



Department of
Employee Insurance

501 HIGH STREET, 4TH FLOOR
FRANKFORT, KENTUCKY 40601

DEI MEMO 26-04

TO: Non-Commonwealth Paid (NCP) Insurance Coordinators and Billing Liaisons

FROM: Department of Employee Insurance (DEI)

RE: Annual NCP IC Training – Required Refresher

DATE: May 14, 2026

As part of our ongoing commitment to compliance and consistency, we will be launching the Annual NCP Insurance Coordinator/Billing Liaison (IC/BL) Refresher Training on Monday, May 18. This training is designed to reinforce key expectations and ensure we are all aligned with current standards and practices.

Although it has been a couple of years since this training was last assigned, our goal moving forward is to make this an annual training requirement.

You will notice that the HIPAA Supplement training has been included as part of this year's annual refresher. While most of you completed the full HIPAA/Security training late last year, we are including the supplement training to satisfy the 2026 requirement. Because of this adjustment, there will not be a separate HIPAA/Security training assignment issued in November. Our intention is for the full HIPAA/Security training to align with the annual refresher schedule moving forward.

Who needs to complete this training?

All NCP ICs/BLs are required to complete the refresher training unless you have completed the NCP IC Training within the past six months. Those individuals should be excluded from the assignment; however, if you receive an assignment email in error, please notify Christie Burkhead.

Timing and Next Steps:

- The training will be assigned by May 18, 2026
 - You will receive an email from MyPURPOSE stating: “You have registered...”
- Please complete the training by **July 15, 2026** – you can start and stop the training; it doesn't have to be completed all at once.

Annual Training Curriculum

• **Annual IC Training – KHRIS Processing**

This course provides training on how to enter a new hire in KHRIS, add dependents and beneficiaries, update employee demographic information, and terminate employees.

• **Annual IC Training – DEI Form Upload**

It is imperative that you use the DEI form upload to send your applications that cannot be processed at agency level. This course provides training on how to properly complete a DEI Form Upload.

• **Annual IC Training – Urgent Adds and Exceptions**

This course teaches the process for Urgent Adds and how to accurately submit Exceptions.

- **Annual IC Training – IC Responsibilities, Enrollment and Qualifying Events**

This course covers actions completed by Insurance Coordinators, provides an overview of the enrollment process, defines Qualifying Events, and explains how and when to contact DEI.

- **Annual IC Training – Billing Liaison**

Annual Billing Liaison Training for the Premium Billing Branch.

- **Annual IC Training – HIPAA Supplement**

This course will cover your role when it comes to HIPAA and privacy practices.

We appreciate your time and attention in helping keep our practices current and compliant. If you have any questions regarding your training status or requirements, please reach out.

The deadline for completing this curriculum is **July 15, 2026**. Christie Burkhead will be monitoring completion, so please do not delay — we'd hate for your KHRIS access to be revoked!

Once you receive the notification, please log into MyPURPOSE and complete your assigned training.