

Step by Step to How to Upload Documentation

Let's Get Started...

CITY AND COUNTY OF SAN FRANCISCO

DSW#, POI# or Username

Password

Accept the City and County of San Francisco
[Terms of Service and Privacy Policy](#)

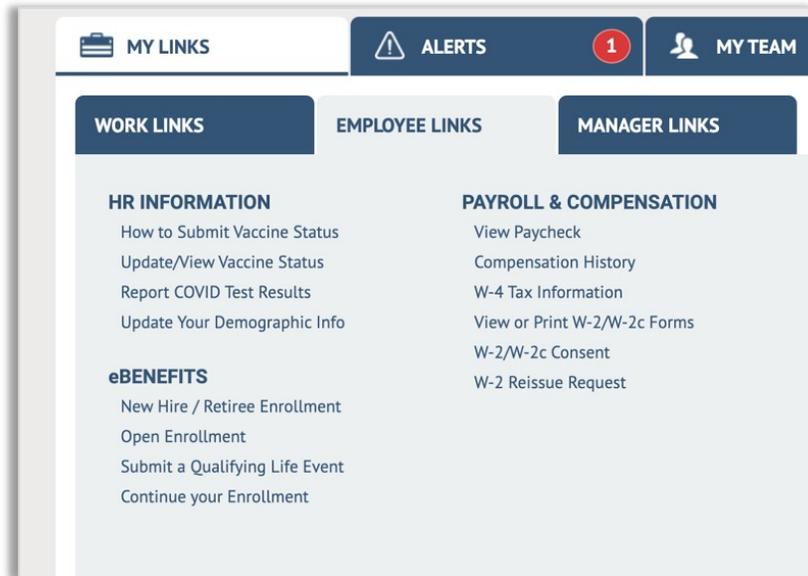
Agree & Sign In

Forgot your password?

First time registration for Retirees, City College or SFUSD

1. Go to the San Francisco Employee Gateway
<https://myapps.sfgov.org/ccsfportal/signin>
Click on the **San Francisco Employee Portal icon**.
2. Enter your Employee ID and password.
Click **Agree & Sign In**.
3. Complete the security verification and click **Verify**.
4. If you are a Retiree and have not previously registered for an account, click on **“First time registration for Retirees, City College or SFUSD.”** If you would like step by step instructions on how to **Register Your Account (one-time only)**, visit sfhss.org/deva.

Step by Step to How to Upload Documentation



5. Under the *Employee Links* tab (under the *My Links* tab), click on **Submit a Qualifying Life Event.**

Step by Step to How to Upload Documentation

Welcome to Life Events

If you have experienced a life event change it may impact your Benefit choices and enrollments.

This guide will take you through all the steps necessary to ensure that your personal profile, benefits, and payroll information are updated to reflect this event in your life.

Please contact SFHSS Member Services at (628) 652-4700 if you are enrolled in Kaiser Permanente Senior Advantage or UnitedHealthcare Medicare Advantage PPO and need to enroll a dependent.

Select the event that has happened in your life

- I got married.
- I had a baby.
- I have a new domestic partnership.
- I married my domestic partner.
- I got divorced/legally separated.
- My domestic partnership ended.
- I and/or my dependent has gained other coverage.
- I adopted or gained legal guardianship of a child.
- My dependent died.
- I and/or my dependent has lost coverage.
- I received a Dependent Eligibility Verification(DEVA) notice

6. Select “**I received a DEVA notice**” at the bottom of the list.

7. Click the **Continue** button.

Continue

Step by Step to How to Upload Documentation

Begin a Life Event

The screenshot shows a web form titled "Begin a Life Event". On the left, there are two steps: "Choose Life Event" and "Dependent Eligibility Notice", with the second step being the active one. The main content area is titled "Dependent Verification Request" and contains the instruction "Select an option based on dependent eligibility". There are two radio button options: "I would like to verify my dependent's eligibility by uploading the requested documentation" (which is selected) and "My dependent is ineligible and I would like to drop them from coverage". Below the options is a link: "For more information and instructions visit sfhss.org/deva". A "Continue" button is located at the bottom right of the form.

8. Select “I would like to verify my dependent’s eligibility by uploading the requested documentation.”

9. Click on the **Continue** button.

Continue

Step by Step to How to Upload Documentation

Upload Documentation

Upload Proof of Dependent Eligibility

Married Spouse or Qualified IRS Domestic Partner Dependent*

Please submit one of the following documents as proof of Cohabitation/Financial Interdependency within the last 12 months:

- Federal Tax Return Listing Your Spouse for Tax Year 2020 or 2021. Please provide a filed copy of pages 1 and 2 of your Tax Return, which includes your Dependent's name and signatures. Be sure to redact or cross out Social Security Numbers and any financial information before submitting.

Non-IRS Qualified Domestic Partner Dependent

Please submit one of the following documents which includes your Domestic Partner, as a co-owner/co-signer, demonstrating Cohabitation/Financial Interdependency within the last 12 months:

- Mortgage Statement
- Homeowners or Renter's Insurance Statement
- Auto Loan Statement
- Bank Statement/Bank Letter showing account is active
- Auto Insurance
- Lease Agreement
- Credit Card Statement
- Municipality/County Property Tax Statement

*IRS Code Section 152 states that a dependent meets the IRS standard for tax-favored premium contributions if: Member lives with the enrolled dependent for the full taxable year, except for temporary absences for reasons such as vacation, military service, or education; enrolled dependent is a U.S. citizen, U.S. national, or a resident of the U.S., Canada or Mexico; the enrolled dependent received more than half of his or her support from Member during the tax year; enrolled dependent is not your "qualifying child" nor anyone's "qualifying child."

[Manage/Upload Documents](#)

10. Review the instructions for documentation and be sure you have your approved documentation ready for upload from your computer.

11. Click the **Manage/Upload Documents** button to continue. Place all your document pages in one attachment as you can only upload one document.

Step by Step to How to Upload Documentation

12. Next, enter a **“Subject”** (for example, **“DEVA doc”**) and click on the **“Add Attachment”** button to select your document from your computer.

Document Upload

▼ **Instructions**
To upload your documents, select the add attachment button, select the file from your computer, click save.

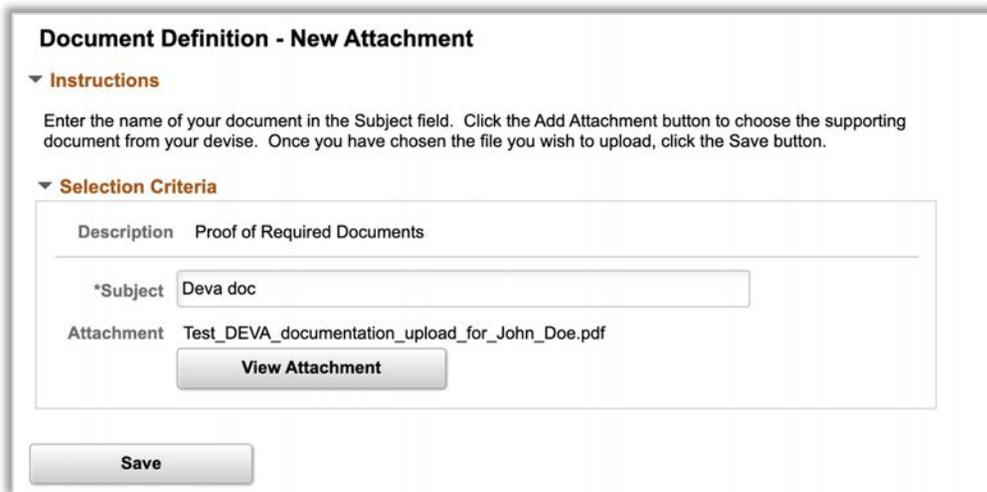
▼ **Documents**

Proof of Required Documents

Step by Step to How to Upload Documentation

13. Click on “**Choose File**” and navigate to your attachment, select, and click “**Upload.**” Then, click on the “**Save**” button.

14. Once you upload your document, you will be able to see your document listed under “**Attachments.**”



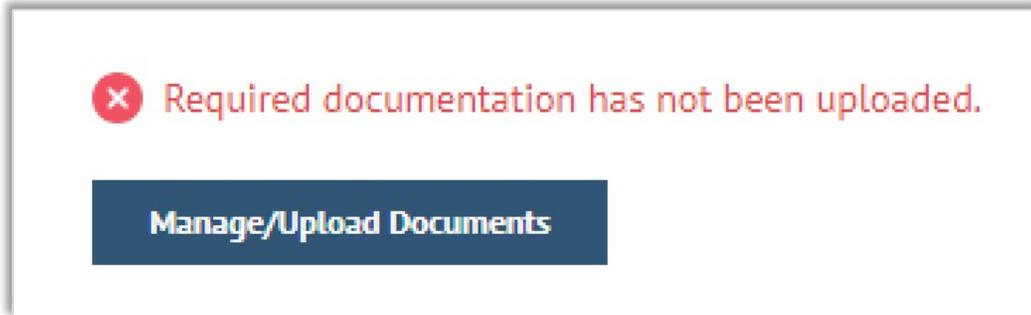
The screenshot shows a web form titled "Document Definition - New Attachment". It has two main sections: "Instructions" and "Selection Criteria".

- Instructions:** A paragraph of text: "Enter the name of your document in the Subject field. Click the Add Attachment button to choose the supporting document from your device. Once you have chosen the file you wish to upload, click the Save button."
- Selection Criteria:** A form with three fields:
 - Description:** "Proof of Required Documents"
 - *Subject:** "Deva doc" (text input field)
 - Attachment:** "Test_DEVA_documentation_upload_for_John_Doe.pdf" (text input field)Below the Attachment field is a "View Attachment" button.

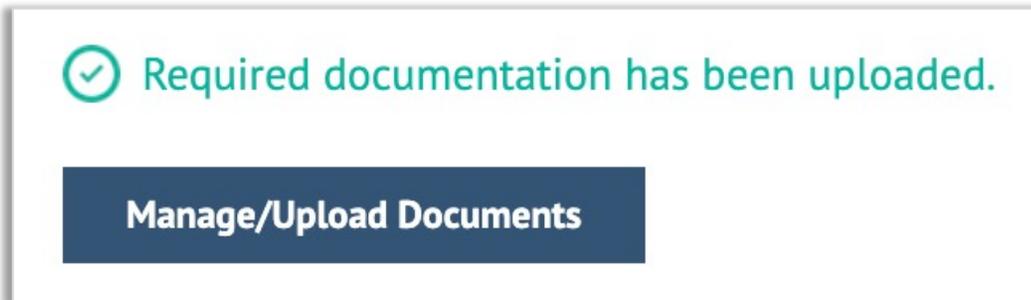
At the bottom of the form is a "Save" button.

Note: If you need to delete and re-upload your document, select the document, click on “**Delete**” and re-upload your new document from your computer. Then, click the “**X**” at the top right-hand corner to close this window.

Step by Step to How to Upload Documentation



15. If you did not upload your document successfully, you will see “**Required documentation has not been uploaded**” and you will need to upload your document again.



16. Once you upload your document successfully, you will see “**Required documentation has been uploaded.**” Click the “**Continue**” button.

Step by Step to How to Upload Documentation

Submit Elections

 **Submit Elections**

Thank you for using eBenefits to respond to the request for verification of your dependent's eligibility.

If you have completed uploading the requested documentation, click the submit button.

SFHSS will process your submission. If you uploaded documentation to verify your dependent, SFHSS will notify you by mail of the results.

[Submit Upload Documentation](#)

17. Click on the **“Submit Upload Documentation”** button.

 **Submit Elections**

Thank you for using eBenefits to respond to the request for verification of your dependent's eligibility.

If you have completed uploading the requested documentation, click the submit button.

SFHSS will process your submission. If you uploaded documentation to verify your dependent, SFHSS will notify you by mail of the results.

 Your documentation has been submitted.

Click the SIGNOUT link in the upper right-hand corner of the window to exit your life event.

18. You will see a screen stating that **“Your documentation has been submitted.”**

Click the **SIGNOUT** link in the upper right-hand corner of the window to exit.

Congratulations! You have successfully uploaded your DEVA documentation. Your documentation will be reviewed by SFHSS and you will receive a letter in the mail in response to your submission.

Questions?

Our phone hours are Monday, Tuesday, Wednesday and Friday from 9am to 12pm and 1pm to 5pm and on Thursdays from 10am to 12pm and 1pm to 5pm.

Phone number: **(628) 652-4700.**

Fax number: **(628) 652-4701.**

