

When an employee adds a dependent to one of the City's health plans, the employee must provide documents verifying their eligibility for coverage. Within 2-3 weeks of adding a dependent, the employee will receive a letter with instructions from Alight Solutions, the company that handles the verification process.

The City wants every eligible dependent to stay on City benefits. Employees can call Alight Solutions at [1 \(866\) 390-7043](tel:18663907043) if they:

- have any questions
- didn't receive a letter after adding a spouse, domestic partner, or children
- need help logging into the website
- have difficulty finding employee documents
- want to get help in a language other than English (help available in 177 languages)

How does an employee send documents to Alight Solutions?

Fax: [1 \(877\) 965-9555](tel:18779659555). An employee should use their unique Fax/Mail cover sheet from their initial letter showing the scan/bar code. (The letter is also available on the employee's online account at www.yourdependentverification.com/plan-smart-infounder [Contacts](#).) Call Alight Solutions at [1 \(866\) 390-7043](tel:18663907043) if assistance is needed.

Mail: Alight Solutions Dependent Verification Center, P.O. Box 1414, Lincolnshire, IL 60069-1414. The employee should use their unique Fax/Mail cover sheet from their initial letter showing the scan/bar code. (The letter is also available online at www.yourdependentverification.com/plan-smart-info [under Contacts](#).) Call Alight Solutions at [1 \(866\) 390-7043](tel:18663907043) for assistance.

Online Upload: www.yourdependentverification.com/plan-smart-info. The employee should use their Login Name and Password from their letter. Call Alight Solutions at [1 \(866\) 390-7043](tel:18663907043) for assistance.

Resources

- [General Process FAQs](#)
- [How do I verify my dependent\(s\)?](#)
- [Data Security FAQs](#)
- [Alight Solutions Security and Privacy Policy](#)

If an employee needs additional help contacting Alight Solutions, the employee should contact their department's HR representative, or the City Benefits Unit at [**\(206\) 615-1340**](tel:2066151340) or [**Benefits.unit@seattle.gov**](mailto:Benefits.unit@seattle.gov).