



IC Memorandum 12-34

To: KEHP Insurance Coordinators
From: Department of Employee Insurance (DEI)
Re: Enrollment processing tips
Date: September 11, 2012

Commonwealth of Kentucky
Personnel Cabinet
Department of Employee Insurance
2nd Floor, State Office Building
501 High Street
Frankfort, Kentucky 40601

Web Site: www.KEHP.ky.gov

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There are several enrollment processing issues we would like to bring to your attention that will help the Enrollment Information Branch (EIB) process in a more accurate and timely manner and ensure correct enrollments with the correct rates.

- 1.) Correcting hire or termination dates in KHRIS
 - a. If you enter a hire or termination via PA40 or via a file and later discover the date is incorrect, do not send a subsequent file feed or do a second PA40 entry.
 - b. Submit a 2012 update form with the correct termination date or a revised enrollment form for hires to EIB.
- 2.) Smoking Status
 - a. When you enter new hires, please pay particular attention to the smoker status.
 - b. After completing the PA40 action, go into PA30 and update the smoker status on IT0376.
- 3.) Forms
 - a. When completing forms be sure to use the correct form.
 - i. 2012 Update Form should be for terminations you cannot enter or corrections, coverage reinstatements to your own agency, and/or transfers to your company.
 - ii. 2012 Add Drop Form for Qualifying Events
 - b. Be sure that forms are complete and signed by all necessary parties.
- 4.) EIB work flow
 - a. Send faxes **only** when there is an Access to Care issue and should only be sent after speaking to an EIB staff member.
 - b. Mail all other issues we scan and work the issues on a first-come, first-served basis. This allows for improved fax receipts and gives critical issues priority.
 - c. The EIB phone system is the best way to speak to an EIB staff member. If you call 888-581-8834, option 2 or 502-564-1205 calls are answered in order. We monitor call volumes and allocate additional resources as needed.
- 5.) COBRA
 - a. When members experience a Qualifying event that results in the loss of coverage for the plan holder or dependents, ICs have a responsibility to enter necessary information into Ceridian
 - b. Information about COBRA can be found in the Administration Manual
 - c. Training on COBRA and Ceridian can be found at:
<http://personnel.ky.gov/dei/12oe/tai.htm>

EIB continues to look for better ways to serve our Insurance Coordinators and we look forward to working with you.

