



KENTUCKY PERSONNEL CABINET

KENTUCKY EMPLOYEES' HEALTH PLAN
501 HIGH STREET, 2ND FLOOR
FRANKFORT, KENTUCKY 40601
WWW.KEHP.KY.GOV



IC MEMO 17-08

TO: KEHP Insurance Coordinators (ICs)
FROM: Department of Employee Insurance
RE: Administration Manual – Update 3rd Quarter 2017
DATE: July 18, 2017

KEHP's Administration Manual has been updated. This manual is the tool for understanding qualifying events and deadlines along with other policies related to administering KEHP benefits.

This update includes verbiage clarifications and terminology consistencies throughout the entire manual. The most pertinent updates are listed below, and have been identified in the manual with the blue updated icon.



- Table of Contents is now more in depth
- Chapter 2, Page 4 has been clarified – Reinstatement
- Chapter 3, Page 2 has been updated – Ending the Cross-Reference Payment Option
- Chapter 4, Page 2 has been modified - Retroactive Termination
- Open Enrollment grievances process – Chapter 8, Page 1
- Chapter 12, Page 3 has a new section – Special Billing Adjustments
- Chapter 14 – Appendices has been updated. This includes sample memorandums, copies of letters to members, and new processing charts.

The largest update to the Administration Manual is the Qualifying Event section that used to be Chapter 5. This is now Appendix P “Qualifying Events, Mid-Year Scenarios & Dependent Eligibility Chart”. This was made an appendix since this section is the most accessed. The QE chart has been updated to ensure compliance with Cafeteria Plan rules. It may take some adjusting to get used to the new format. Please know that you can contact the Enrollment Information Branch anytime for assistance at 502.564.1205.

[Click here](#) to see the new updated manual, or you can locate on our website at kehp.ky.gov.

If necessary, updates and/or revisions to the Administration Manual will be provided every quarter. We welcome your comments and suggestions to improve the document and request that you email donna.marcum@ky.gov for any suggestions you may have.