

DEI MEMO 25-04

To: ICs and HRGs

FROM: Department of Employee Insurance (DEI)

RE: Dependent Eligibility Verification Audit

DATE: August 28, 2025

Dependent Eligibility Verification Audit (DEVA) Resumes

A new vendor has been selected to continue dependent eligibility verification. HMS Gainwell, an independent firm, will resume the Dependent Eligibility Verification Audit (DEVA) on behalf of the Kentucky Employees' Health Plan (KEHP).

The purpose of this audit is to ensure that only eligible dependents are covered under the KEHP. Please note that dependents who were previously verified will not be subject to this audit.

During the initial launch, HMS will review dependents with enrollment effective dates between **December 1, 2024** and **August 1, 2025**. Following this, the audit will **continue on a weekly basis** to review any newly added dependents.

Important Dates for the Initial Launch:

- The initial cycle of letters will be mailed the week of 09/03/2025
- Deadline to submit documentation is 10/03/2025

What to Expect

HMS will contact affected members via letter and email. The correspondence will include detailed instructions and a list of required documents necessary to verify dependent eligibility and avoid coverage termination.

Notification Timeline

Initial notifications will be sent via letter and email. All follow-up communications will be by email, except for a final reminder on **Day 36**, which will be via letter and email.

KEHP Timeline	
Day 0	Initial communication mailed and emailed. Member has 30 days to verify dependents.
Day 7	First reminder communication emailed to anyone still in a no response status.
Day 14	Second reminder communication emailed to anyone still in a no response status.
Day 21	Final reminder emailed to anyone in a partial or no response status.
Day 30	<i>Documentation Submission Deadline</i>
Days 30 - 35	Runout period (internal to HMS - for processing last minute documentation submissions)
Day 36	Files fully closed, failed dependents will be sent on next passfail file.
Day 36	Final termination letter and email sent.

Please note that partial response communications and voluntary termination confirmations are sent as needed throughout the 30-day verification phase. No communications are sent within the runout period.

Secure Website Access

After receiving the initial letter, members will be able to access HMS's secure website. By entering the reference number provided by HMS and their date of birth, members can view audit details, access documentation requirements, and upload required documents securely.

Questions?

For questions about the audit, members should contact HMS directly by calling the toll-free number included in their letter and email.

Note: HMS will manage all aspects of the audit process, including communications, documentation collection, and customer service. This will be an ongoing review process. As new dependents are added to the KEHP medical coverage, they will be sent to HMS for review and verification. HMS will reach out to affected members when they are included in the review.

What can ICs expect?

This audit will look very different from the Alight audit. There will not be multiple rounds of appeals, and if a dependent fails the audit, ICs will not receive notifications as they did in the past. In prior audits, the appeals process often required dependents to be added back, creating new lists and additional manual work. This is a 30-day window with very few appeals expected.

For Commonwealth-paid members, any changes will be reflected in the member's premium deduction on their paycheck. For non-Commonwealth paid agencies, adjustments will appear on the monthly bill and should be reflected in payroll accordingly.

The member portal is designed to be very user-friendly, with clear and easy-to-follow communications. Because of this, there is no anticipated need for IC involvement as in previous audits.