



KENTUCKY PERSONNEL CABINET

KENTUCKY EMPLOYEES' HEALTH PLAN
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IC MEMO 17-14

TO: KEHP Insurance Coordinators (ICs)
FROM: Department of Employee Insurance
RE: New Process for Applications
DATE: November 17, 2017

In September, you received [IC Memo 17-12](#), which outlined the process for applications missing verification documents. That process has been proven very time consuming for our team as we receive numerous applications weekly without the required verification documents.

In reviewing our process for applications missing verification documentation, we also reviewed the current process for applications that we pend. Applications we pend could be for various reasons, such as missing signature, wrong form, incomplete form, missing supporting documentation, etc. We receive hundreds of these a week that require us to pend.

For our processes to be more efficient, effective January 1, 2018, we will follow the below steps.

Missing Verification Documents – (anytime a spouse or dependent is added to the plan)

- We will process the application and add the dependent(s) to the plan in KHRIS.
- We will email the IC who signed the application and mail a letter to the member requesting the verification documents.
- If we do not receive the required verification documents within 30-days from the date of the letter, the dependent(s) will be removed from the plan prospectively.
- We will notify the IC and the member.

Rejection rather than Pending Applications – **NEW, NEW, NEW**

- We will **reject** any application that we receive that is not complete. Applications must be on the correct form, completed in its entirety and have the required supporting documentation attached (example: loss of other coverage documentation).
- New hires and most QEs have 35-days from the hire date or QE date to sign the application (birth, adoption, and gain of Medicaid have 60-days).
- ICs **must submit** the QE to the Department of Employee Insurance (DEI) within **45-days** from the event date (70-days from the event date for birth, adoption, and gain of Medicaid).
- We will **reject** the application if it is not received within the required timeframe.
- We will email the IC who signed the application.