



Department of
Employee Insurance

501 HIGH STREET, 2ND FLOOR
FRANKFORT, KENTUCKY 40601

DEI Memo 22-03

TO: Insurance Coordinators and Human Resource Generalists
FROM: Department of Employee Insurance (DEI)
RE: Exception Rules
DATE: February 1, 2022

DEI is experiencing a significant number of exception requests. Most of these requests are due to submission errors or failure to timely submit required paperwork/actions, which are entirely avoidable.

We have revisited the exception process and sought legal input regarding how exceptions need to be handled by DEI. It is imperative that we adhere to the guidelines outlined in the Administration Manual for enrollment and eligibility. Therefore, effective February 1, 2022, the following will be strictly enforced:

1. Late New Hires (not in KHRIS)

This group accounts for a large percentage of exception requests received by DEI. Going forward, this group of exception requests will be handled as follows:

- a. The member will be enrolled in the Default LivingWell Limited High Deductible Single Plan retroactive and in accordance with the coverage effective date based on hire date, but no more than 120-days from the date DEI receives notice of hire.
- b. Employer and employee premiums will be due retroactive to the effective date.
- c. Enrollment in another plan will **not** be permitted since the new employee enrollment deadline has passed.

2. Late New Hires (in KHRIS with default coverage)

The IC entered a new hire into KHRIS and the member is placed in the Default LivingWell Limited High Deductible Single Plan. The member files an exception to enroll in a different plan due to not submitting an enrollment application timely.

- a. **The exception request will be rejected.**
- b. The member will remain in the Default LivingWell Limited High Deductible Single Plan.

3. Terminations

Member will be termed based on the last day worked, but no more than 120 days from the date DEI receives notice of termination.

4. Qualifying Events (QEs)

- a. Court Orders – DEI will follow the coverage requirements in the court order.
- b. All other QEs – DEI will adhere to the guidelines outlined in the Administration Manual for exception requests regarding QEs, including applicable notification timeframes. Unless there is an extenuating circumstance that justifies untimely notification of the QE, the **exception will be rejected.**