

Consova Dependent Verification

Once you add dependents to your benefits, you must submit the necessary documentation to Consova for verification. If documentation is not provided by the deadline (usually 45 days after adding the dependent), they will be removed from your coverage.

Please note that you may need to provide multiple documents (2-3 or more) depending on the type of dependent. If you receive an ineligible status, make sure to check the portal and upload the requested documents.

Consova will contact you through email or mailed letters. Be sure to look for these notifications and respond promptly to avoid any issues with your coverage.

Your Action Items

- [Click Here](#) to visit our secure portal to create your account and log in ([view Create Account video](#)). You will be required to provide some basic information along with your Consova PIN
- Review your list of dependents to be verified and the documentation required to establish their eligibility.
- Upload required documentation ([view instructional video](#))
 - Once you have logged in please review your dependent's updated status ([view Where to Check Status video](#)).

Have questions or need help?

- Utilize our Chatbot or submit an inquiry through your secure portal.
- Call Consova's Verification Assistance Center at **(833) 662-0961** for 24/7 support through automated assistance with the following:
 - Obtain Consova PIN
 - Check verification status
 - How to upload documents
 - Reason for the audit

Or for live assistance, Monday - Friday, 7:30 a.m. - 6:00 p.m. CT.

Please note that if your email is on file in Oracle's system, all communications will be sent via email. You will **not** have the option to change your communication preferences.