

[Date]

Dependent Verification Center
P.O. Box 3433
Hopkins, MN 55343

<<First Name>><<Last Name>>
<<Address 1>>
<<Address 2>>
<<City, State, ZIP>>

Dear <<First Name>>:

We are contacting you to apologize and to explain that, although your documents were received promptly and securely stored in our highly protected facility and computer systems, the final automated process of uploading these documents to member records did not process correctly on two separate occasions. These computer errors were not identified until February 8 and February 13, which led to your name being mistakenly included in a list of members who had not yet submitted supporting documents for your covered dependent(s).

Our standard processing expectation is that all documents are scanned and available for you to access online within two business days of receipt. We want to emphasize that during this processing delay, your documentation was continuously stored in our secure facility and computer systems and your personal information was not at risk.

As of the date of this letter, we are able to confirm that your documents have been uploaded and reviewed per the eligibility requirements set forth by OEBB. You may now view this information by accessing the web portal at <https://review.ehr.com/OEBB>.

We sincerely apologize for any inconvenience or concern this incident may have caused you and want to assure you that throughout this process we have been working closely with OEBB staff to ensure proper handling of your dependent information and will continue to do so. If you have any questions or require additional information, you may contact the Dependent Verification Center at 1-888-814-1194.

Sincerely,

Dependent Verification Center