

From: [Burkhead, Christie M \(PERS\)](#)
To: [Burkhead, Christie M \(PERS\)](#)
Subject: FW: Follow-up to DEI Memo 25-04 Dependent Eligibility Verification Audit
Date: Monday, November 3, 2025 8:39:28 AM
Attachments: [image001.png](#)
[image002.png](#)

Communication Follow up for ICs/HRGs Only

From: Burkhead, Christie M (PERS)
Sent: Monday, September 8, 2025 10:55 AM
Subject: Follow-up to DEI Memo 25-04 Dependent Eligibility Verification Audit

Good morning,

We want to provide clarification regarding the dependent audit timeline.

Originally, we communicated that only dependents added between 12/1/2024 and 8/1/2025 would be audited, and that previously verified dependents with Alight would not.

To clarify:

- If a dependent was verified with Alight **and** we received a file that updated infotype 0021 in KHRIS with a verified date, they are excluded from the audit.
- Any dependent without a verified date in infotype 0021 **will** be audited by HMS. If a notice is received, members must complete the process to avoid any interruption in benefits for their dependent(s).

We apologize for any confusion and appreciate your attention to this matter.

Christie Burkhead
Assistant Director II | Division of Insurance Administration
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From: Burkhead, Christie M (PERS)

Sent: Wednesday, September 3, 2025 2:58 PM

Subject: FW: Follow-up to DEI Memo 25-04 Dependent Eligibility Verification Audit

Good afternoon all,

Since I sent DEI Memo 25-04 on August 28, a few ICs have requested a copy of the initial letter that HMS will send out. I have attached a copy for reference only.

I've also received a few questions and wanted to share the responses with everyone.

Q: If a member does not submit documents by the 30th day of the audit window, is the dependent termed?

A: Yes.

Q: If a member does not submit documents by the 30th day of the audit window, when is the dependent termed?

A: The dependent will be termed from the plan at the end of the month following the audit determination date. For this initial round, the audit deadline is October 3, so the dependent will term effective October 31.

Q: If a member does submit documents timely but HMS determines the dependent does not meet the eligibility requirements, when is the dependent termed?

A: The dependent will be termed from the plan at the end of the month following the end of the audit window. If documentation is provided that is not accepted, a partial notice will be sent asking for additional documentation. If, at the end of the audit window the dependent is still incomplete, the dependent will be terminated. For this initial round, the audit deadline is October 3, so the dependent will term effective October 31.

Q: Will there be multiple levels of appeals like there were with Alight?

A: No. The final determination letter will include information about a single appeal option. Appeals will be sent directly to DEI. We do not want to promote or encourage the appeal process—instead, members should be encouraged to submit documentation within the 30-day window.

Q: Will dependents who were previously verified under Alight need to verify again?

A: No. For this initial round, only dependents added between November December 1, 2024, and August 1, 2025, are being verified. After this round, verifications will continue on an ongoing weekly basis.

Thanks,

Christie Burkhead

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Kentucky Personnel Cabinet

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