

## Windstream Services, LCC Dependent Verification Instructions

If you are adding a dependent to coverage **you must submit valid documentation to establish the dependent's relationship to the employee in order for the change to be approved and processed.** All documentation should be provided to the Mercer Marketplace Benefit Center based on the deadlines below in order for coverage to be granted. ***Failure to submit documentation by the below deadlines will result in coverage being reversed or removed and you will not have the opportunity to make changes until the next Open Enrollment.***

### Dependent Verification Documentation Deadlines for:

- **Dependent or New Hire** Deadline to submit documentation: **31 days from the benefit election date.**

### When submitting supporting documentation, documents must include:

- Employee name as listed during enrollment
- Company Name- Windstream Service, LLC
- Employee's last 4 digits of social security number
  - Mark out all confidential information such as financial data and first 5 of social security numbers
  - If a document is two-sided or multiple pages, ensure you copy both sides and all pages of the document.
  - If a document is not in English, you may be requested to supply an official certified English translation of the document *and* a copy of the original document.
  - Complete the Employee Identification page and attach with supporting documentation.

### Documents can be submitted the following ways:

#### Via the enrollment site: (preferred method)

1. Log on to <http://windstreambenefits.com>
2. Select Upload
3. Follow the instructions to upload the required supporting documentation.

#### Via Mail:

1. When mailing your submission please include a completed Employee Identification page, this information will support timely processing.
2. Mail copies of documentation only. Documentation submitted will not be returned.

Mercer Marketplace  
PO Box 10398  
Des Moines IA 50306-0398

If you have any questions regarding this request, please contact one of our Representatives at the Mercer Marketplace Benefit Center via Live Chat:

1. Log on to the <http://windstreambenefits.com>
2. On the right hand side of the screen select **"LIVE CHAT"** a new chat session will open.

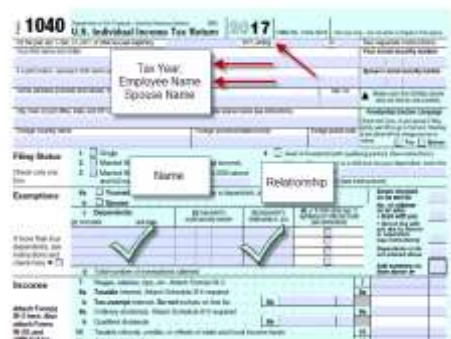
Or, call us between the hours of 6:00AM – 8:00PM CST at 866-553-9409 and a Benefit Counselor will be able to assist you.

*By sending in documents I acknowledge the information I am submitting to prove eligibility for myself and/or my dependents is accurate. I understand that if I provide false information I may be subject to disciplinary measures up to and including separation of employment.*



**Dependent Added to Coverage Verification Documents and Requirements**

The below documents provide proof of the dependent's relationship to the employee and must be submitted for any dependents being added to coverage.

If you add:	Then you must submit:
Spouse Common Law Spouse	SUBMIT <b>ONE</b> DOCUMENT
	Acceptable Supporting Documentation
	<p><b>Valid legal or religious marriage certificate*, which must include:</b></p> <ul style="list-style-type: none"> <li>o Name of the employee and spouse</li> <li>o Date of marriage</li> <li>o Certifier's signature/official seal</li> </ul> <p><i>*Note: A marriage license is not acceptable unless the completed marriage certificate is embedded within the marriage license and has been registered with the State or County Records Office. A marriage license is a document that authorizes you to get married. Marriage certificate is a document that proves you are married</i></p>
	<p><b>Presently valid state-issued certificate, declaration or registration of common law or informal marriage (in applicable states) which must include:</b></p> <ul style="list-style-type: none"> <li>o Name of the employee and spouse</li> <li>o Date of informal marriage</li> <li>o Certifier's signature/official seal</li> </ul> <p><b>States that recognize common law marriages:</b> Alabama (if created before 1/1/2017), Colorado, District of Columbia, Georgia (if created before 1/1/97), Idaho (if created before 1/1/96), Iowa, Kansas, Montana, New Hampshire, New Mexico, Ohio (if created before 10/10/91), Oklahoma (if created before 11/1/98), Pennsylvania (if created before 1/1/05), Rhode Island, South Carolina, Texas, and Utah.</p>
	<p><b>Legal household/family registry, must show spousal relationship</b> (This is only acceptable if you were married outside the U.S. and do not have a marriage certificate.)</p>
<p><b>Federal 1040 or State Income Tax Return, which must include:</b></p> <ul style="list-style-type: none"> <li>o Current or previous tax year</li> <li>o Name of employee and spouse</li> <li>o Indicate married filing jointly or married filing separately</li> </ul> <p>(Only the page listing filing status and exemptions is required-see sample. E-Files are not accepted)</p>	
<p>Sample Federal 1040 Form</p> 	

**Dependent Added to Coverage Verification Documents and Requirements**  
*The below documents provide proof of the dependent's relationship to the employee and must be submitted for any dependents being added to coverage.*

If you add:

**Eligible Child**

Then you must submit:

**SUBMIT ONE DOCUMENT**

**Acceptable Supporting Documentation**

**Legal or hospital birth certificate or affidavit of parentage, which must include:**

<b>Legal State or County Birth Certificate</b>	<b>Hospital Certificate of Live Birth</b>
<input type="checkbox"/> First and last name of employee and spouse*	<input type="checkbox"/> First and last name of employee and spouse*
<input type="checkbox"/> Name of the child	<input type="checkbox"/> Name of the child
<input type="checkbox"/> Date of birth	<input type="checkbox"/> Date of birth
<input type="checkbox"/> Signed by the records office/stamp/seal	<input type="checkbox"/> On hospital letterhead
	<input type="checkbox"/> Signed and dated by the doctor or hospital administrator

**Legal household/family registry, must show relationship**  
 (This is only acceptable if the child was born outside the U.S. and you have no legal birth certificate.)

**Final divorce decree, parental custody agreement or Qualified Medical Child Support Order (QMCSO), which must include:**

- Name of the employee or spouse indicating parentage of the child
- Name of the child
- Official signature or stamp indicating document has been filed

**Legal adoption, guardianship or legal custody papers, which must include:**


- Name of the employee or spouse
- Name of the child
- Official signature or stamp indicating document has been filed

**\*Also required to prove the relationship between you and your stepchild:**  
*If you are an employee providing documentation for a child of your legal spouse [or Domestic Partner], Mercer must receive the required proofs listed for Spouse (Proof A and B) [or Domestic Partner (Proof C and D)], even if you do not currently cover your spouse [or Domestic Partner].*

**Federal 1040 or State Income Tax Return, which must include:**

- Current or previous tax year
- List your dependent with the relationship as daughter, son or child  
 (Only the page listing filing status and exemptions is required-see sample.  
 E-Files are not accepted.)

Sample Federal 1040 Form



## Windstream Services, LCC Employee Identification

To expedite verification processing, complete and return the Employee Identification page with the acceptable supporting documentation listed on pages 2-4.

Step 1: Complete section 1 with the employee’s information.

Step 2: Complete section 2 with the dependent’s information.

*The dependent that has been added to coverage must correspond to the dependent in the documentation submitted.*

Step 3: Upload this form along with all associated acceptable supporting documents per the instructions located on page 1 under ***Documents can be submitted the following ways.***

### Section 1: Employee Information

<b>Employee Name:</b>	
<b>Last 4 Digits of Employee’s SSN:</b>	

### Section 2: Dependent Information

Dependent Name	Relationship to Employee

