

DEI MEMO 23-11

TO: ICs and HRGs

FROM: Department of Employee Insurance (DEI)

RE: Enrollment Reminders

DATE: September 12, 2023

This is a reminder of how we can all work together to be more efficient in serving our members in a timely manner. The Enrollment Information Branch is a small team of seven who must process every qualifying event for KEHP, along with other changes that cannot be done at the agency level, such as transfers and cross-reference payment options. There are certain items that should be entered into KHRIS by you to allow us to focus on the hundreds of qualifying events that we receive each month, along with other applications.

Generally, we have at least a two-week turn-around time once we receive an application until it is processed in KHRIS. However, due to the influx of applications that we have received, our current processing time is approximately 30-days. Every application that can be entered at the agency level will help keep the turn-around time to a minimum.

Following the steps below will expedite processing and help ensure members have coverage in a timely manner.

1. Do not call to have an application pulled and processed ahead of others. The only time this can occur is for an urgent add. The urgent add process must be followed. Applications are worked based on received dates.
2. You, as the IC/HRG, must submit the application to the Department of Employee Insurance (DEI) within 45-days from the event date (70 days from the event date for loss/gain of Medicaid. Loss/Gain of Medicaid is extended to 120 days from 7/1/23 to 12/31/23). Effective immediately, we will reject any application that is submitted past the allotted timeframe. **All new hires who do not have an existing PerNr in KHRIS, should be entered at the agency level.** New hires that you cannot enter, must be sent to DEI within 45 days from the hire date. When you have a new hire, you should complete the SSN search in KHRIS. If there is already an account in KHRIS (PerNr), the enrollment form should be uploaded using the DEI upload tool. Exceptions are required if you submit anything beyond the allotted timeframe. This could result in the exception/application being rejected for timely filing.
3. Do not call or email staff directly unless you are currently working with someone on an issue. The best way to reach our team is by calling 888-581-8834 and choosing option 4 or option 5 (life, dental, vision). Email questions per the below. Emails are responded to within 48 hours, usually the same day.

EIB@ky.gov for IC/HRG use only; do not share with members.

KEHP@ky.gov for members use.

Optionalinsurance@ky.gov for life, dental, and vision questions from ICs and members.

4. Return to work retirees should be uploaded using the DEI upload. Select New Hire as the reason for application and select the plan the member wants. A return-to-work retiree has the option to make changes to their health/FSA and to add dental, vision and life plans. Do not select Transfer when uploading for a return-to-work retiree. The online tool doesn't allow you to select the plan the member elected if you choose transfer. The work around is to select New Hire so the IC can enter the plans the member selected. The effective date of health and FSA should be listed as the first of the month following the hire date. Any optional plans are effective the first of the second month from hire date like a regular new hire. Use the Life Upload button for any life applications instead of attaching with the health applications.
5. If a term has been entered in MUNIS and needs to be changed, you must submit an application using the online upload tool. Select termination and enter the new term date. In the comments section state this is a corrected term date.

Online Enrollment Tool

- For life applications that you cannot enter directly into KHRIS, upload to us by using the life application option; **do not** attach to the health application.
- This online tool was created for qualifying events (QEs), transfers, rehires, ACA, LWOP and exceptions for health, dental, and vision.
- Do not choose the exception option unless you are attaching a completed exception form along with the enrollment/change form.
- Entering information into the online enrollment tool DOES NOT put the information into KHRIS; our staff has several steps, including reviewing supporting documentation, to follow before it can be approved and processed in KHRIS. Once you enter the information, we can view it within 24 hours, so it expedites the enrollment process into KHRIS.
- For new hires, all benefits including health, FSA, life, dental and vision should still be entered in KHRIS at the agency level. If you have a new hire and you complete the SSN search and there is already an account in KHRIS, the enrollment form should be uploaded for us to process.
- Terminations should be entered at the agency level.
- Do not upload the same application multiple times. If you upload it and you don't see it in KHRIS, more than likely it's still waiting to be processed. If it's been longer than three weeks, you can contact us for a status update or to ensure it uploaded correctly.