



501 HIGH STREET, 2ND FLOOR  
FRANKFORT, KENTUCKY 40601

DEI Memo 20-16

TO: Insurance Coordinators and Human Resource Generalists

FROM: Department of Employee Insurance

RE: Optional Insurance Branch Email

DATE: November 9, 2020

The Optional Insurance Branch (OIB) has a new email for ICs/HRGs to utilize that will expedite processing and customer service, [optionalinsurance@ky.gov](mailto:optionalinsurance@ky.gov). The OIB Benefits Program Consultants are assigned to monitor this box daily. Please allow up to 48 hours for them to respond. If your question is urgent, please call OIB at 888-581-8834 option 5 instead of emailing.

#### How the email should be used:

- Supporting documentation requested for rejected dental and vision applications should be returned to [optionalinsurance@ky.gov](mailto:optionalinsurance@ky.gov) or via mail. Please attach the rejection letter that you received along with the supporting documentation and application. This will help staff identify the rejected application in a timely manner. Make sure all supporting documentation has the member's name and SSN. Do not just send the requested documents or it will be rejected again. It must include everything we need to process the application. Once the information is received, it is then placed back in line for processing in the order it was received.
- ICs/HRGs should use this email for any inquiries pertaining to dental and vision instead of emailing individuals. OIB processors have been instructed to route all inquiries sent to their personal email to the OIB email.
- Dental/Vision QEs should still be submitted via the online portal.
- **This email is NOT to replace snail mail. It is ONLY for day-to-day inquiries and replies to the REJECT letters. Please do not utilize this for sending applications and documents. You should continue to use the online portal or mail those to OIB. The team has been instructed to email you back advising we will no longer accept these via email. This will only delay the application in being processed for your employee.**

#### Reminders:

- We do not process urgent adds for Dental and Vision.
- Life Insurance QEs, transfers and those requesting Optional and Dependent Life plans should still be mailed to OIB. The online portal is not set up for life insurance so please do not use the portal; only mail.