

## IC/HRG Guidance

### Retirees using the DEI Form Upload for QEs

1. Give the member with a Qualifying Event (QE), the Retiree Instructions for Member QE Upload Tool document.
2. Make sure the member has an email listed in KHRIS. Go to PA30 and Infotype 105 and do overview. If they do not have an email, add one. An email must be on file for the member to receive a confirmation email once they submit the QE.
3. Advise the member to complete the Retiree Enrollment Change form.
4. Advise the member what supporting documentation must be submitted with the QE. Provide the member the QE Scenarios for Member Facing Tool document. See Administration Manual for other Qualifying Events and required supporting documentation that are not included on the document. <https://extranet.personnel.ky.gov/KEHP/Admin Manual.pdf>.
5. Advise that the deadline to sign for a QE is 30-days.
6. Begin Medicaid and End Medicaid will not be an option for the member to upload since a MET form and signature from the Medicaid office is required. The IC should continue to submit this type of QE.
7. Cross-Reference: Application must be signed by both members.
8. Once the member submits the QE, both the member and the primary IC on file will receive an email advising it was submitted. Example:

Submission Success



DoNotReply@ky.gov  
To: Sexton, Sheila J (PERS)

The Department of Employee Insurance received a Health Qualifying Event - Marriage for Sheila Sexton on 05/29/2024. Please allow at least two weeks for processing. If you have any questions, please contact 888-581-8834.

Regards,

Your Personnel Cabinet Support Team

\*\*\*\*Do Not Reply to this email.  
It is an unmonitored email account. All replies are auto deleted.\*\*\*\*

9. The IC will not be notified when it's been processed. Once it is processed, for the non-commonwealth paid agencies, the change will reflect on your next bill. For the commonwealth paid agencies, the change will reflect on the next paycheck after payroll runs.
10. Allow up to two weeks for processing.
11. IC signature is not required if the employee uploads the QE to DEI.
12. Member must sign within 30 days from the QE date.
13. If the application is not signed when uploaded, we will consider the date the member uploaded as their signature and date signed.
14. If the member does not submit within 40 days, the IC/HRG must submit with an exception.
15. If the application is rejected, a rejected notice will be emailed to the member and primary IC/HRG.
16. Advise members not to send a QE application without supporting documentation.

\*NOTE: This is not mandatory, but we strongly encourage you to refer the members to upload their own qualifying event application and supporting documentation.