



KENTUCKY PERSONNEL CABINET

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



IC MEMO 17-03

TO: KEHP Insurance Coordinators (ICs)
FROM: Department of Employee Insurance
RE: Enrollment Information Branch Reminders
DATE: March 1, 2017

There are a few reminders we would like to bring to your attention that will help the Enrollment Information Branch (EIB) process in a timelier manner.

- Reference IC Memo 17-02 - Use our Enrollment Information Branch phone number to reach someone in the Enrollment Information Branch or the new email eib@ky.gov. Please **Do Not** contact employees on their private line; they have designated days to be on the phones.
- Medicaid Eligibility Termination (MET) Form:
We received feedback from the Medicaid office that they are receiving numerous incomplete MET forms. This delays the process in determining eligibility in the Kentucky Employees' Health Plan (KEHP). All three sections (Parent/Guardian/Adult Dependent who opened Medicaid/KCHIP/KYNECT case, KEHP Member Name and Name(s) of individual(s) gaining/losing coverage) MUST be filled out completely. Names of everyone (including KEHP member and/or Parent/Guardian) gaining/losing coverage must be written on form.
- Qualifying Event to terminate coverage:
We have received numerous applications from members who want to drop their health insurance coverage and pick up one of the waiver options. As a reminder, after the plan year starts (1/1/20XX), the contribution cannot be redirected from a health plan to a waiver. The Qualifying Event form should clearly show Waiver w/o HRA. If they select a Waiver w/HRA, then we must pend for a new application and this delays processing.
 - Excerpt from the Administration Manual:
Redirection of the employer contribution is the ability to stop employer funds from being directed into either the Waiver General Purpose HRA or the Waiver Dental/Vision ONLY HRA, in order to start receiving an employer contribution toward a Health Insurance plan. NOTE: If an Employee experiences a Qualifying Event that permits the termination of Health Insurance, he/she may terminate

Health Insurance, but may not enroll in the Waiver General Purpose HRA or the Waiver Dental/Vision ONLY HRA. This is merely a Qualifying Event that allows the termination of Health Insurance; no funds will be allocated to either Waiver HRA.

- Encrypted emails:
 - Make sure that all emails containing PHI are encrypted.

- Forms:
 - Using the correct forms is imperative to ensure timely processing.
 - 2017 Active Application is for new hires
 - 2017 Active Qualifying Event Form is for all QEs
 - 2017 Retiree Application is for new retirees
 - 2017 Retiree Qualifying Event Form is for all QEs for retirees
 - Forms must be completely filled in, including the tobacco status and LivingWell Promise.
 - For timely processing and to reduce errors, please make sure the forms are legible and include the SSN. Forms can be completed electronically.

- Signature dates:
 - Fraudulent signing of applications or forms to obtain the desired effective date is not permitted and is fraud.

- As a reminder, all ICs have access to see if a QE has been processed by checking KHRIS under Infotype 0167 and to see if the LivingWell Promise is fulfilled by checking KHRIS under Infotype 9925.