



# KENTUCKY PERSONNEL CABINET

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



IC MEMO 17-11

To: KEHP Insurance Coordinators (ICs)  
From: Department of Employee Insurance  
Re: Enrollment Information Branch Reminders  
Date: September 13, 2017

We are experiencing multiple issues with incomplete and illegible applications and forms. Incomplete paperwork delays access to care for members and their dependents and causes additional work for all involved parties. Illegible paperwork hinders processing time as additional research and often times outreach to the agency is needed. All of our forms are in an electronic fillable WORD format on our website and members and ICs are encouraged to utilize them.

- Forms:
  - Using the correct form 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
    - 2017 KEHP Update Form is for transfers, terminations, reinstatements, and demographic updates
- We are receiving numerous incomplete forms. Every section should be completed. The following is often overlooked:
  - Tobacco status checkbox
  - LW Promise checkbox
  - IC signature and member signature
  - Social Security Number **AND** KHRIS PerNr
  - Coverage level
  - Plan option

Please help us expedite processing by ensuring all applications and forms are completed in their entirety and are legible.