



# *On The Move*

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## **Dependents with “incomplete” paperwork will remain on SEPTA benefit plans pending further review**

Over the summer, Consova informed SEPTA employees that the failure to provide documents needed to verify the eligibility of one’s dependents would result in dropping those “dependents” from SEPTA’s medical plans on September 1, 2022. Of the 5,000 plus Local 234 members, 348 failed to provide ***all the documentation***. However, based on discussions between the Union and the Authority, SEPTA has agreed to put the brakes on the threat to drop the dependents of those who provided some, but not all, of the paperwork.

From the start of the audit union members who provided documentation establishing the eligibility of their dependents ran into trouble with Consova over requests for unnecessary and/or highly personal information.

In one case, a member provided Consova with a marriage certificate, affidavits of marital and stepchild status, a bank statement, and a tax return, yet Consova refused to validate the eligibility of their dependents because Consova considered the file “incomplete.”

In another case, the child’s birth certificate did not show the father’s name. However, the member provided Consova with the child’s Baptismal Record, with a raised seal, showing that he was the father. Consova refused to recognize the Baptismal Record.

In some cases, Consova even tried to get members to produce DNA evidence establishing paternity!

Once the Union found out what was going on with these cases, we were able to resolve ***all the issues in the members’ favor***. These disputes made SEPTA think twice about dropping dependents from the rolls based simply on Consova’s conclusion that their file was “incomplete.” Instead, SEPTA will review the so-called “incomplete” files to see whether the member has provided enough information to establish the eligibility of their dependents.

If Consova deemed your file incomplete, you should contact your staff representative immediately so the Union can get involved in resolving your case during SEPTA’s in-house review.

## **We Must and We Will**