

## HRG Memorandum 14-10



**To:** KEHP Human Resource Generalists (HRGs)  
**From:** Department of Employee Insurance (DEI)  
**Re:** Applications and QE Reminders  
**Date:** February 27, 2014

There are several items we would like to bring to your attention that will help the Enrollment Information Branch (EIB) process in a more accurate and timely manner.

### 1.) FAXES

- Access to Cares (ATCs) – an ATC should only be faxed after speaking to an EIB staff member. The fax should be addressed to the person you spoke with.
- Requested supporting documentation – faxed to the attention of the EIB staff who requested the documentation. Make sure all supporting documentation has the member's name and SSN.
- **No other documents should be faxed. All other items should be mailed to the attention of EIB.**

### 2.) FORMS

- Update forms should be used for terminations you cannot enter or corrections, coverage reinstatements to your own agency, and/or transfers to your agency.
- Add/Drop Form for Qualifying Events
- For the QE of gaining Medicaid (planholder or dependent); the MET form must be signed by Randy Compton's area at CHFS before we can process. The form is available online. If this form is sent along with the QE paperwork, it speeds up the process.
- QEs **must** have the supporting documentation sent in or it will pend, which delays the process. Birth Certificates and Marriage Certificates are a **must**.

### 3.) CONTACTING EIB

- Staff are prioritized on the phones for certain days so the best way to reach an EIB staff member is by calling 888-581-8834 and choosing option 2 or local at 502-564-1205.
- Staff are prioritized on processing, so please **DO NOT** send all your documents to one person. Please route through the mail to the attention of EIB.

### 4.) ADDITIONAL INFO

- Review the Admin Manual for guidance on QEs, LWOPs, Reinstatements.
- Enrollments should **NEVER** be completed through PA30 – always use HRBEN0001.

