



KENTUCKY PERSONNEL CABINET



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

IC MEMO 17-07

TO: KEHP Insurance Coordinators (ICs)
FROM: Department of Employee Insurance
RE: Retroactive Processing
DATE: July 3, 2017

Based on processing timelines with multiple agencies, KEHP's normal business flow requires up to **120 days** to process insurance and flexible spending account benefits. Effective immediately, no retroactive processing past **120 days** or no later than the beginning of the year is allowed. For new plan years, it will be no more than **120 days** into the previous plan year.

The Enrollment Information Branch will deny any activity request greater than **120 days**. If you have an unusual retroactive request greater than **120 days**, you must contact the Benefits Branch Manager in the Enrollment Information Branch for guidance in processing.

The change from 90 days to 120 days will resolve the majority of the internal processing issues for our department, reduce the negative impact upon the financials related to premium billing, and assist with meeting federal guidelines related to rescission, COBRA notifications and ACA reporting.

Note: This change does not affect the 30/60/90 day arrears process and terminations due to premium non-payment will still be processed at 90 days.