

From: Burkhead, Christie M (PERS)
To: PERS DEI; Hetrick, Jessica L (PERS)
Subject: FW: Follow up to DEI Memo 26-00 Dependent Eligibility Audit Reminders
Date: Wednesday, February 4, 2026 7:16:36 PM
Attachments: DEI Memo 26-00 Dependent Eligibility Audit Reminders.pdf
image001.png
image002.png
image003.png

****CAUTION** PDF attachments may contain links to malicious sites. Please contact the COT Service Desk ServiceCorrespondence@ky.gov for any assistance.**

Good evening DEI –

The email string below contains two emails I sent today to ICs/HRGs.

[@Hetrick, Jessica L \(PERS\)](#) – please convert this to .pdf and post on our website as a follow up to DEI Memo 26-00. Thanks!

From: Burkhead, Christie M (PERS)
Sent: Wednesday, February 4, 2026 7:14 PM
Subject: Follow up to DEI Memo 26-00 Dependent Eligibility Audit Reminders

Hi again everyone

As soon as I sent the email earlier today, I immediately received several requests for a list of members impacted by the audit. As mentioned in prior communications, that is not information we are providing.

One of the goals of moving to a new vendor—and having a more streamlined process now that the early issues have been worked through—is to remove the IC and DEI from the middle of this process. The audit is between the member who receives the notification and the audit vendor, HMS.

Thank you for your understanding.

Christie Burkhead

From: Burkhead, Christie M (PERS)
Sent: Wednesday, February 4, 2026 4:16 PM

Subject: Follow up to DEI Memo 26-00 Dependent Eligibility Audit Reminders

Good afternoon everyone,

**Life only groups – please disregard.*

Yes, this is a long email but extremely important that you read it all.

I wanted to provide an update to the attached memo. The Dependent Eligibility Verification Audit (DEVA) process did resume the week of 1/26; however, the letters/emails have not yet been sent. The process involves a quality check before letters are sent and the quality check review is taking a bit longer than anticipated. We believe HMS will launch the first round of notifications by the end of next week.

General reminders:

- **Please DO NOT forward this email or any email that includes my signature block to members.** I'm receiving direct outreach from members stating things such as, "*I was told I should have received a letter about an audit,*" or "*My benefits office told me to reach out to you to see if my account is okay.*" This creates an increased volume of direct member inquiries to me, which delays responses from me to IC/HRG inquiries. We have a dedicated Member Services Branch for members.
- **This audit does not apply to all members.** I do not recommend sending this information to your entire population. For example, you may have 800 members and only two impacted by the audit. Broad communication creates unnecessary confusion and concern for those not affected.
- **My communications regarding DEVA are intended to keep you informed.**
 - If a member asks whether the audit is legitimate, the answer is **yes**.
 - If a member asks whether they need to take action, the answer is **yes—and promptly**.

A response such as "*I'm not sure if it's legitimate, but DEI will contact me if action is needed*" is not appropriate. Unfortunately, I have heard and even seen this response in writing from an IC to a member, and it contributes to confusion and delays.

If you would like to provide additional assistance to a member, you may review Infotype 0021 – Family Members/Dependents to see whether a verified date is listed. If a verified

date is shown, the dependent is **should not be** included in this phase of the audit. This is what you will see:

Additional fields		
Dependent Verification Fields		
<input checked="" type="checkbox"/> Verified Eligible	Verified Eligible Date	03/30/2022
<input type="checkbox"/> Verified NonEligible	Verified NonEligible Date	

Note: If by chance a member slips through and receives an audit request and you see a verified date in Infotype 0021, please reach out to us by emailing eib@ky.gov and we will take a look.

Thank you for your attention to these reminders and for your continued partnership.

Christie Burkhead

Assistant Director II | Division of Insurance Administration
Kentucky Personnel Cabinet

 **My PURPOSE** | Connecting People to Purpose

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PERSONNEL CABINET



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From: Burkhead, Christie M (PERS)

Sent: Wednesday, January 7, 2026 3:45 PM

Subject: DEI Memo 26-00 Dependent Eligibility Audit Reminders

Happy New Year all!

Attached is our first memo of the year.

Note: If your agency doesn't participate with our health plan, please disregard.

Thanks,

Christie Burkhead

Assistant Director II | Division of Insurance Administration
Kentucky Personnel Cabinet

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