



501 HIGH STREET, 2ND FLOOR  
FRANKFORT, KENTUCKY 40601

DEI Memo 22-00

TO: Insurance Coordinators and Human Resource Generalists

FROM: Department of Employee Insurance

RE: Enrollment Reminders

DATE: January 3, 2022

As we start off the new year, this is a reminder of how you can help us be more efficient in serving our members in a timely manner. The Enrollment Information Branch is a small team of seven who must process every qualifying event for KEHP, along with other changes that cannot be done at the agency level, such as transfers and cross-reference. There are certain items that should be entered into KHRIS by the IC/HRG to allow us to focus on the hundreds of qualifying events that we receive each month, along with other applications.

Generally, we have at least a two-week turn-around time once we receive an application until it is processed in KHRIS. During peak times, like now, the turn-around time increases. Currently, our processing time is approximately 30-days. Every application that can be entered at the agency level will help us keep the turn-around time to a minimum.

The information below has been provided previously, and nothing has changed. However, please review to ensure you are following these instructions. Following the steps below will expedite processing and help ensure members have coverage in a timely manner.

### **Online Enrollment Tool**

- This online tool was created for qualifying events (QEs), transfers, rehires, ACA, LWOP and exceptions for health, dental, and vision.
- Life Insurance DOES NOT utilize this online tool. Do not attach the life insurance application with the health enrollment/change form.
- Do not choose the exception option unless you are attaching a completed exception form along with the enrollment/change form.
- Entering information into the online enrollment tool DOES NOT put the information into KHRIS; our staff has several steps, including reviewing supporting documentation, to follow before it can be approved and processed in KHRIS. Once you enter the information, we can view it within 24 hours, so it expedites the enrollment process into KHRIS.
- For new hires, health and life enrollment, should still be entered in KHRIS at the agency level. If you have a new hire and you complete the SSN search and there is already an account in KHRIS, the enrollment form should be uploaded for us to process.
- Terminations should be entered at the agency level.

- Do not upload the same application multiple times. If you upload it and you don't see it in KHRIS, more than likely it's still waiting to be processed. If it's been longer than three weeks, you can contact us for a status update or to ensure it uploaded correctly.

### **New Hires - Commonwealth Paid and Non-Commonwealth Paid**

- The IC/HRG should enter the hiring action into KHRIS. **DO NOT** send DEI the application that you enter into KHRIS.
- All new hires should be encouraged to enroll in their benefits online in KHRIS ESS.
- If the IC/HRG receives a paper enrollment/change form from the member, then it should be entered into KHRIS at the agency level.

### **New Hires – Applicable to Commonwealth Paid ONLY**

When you enter a new employee into KHRIS and there is already an existing PerNR, you need to email the Enrollment Information Branch in the Department of Employee Insurance ([EIB@ky.gov](mailto:EIB@ky.gov)) to obtain the end date of the prior agency. The end date at the prior agency and the start date at the new agency will determine if the employee's benefits transfer or if a new election is permitted.

If the number of days in the employee's employment break was:

1. 0-day break, the employee is a transfer and no changes are allowed.
2. 1–10-day break, the employee will have a break in service but no plan changes are allowed.
3. 11+ day break, the employee will be considered a new hire with the new hire waiting period applied (first day of the second month following hire date) and new elections are permitted.

For number #1 and #2 above, once the hire action clears in KHRIS, please send an application to DEI using the upload link: <https://apps.personnel.ky.gov/DEIFormUpload/login/UploadLogin> and select the appropriate transfer reason for the application. This step is being missed and once we discover it in DEI, correct dates, and adjust benefits, it is causing employees to owe premiums. For #3 above, the employee can proceed with electing in KHRIS ESS as a new hire or submit an enrollment change form to the HRG to enter via KHRIS as a new hire.

### **Life Insurance**

- Life insurance QEs, transfers, and those requesting Optional and Dependent Life plans should be mailed to the Optional Insurance Branch.
- Life insurance beneficiaries should be entered into KHRIS by the member via ESS or at the agency level by the IC/HRG using PA30 (Family Members/Dependents) and HRBEN0001 (Enrollment).
- DO NOT enter life insurance enrollments in the online enrollment tool mentioned above.