

From: [Burkhead, Christie M \(PERS\)](#)
To: [Burkhead, Christie M \(PERS\)](#)
Subject: FW: ADDENDUM to DEI Memo 25-10 Dependent Eligibility Verification Audit
Date: Monday, November 17, 2025 9:45:08 AM
Attachments: [DEI Memo 25-10 Dependent Eligibility Verification Audit.pdf](#)
[image001.png](#)
[image002.png](#)

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

From: Burkhead, Christie M (PERS)
Sent: Monday, November 17, 2025 8:46 AM
Subject: ADDENDUM to DEI Memo 25-10 Dependent Eligibility Verification Audit

Good morning,

Addendum to DEI Memo 25-10:

In addition to the 10/31/2025 dependents referenced in DEI Memo 25-10, no dependents will be terminated for the remainder of 2025 as a result of the recent Dependent Eligibility Verification Audit. All dependents—regardless of audit status—will maintain active coverage through December 31, 2025.

Members who did not successfully complete the audit in 2025, including those who responded partially, did not respond, or had an appeal denied, will be required to complete the full audit process in early 2026. Communications will come from keh@verifyos.com (HMS/Gainwell), and members should follow all instructions provided.

Many of you have asked for a list of members currently going through the dependent audit. Unfortunately, because this is an ongoing process and new notices are issued multiple times each week (for new hires and QEs), we're not able to provide a current list to ICs. We strongly recommend incorporating information about the audit into your onboarding process so new hires with dependents know to watch for communications from HMS and respond promptly.

Thanks,

Christie Burkhead

Assistant Director II | Division of Insurance Administration
Kentucky Personnel Cabinet

 **PURPOSE** | Connecting People to Purpose

501 High Street | Frankfort, KY 40601

502.564.5610 | Toll Free 888-581-8834

Christie.Burkhead@ky.gov

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From: Burkhead, Christie M (PERS)

Sent: Thursday, November 6, 2025 1:56 PM

Subject: DEI Memo 25-10 Dependent Eligibility Verification Audit

Hi all,

Please see the attached memo.

Life insurance only groups – please disregard.

Thanks,

Christie Burkhead

Assistant Director II | Division of Insurance Administration
Kentucky Personnel Cabinet

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