

DEI MEMO 26-06

To: ICs and HRGs

FROM: Department of Employee Insurance (DEI)

RE: Dependent Eligibility Verification Audit

DATE: July 29, 2026

You spoke, and we listened!

Many of you have shared that it would be helpful to know which employees have dependents going through the Dependent Eligibility Verification Audit so you can remind them to respond to requests from HMS Gainwell. We're happy to announce that, beginning August 10, 2026, we'll be able to provide you with a list of those employees.

Your outreach can make a real difference in helping employees avoid unnecessary loss of coverage for their dependents.

As you use this information, please keep the following reminders in mind:

- Feel free to remind employees on the list to watch for communications from HMS Gainwell by both mail and email.
- Do not log in to the HMS system on behalf of an employee or upload documentation for them. Employees are responsible for submitting their own verification documents.
- The member list is the only audit-related communication you will receive.
 - You will not receive updates indicating whether a dependent passed or failed the verification process.
 - If needed, you can review verification results in KHRIS Infotype 0021.
- Please continue reminding new hires and employees who add a dependent due to a qualifying event to promptly respond to any correspondence they receive from HMS Gainwell. The audit emails will come from kehp@verifyos.com.
- Timely action is critical. Failure to submit the required documentation by the deadline may result in dependents losing coverage for the remainder of the plan year.

We appreciate your partnership and your continued efforts to help employees successfully complete the verification process.