IC MEMO 16-10

TO: KEHP Insurance Coordinators (ICs)

FROM: Department of Employee Insurance

RE: Applications and General Reminders

DATE: August 18, 2016

There are several items we would like to bring to your attention that will help the Enrollment Information Branch (EIB) process in a more accurate and timely manner.

1.) FAXES
   - Urgent Adds – an Urgent ADD (Access to Care) should only be faxed after speaking to an EIB staff member. The fax should be addressed to the person you spoke with.
   - Supporting documentation requested by EIB staff, should be returned to the staff member who made the request. Make sure all supporting documentation has the member's name and SSN.
   - If you fax a document, DO NOT mail the original.
   - **No other documents should be faxed. All other items should be mailed to the attention of EIB.**

2.) FORMS
   - Please make sure you are using the current year's forms and the forms must be complete in their entirety.
   - Please use MUNIS to term employees. If term does not show up in KHRIS, or if term date is incorrect, please send Update form to EIB. All Non-BOE agencies should term in KHRIS using PA40 first, then HRBEN0014.
   - Please use Update Form for coverage reinstatements, begin and end LWOP, and transfers to your agency. Do not send Update Form for those transferring out of your agency.
   - Add/Drop Form for Qualifying Events – we are seeing a lot of QEs coming in on the enrollment application instead of the Add/Drop Form. All QE's should be submitted on an Add/Drop form (even those going from a waiver to a plan).
   - For the QE of gaining Medicaid (planholder or dependent), the MET form must be signed by Amanda Kelley's area at CHFS before we can process. The form is available online. If this form is sent along with the QE paperwork, it speeds up the process.
   - Do not hold QEs waiting for documentation. Sign and send in the application as soon as possible. If the documentation is not with the application, we will pend until

the supporting documentation is received. Birth Certificates and Marriage Certificates are a **must.**

- We have the capability to scan duplex documents now so you no longer need to send in copies of two-sided documents.

3.) <u>CONTACTING EIB</u>
- Staff are prioritized on the phones for certain days so the best way to reach an EIB staff member is by calling 888-581-8834 and choosing option 2 or local at 502-564-1205.
- Staff are prioritized on processing, so please **DO NOT** send all your documents to one person. Please route through the mail to the attention of EIB.

4.) <u>OTHER IMPORTANT REMINDERS</u>
- The transmittal log was abolished a few years ago; it is not needed.
- Enrollments should **NEVER** be completed through PA30 – always use HRBEN0001.
- For BOE summer transfers, please continue to use the MUNIS codes outlined in IC Memo 16-05 otherwise your term dates will not process correctly and it will affect the bill.