



Department of
Employee Insurance

501 HIGH STREET, 4TH FLOOR
FRANKFORT, KENTUCKY 40601

DEI MEMO 25-10

To: ICs and HRGs

FROM: Department of Employee Insurance (DEI)

RE: Update: Dependent Eligibility Verification Audit

DATE: November 6, 2025

After hearing from KEHP members and a review of new details about the process between Anthem and HMS (the new audit vendor) for the Dependent Eligibility Verification Audit, we identified opportunities for process improvement.

As a result, dependents were not terminated on October 31, 2025, as originally stated in the termination notice that members received. Coverage for these dependents will remain active through the end of 2025. However, members who do not obtain an approved appeal will be required to complete the full audit process in early 2026. This includes all members who partially responded, failed to respond, or had an appeal denied during the prior audit. Members should be expecting communications from kehp@verifyos.com HMS (HMS Gainwell) and follow their instructions carefully.

One key improvement we are working on concerns which email address is used for audit communications are sent from HMS to the members. Going forward, audit communications will be sent to the email address listed in KHRIS where possible.

It is essential that members respond promptly to any future correspondence from HMS (HMS Gainwell) related to the Dependent Eligibility Verification Audit. Failure to respond during the next audit window will result in their dependent(s) being terminated from coverage with no opportunity to reinstate coverage unless they experience a qualifying event or until Open Enrollment for Plan Year 2027.

Lastly, if a member contacts you to verify the legitimacy of any communication regarding their health insurance—including the dependent audit—**do not** advise them that no action is required or that someone from DEI will contact them. Instead, direct the member to follow the instructions in the communication or contact HMS directly for verification or call KEHP member services at 888-581-8834 option 3 to verify that the communication is legitimate.