



KENTUCKY PERSONNEL CABINET

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



IC MEMO 17-02

TO: KEHP Insurance Coordinators (ICs)
FROM: Department of Employee Insurance
RE: New Enrollment Information Branch Email
DATE: January 26, 2017

We are excited to announce that we have a new tool for insurance coordinators/human resource generalists to communicate with the Enrollment Information Branch (EIB). Effective today, EIB has an email, eib@ky.gov, for ICs/HRGs to use (**this is not to be shared with members**).

We have two Resolution Specialists assigned to monitor this box daily. We encourage you to use this email instead of emailing individuals in EIB. We believe this will make us more efficient in processing applications instead of the processors focusing so much on emails.

How the email will be used:

- EIB processors will **PEND** and **REJECT** from this email.
- ICs/HRGs can reply directly to the email and attach any requested documents for **PEND** and **REJECT** inquiries.
- ICs/HRGs should use this email for any inquiries instead of emailing individuals.
- Resolution Specialists have up to 24-hours to reply but depending on volume, we may have to adjust to 48 hours.
- EIB processors have been instructed to route all inquiries sent to their personal email to the EIB email.
- This email is **not** to replace snail mail; it is only for day-to-day inquiries and replies to the **PEND/REJECT**. Please **do not** start utilizing this for sending documents instead of mailing.

Urgent Adds **should not** be sent to this email. The normal Urgent Add process should be followed.

- Call EIB and notify of the urgent add and provide pertinent information.
- Fax urgent add to the person you spoke with.

Additional Information:

- Staff are prioritized on the phones for certain days so the best way to reach an EIB representative 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.