

DEI MEMO 26-00

TO: ICs and HRGs

FROM: Department of Employee Insurance (DEI)

RE: Dependent Eligibility Audit Reminders

DATE: January 7, 2026

Before communications from HMS Gainwell regarding the dependent eligibility audit resume the week of January 26, 2026, we ask that you remind employees to review and update their email and mailing addresses in [KHRIS ESS](#) to ensure timely receipt of audit notifications. Members can update their personal email in KHRIS but if a work email needs to be added or edited, the IC/HRG must make the update.

As a follow-up to [DEI Memo 25-10 and the Addendum to DEI Memo 25-10](#), this memo serves as a reminder that members who failed the dependent eligibility audit in 2025 will be required to complete the audit again beginning the week of January 26, 2026. Members who failed the audit but had an appeal approved will not be required to complete the audit again. In addition, any new dependent added to the health plan due to open enrollment, a qualifying event, or a new hire will also be required to complete the audit in 2026.

Important Information

- All audit communications (letters and emails) will be sent based on the contact information that is updated for HMS periodically based on what is listed in KHRIS.
- There will be no further extensions or courtesy grace periods.
- Dependent coverage terminations will occur based solely on the dates outlined in each member's notification letter.
 - Termination dates will vary depending on the individual's audit start date.
- Please advise new hires and employees who add new dependents to promptly respond to any email or mail received from HMS Gainwell. The emails will have a heading of VerifyOS.
- Timely response is critical. Failure to respond may result in dependents being without coverage for most of 2026.
- If an employee questions the legitimacy of the communications, please emphasize that the notices are valid and time-sensitive, and that prompt action is essential to avoid loss of coverage.

Thank you for your assistance in helping ensure employees are informed and prepared for the upcoming audit communications.