



Department of
Employee Insurance

501 HIGH STREET, 2ND FLOOR
FRANKFORT, KENTUCKY 40601

DEI MEMO 20-01

TO: KEHP Billing Liaisons

FROM: Department of Employee Insurance

RE: Updated Refund Policy and Credit (Refund)
Request Form

DATE: January 30, 2020

We have recently updated our refund policy in order to make things more efficient for billing liaisons as well as our internal staff. **Effective immediately, all credits must be taken on the bill.** The only reason the Premium Billing Branch should be receiving a credit (refund) request from agencies is when the credit is close to 60 days and is in danger of being written-off before you can take the credit on your next bill or an employee has terminated.

If you must send in a credit (refund) request, please make sure you use the updated credit (refund) request form. You can find the updated form on our website at <https://personnel.ky.gov/Pages/KEHP-Forms-for-members.aspx> under 2020 Forms or in Biller Direct.

In addition, please note the following:

- If we receive a refund request on the old form, we will return the refund request to the agency, to be resubmitted on the updated form.
- Please list only one employee per credit (refund) request form. If multiple employees are listed on the same form, it will be returned to the agency to be corrected.
- Refund checks will be made payable to the individual employee.
- All credits must be taken on the bill or a credit (refund) request form sent to the Premium Billing Branch within 60 days of the overpayment. If the credit is not taken on the bill or a request form is not received within those 60 days, PBB will write-off the credit and it will not be returned to the agency. If a credit (refund) request is sent in past 60 days, it will be returned to the agency and will not be processed.

If you have any questions, please contact your Premium Billing Representative at 502-564-9097.