



Department of  
Employee Insurance

501 HIGH STREET, 4TH FLOOR  
FRANKFORT, KENTUCKY 40601

## **DEI MEMO 26-01**

**To:** ICs and HRGs  
**From:** Department of Employee Insurance (DEI)  
**Re:** HealthEquity Identity (ID) Verification and Passkey Rollout  
**Date:** March 10, 2026

The security of our members' information is important to the Kentucky Employees' Health Plan (KEHP). We are pleased to announce that effective April 21, 2026, HealthEquity will require ID verification and a passkey to access both the HealthEquity website and the EZ Receipts app.

With the rollout of ID verification and passkey login, KEHP participants will be required to verify their ID and set up a passkey on their mobile device and/or web to access their HealthEquity account.

Passkeys are a faster, safer login experience ensuring accounts, personal and health data are protected. They are a phishing-resistant alternative to high-risk usernames, passwords and one-time codes that instead use fingerprint, Face ID, or device PIN for authentication on mobile and web.

All members will be required to verify their ID and set up a passkey on their mobile device and/or web to access their account.

Members will receive two emails.

- Passkey is coming, get ready on or beginning March 30.
- Passkey is here, required and register now when passkey is activated, on or beginning April 21.

### **Easy steps to get ready for passkey (members will receive step by step instructions in their email)**

1. A valid mobile or landline phone number is required to verify identity when setting up passkey. Prepare by updating in the account profile.
2. Download the EZ Receipts mobile app.
3. Members can learn more about passkey in advance at the [Participant Resources Hub](#) which includes several videos of mobile and web set up, FAQs, and step-by-step setup instructions to prepare for the rollout.

### **How can you help?**

Visit the [Sponsor Resources Hub](#) where HealthEquity provides information you can reference to support your employees. Find FAQs, videos, downloadable signage and links to the [Participant Resources Hub](#).

You can download and display these materials in your workplace.

- [Download digital flyer](#)
- [Download digital signage](#)

For now, members will continue using their current login for reimbursement accounts until passkeys are turned on live for KEHP members.

### **Set up is easy**

Passkey registration takes less than 2 minutes to keep funds safe, and data secure with phishing resistant account access!

1. Download the app | EZ Receipts Mobile app or go to web to login
2. Log in | Using username and password
3. Verify ID | Choose text or voice code, selfie identity verification with government-issued ID may be offered
4. Create passkey | Use Face ID, fingerprint, or PIN
5. You're in | Enter username and select passkey next time to log in

Fraud prevention is a team effort. It works best when plan members monitor their accounts regularly and report any suspicious activity.