

DEI MEMO 25-00

To: ICs and HRGs
From: Department of Employee Insurance (DEI)
Re: Deadlines and Reminders
Date: February 3, 2025

DEADLINES

- The signature date for all enrollment/change forms, except Medicaid, is now 30-days.
 - Medicaid remains 60-days
- The IC/HRG has an additional 10-days from the signature date to submit the forms to DEI for processing.

REMINDERS

- There is no exceptions process for the LivingWell Promise; if it reflects in KHRIS under infotype 376 that they did not complete, that is the information received from Castlight. As of today, there has not been one member who was reported in error as not complete.
- Death claims should be initiated by the agency using the DEI upload tool.
- Leave without pay premiums must be paid before a claim can be submitted to MetLife.
- Our whole department is moving floors next week (from 2nd to the 4th), so please be patient if you have mailed anything.
- When you call 888-581-8834 (502-564-6534), option 4 is not for Member Services or Enrollment, it is for the Optional Insurance Branch (life, dental, and vision).
 - If you have questions pertaining to the online health assessment for your LivingWell Promise, press 1 to be connected to Castlight.
 - If you have questions pertaining to benefits for health, dental or vision insurance, press 2 to be connected to Anthem.
 - If you have questions pertaining to enrollment and eligibility for health insurance, pharmacy, FSA, or HRA benefits press 3.
 - If you have questions pertaining to life, dental or vision insurance enrollment or a death claim, please press 4.
 - If you are an insurance coordinator or HR generalist and have questions pertaining to bills, or payments for health insurance, life insurance or FSA and HRA, press 5.