



KENTUCKY PERSONNEL CABINET

KENTUCKY EMPLOYEES' HEALTH PLAN
501 HIGH STREET, 2ND FLOOR
FRANKFORT, KENTUCKY 40601
WWW.KEHP.KY.GOV



IC MEMO 17-06

TO: KEHP Insurance Coordinators (ICs)

FROM: Department of Employee Insurance

RE: LivingWell Promise Deadline

DATE: June 19, 2017

The LivingWell Promise deadline, July 1, is only two weeks away. We know many of our members are accustomed to deadline extensions due to various reasons. Due to the additional time given this year for members to complete their Promise, no extensions will be granted. If members do not complete the LivingWell Promise by July 1, they will not receive the \$40 discount on their insurance premium for a LivingWell Plan in 2018.

If members experience any problems with the website or their login, they should contact Go365 customer service so they can open a ticket for tracking and resolution.

**** PLEASE NOTE ****

Go365 customer service hours are Monday-Friday 8 a.m. - 7 p.m. EST. The phone number is 855-478-1623. **July 1 is a Saturday and there will be no customer service representatives available.** A maintenance outage of Go365 is also planned from approximately 10:30 p.m. EST June 30 until 2:30 a.m. July 1.