

The Commonwealth of Kentucky



Quick Reference Guide
Adding and Removing kynectors
and Insurance Agents





This Quick Reference Guide is designed to help users complete the steps required to add and remove kynectors and Insurance Agents in kynect benefits.

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Please note: Residents who still need help after referencing this Quick Reference Guide can call **(855) 459-6328** for additional assistance.



kynectors Overview

kynectors are individuals in the community who can help Residents apply for Medicaid/KCHIP, Kentucky Integrated Health Insurance Premium Payment (KI-HIPP) program, Qualified Health Plan, SNAP, and Child Care Assistance Program benefits. Residents can log into kynect benefits to add a kynector who can help them complete the processes below:

- Apply for Medicaid or KI-HIPP
- Apply for Advance Premium Tax Credit (APTC) or Qualified Health Plan (QHP)
- Apply for SNAP or CCAP
- Report changes in information
- Recertify Medicaid benefits

To add a kynector or agent through kynect benefits, Residents must first log in and navigate to the **Get Local Help** screen by using one of the options below.

Ways to Access the Get Local Help Screen

1. Click **Get Local Help** on the menu icon found on the top left of a mobile device or click **Get Local Help** on the top menu while using a computer.
2. Click the **Reps, kynectors, & Agents** tile on the **Resident Dashboard**.
3. Complete the *Reps, kynectors, & Agents* section in the **Benefits Application**.
4. Click the Get Local Help hyperlink below the programs listed on the Program Selection screen if the user selects that they are applying for Medicaid/KCHIP/Qualified Health Plan with payment assistance (APTC), QHP, CCAP, and/or SNAP.



Please note: Users can use the **Find kynector or Agent** search tool without logging into kynect benefits by clicking **Get Local Help** in the menu. Residents must log into kynect benefits to add kynectors and Agents to their account.



Please note: Users who are on the Program Selection screen of the Benefits Application who have selected Medicaid, KCHIP/APTC, QHP, CCAP, and or SNAP, see the message below:

“You have selected to apply for Medicaid/KCHIP/APTC, QHP, SNAP and/or CCAP. If you would like assistance with your application, help is available to you by clicking [Get Local Help](#). For SNAP/CCAP benefits, please note that kynectors can only provide limited assistance and Insurance Agents cannot provide assistance.”

Clicking [Get Local Help](#) redirects the user to the Get Local Help page.



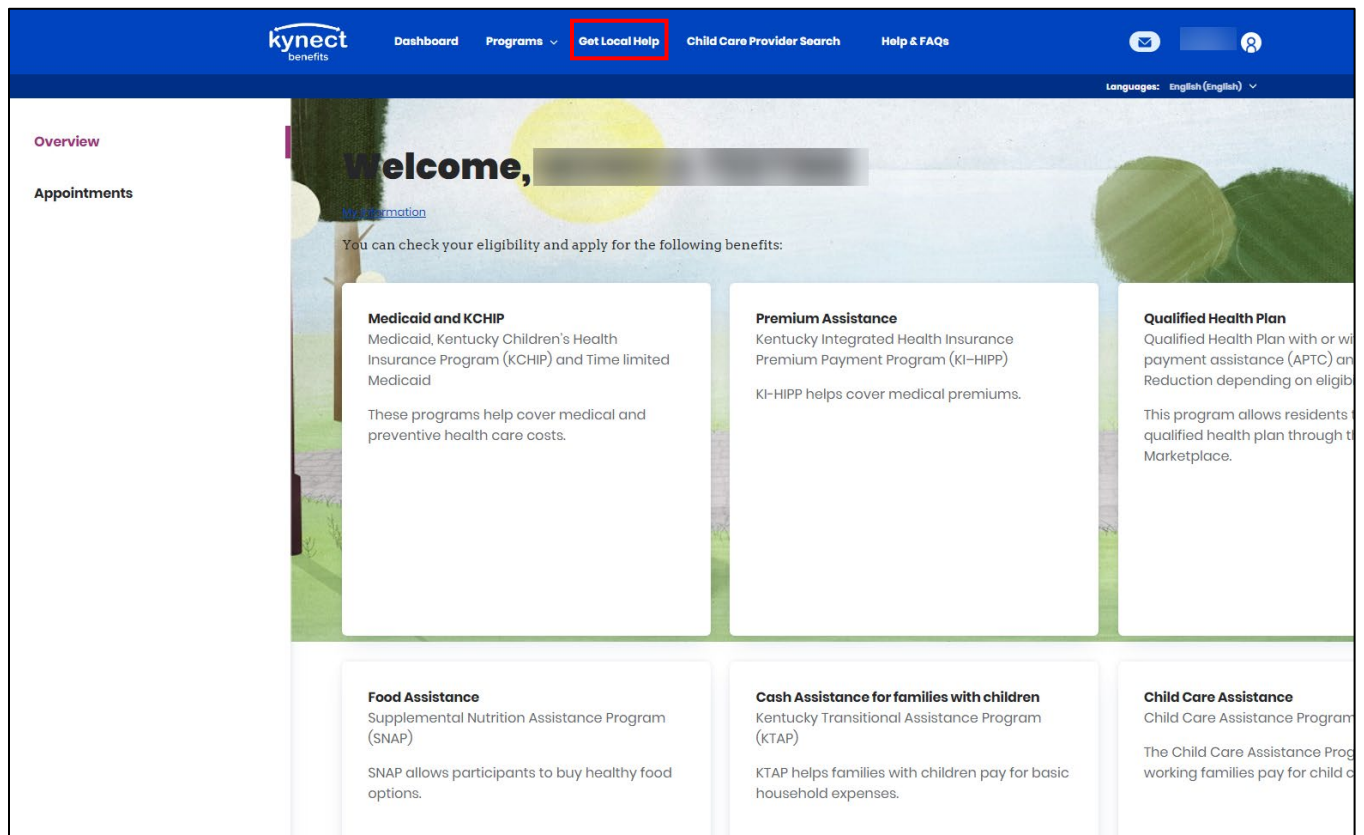
Adding a kynector or Insurance Agent

Residents must log into kynect benefits to add a kynector or an Insurance Agent. The **Find kynector or Agent** search tool helps Residents connect to a kynector or Agent depending on the type of search that is selected.

Below are the steps to add a kynector or agent in kynect benefits from the Dashboard.

Steps to Add a kynector or Agent

1. Click **Get Local Help** on the top menu of the **Resident Dashboard** or the menu icon on a mobile device.



Please Note: **Get Local Help** is not just for selecting plans, but also for getting help applying as well.



2. Click either **Find a kynector** or **Find an Insurance Agent** to continue to the **Find kynector or Agent** search tool.

Get Local Help

Free help with your benefit application is available. There are several ways to get help. Explore the below options to find what is right for you.

Get Contacted by an Insurance Agent or kynector

Use kynect On Demand to get contacted by an Insurance Agent or kynector by entering your contact information.

Get Contacted

kynector

A kynector can help you with your benefits in the following ways:

- Apply for Medicaid or KI-HIPP
- Apply for APTC or QHP
- Apply for SNAP or CCAP
- Report Changes in your information
- Recertify your benefits

Find a kynector

Insurance Agent

An Insurance Agent can help you with your benefits in the following ways:

- Apply for APTC or QHP
- Apply for Medicaid
- Report Changes in your information
- Recertify your benefits

Find an Insurance Agent

Authorized Representative

An Authorized Representative can apply for and manage your benefits on your behalf. You can give them permission to do any of the following activities on your behalf:

- Apply for benefits
- Report Changes in your information
- Recertify your benefits
- Receive a copy of notices (Medicaid)
- Use EBT card (SNAP and KTAP)

An Authorized Representative can be a family member, friend, provider, or attorney.

You can add an Authorized Representative when completing an application for benefits or an Authorized Representative can create an account and apply on your behalf.



Please note: Residents can also click **Get Contacted** and are navigated to the **kynect On Demand** screen. Filling out the information there allows residents to be contacted by an available Insurance Agent or kynector to assist them with selecting a plan or with applying for benefits. Instructions on how to complete the **kynect On Demand** form is available in a later section in this QRG.



3. Select **kynector** or **Agent** for **Type**.
4. Enter **First Name** and **Last Name**.
5. Enter a **Zip Code**.
6. Enter an **Organization**, if applicable.



Please note: The **kynector** and **Agent information** fields are optional while searching for kynectors or Agents.

7. Click **Search**.

8. After clicking the **Search** button, the search criteria collapses, and a **Modify Search** button displays at the top of the screen above a Google Map that displays search results based on the values entered.

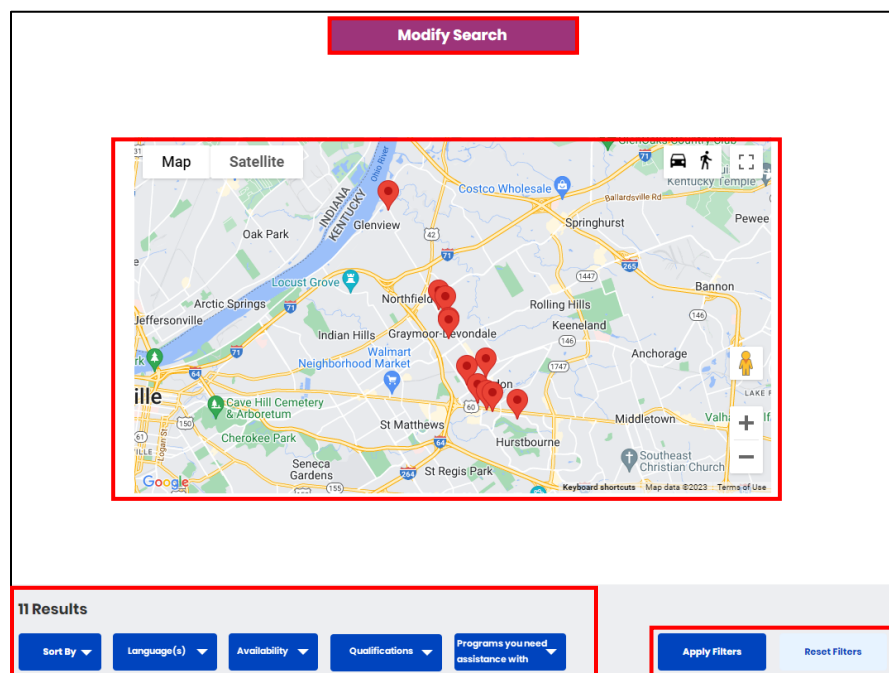
9. In the grey *Search Results* section, filters display to sort the returned search results. The filters include the following:
 - **Sort By**
 - **Language(s)**
 - **Availability**
 - **Qualifications**
 - **Programs you need assistance with**
10. The search results section displays one result in each row, and up to ten search results display by default.
11. The *Search Results* section also features **Apply Filters** and **Reset Filters** buttons to either use or clear the selected options.
12. Select the desired criteria from the available filters.
13. Click **Apply Filters**.
14. If applicable, click **Modify Search**.



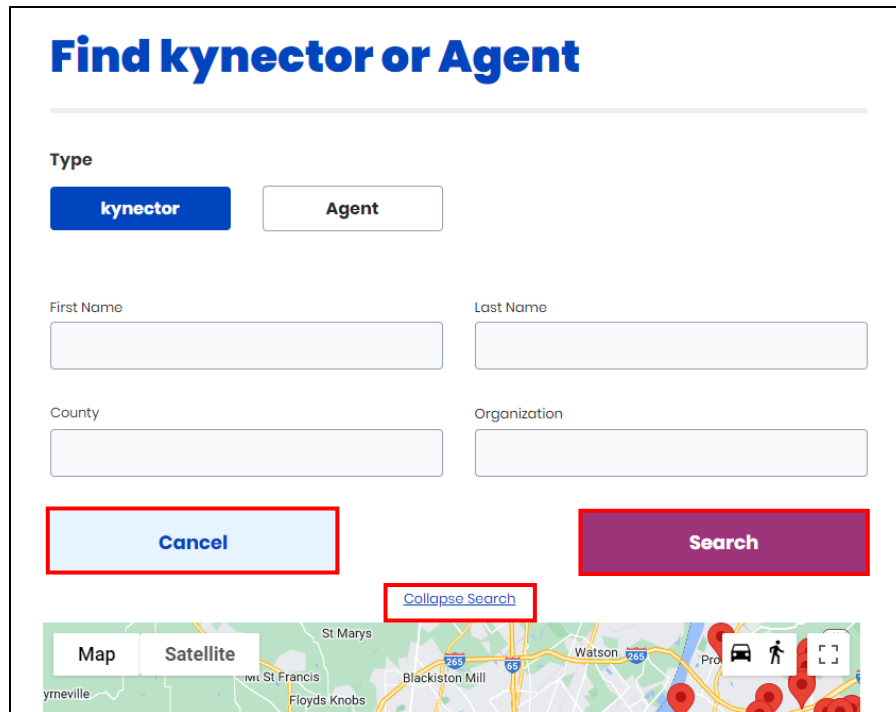
Please note: Click **View More** to reveal the remaining search results when applicable.



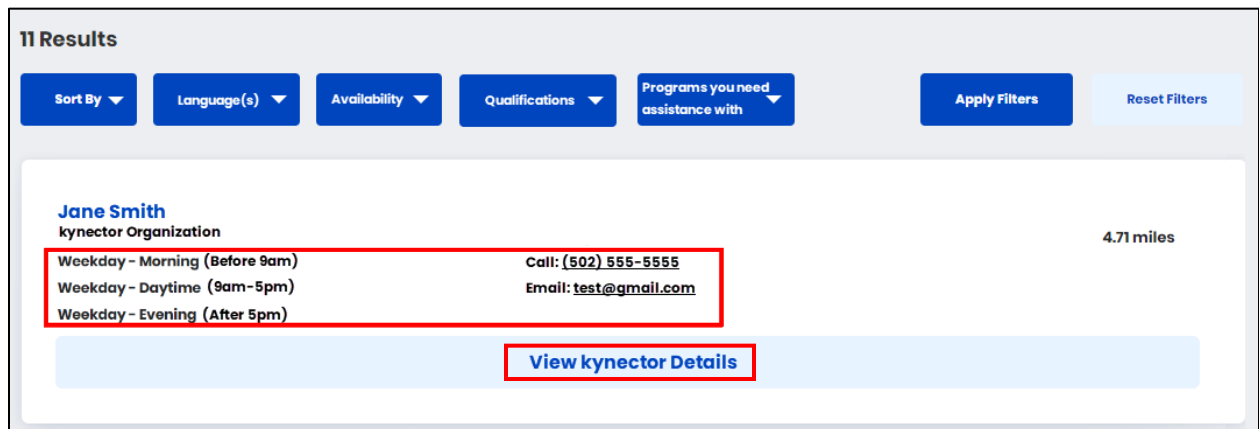
Please note: Click **Reset Filter** to remove all the filters and expand the search results.



15. After clicking the **Modify Search** button, the updated search criteria display, and a **Collapse Search** hyperlink displays below the **Cancel** and **Search** button.



16. Below the available filters, the kynector's availability and contact information displays.
17. Click **View kynector Details**.




Please note: If a user, other than an agent, clicks the **View Agent Details** hyperlink when trying to add an agent to a case with approved Medicaid or Qualified Health Plan programs, a question displays that states "Is this case linked to a kynect On Demand Referral?" This question only appears if no kynect On Demand response has been previously captured for the case. The question defaults to **No**. Select **Yes** if you have requested help from an insurance agent through kynect On Demand previously. When **Select Agent** is clicked, the response to the question is saved.



18. The **kynector Details** pop-up display the kynector's organization and contact details.
19. If applicable, click **View Organization Details**.

11 Results

Sort By ▼

Language(s) ▼

Availability ▼

Qualifications ▼

Programs you need assistance with ▼

Apply Filters

Reset Filters

kynector Organization

4.71 miles

Call: [\(502\) 555-5555](tel:5025555555)
Email: test@gmail.com

View Organization Details



20. The kynector's **Office Address**, **Contact Method**, **Availability**, **Languages** spoken, and **Programs** for which they offer assistance for displays.
21. the bottom of the screen, the **Download Contact**, **Email**, and **Print** buttons displays.

A screenshot of a web application window titled "kynector" with a close button (X) in the top right corner. The profile information for "Jane Smith" from the "kynector Organization" is displayed. Several fields are highlighted with red rectangular boxes: "Office Address" (with a placeholder text "1234 Main Street, Suite 100, New York, NY 10001"), "Contact Method" (with fields for "Call:" and "Email:"), "Availability" (listing "Weekday - Morning (Before 9am)", "Weekday - Daytime (9am-5pm)", and "Weekday - Evening (After 5pm)"), "Languages" (showing "English"), and "Programs" (showing "Medicaid/KCHIP/APTC/QHP"). At the bottom, three buttons are highlighted with a red box: "Download Contact", "Email", and "Print".

Please note: An asterisk displays to the right of **Facility-Based kynectors**. **Facility-Based kynectors** display the following verbiage in a red notification banner when selected:

“Public kynectors are assigned to help any individual apply for Medicaid, in most cases you will want to choose a Public kynector. As Facility-Based kynectors are assigned to help individuals that are patients of a particular facility, you will normally be told by the facility if you need to search for a Facility-Based kynector.”



kynect on Demand Overview

The **kynect on Demand** form allows Residents to submit a request to be called back by a licensed Insurance Agent or kynector to assist them with enrolling in a health plan or applying for benefits. Follow the instructions below to submit a kynect On Demand request.

Completing the kynect on Demand Screen

1. At the top of the **kynect On Demand** screen, the following message displays:

“A kynect Insurance Agent or kynector will contact you in 30 minutes or less* to help you enroll in health coverage (Qualified Health Plans with or without APTC), Medicaid, SNAP, or CCAP. Insurance Agent and kynector services are free to you. Insurance Agents are paid by insurance companies with no impact on the price you pay for your policies.

The information you enter will be sent to a licensed Insurance Agent or kynector who will contact you by email, text, or phone to help you enroll. Do NOT click “Submit” if you do not agree to this condition.

What programs are you looking for help with? (2 checkboxes displayed, one for Medicaid/Qualified Health Plan with or without payment assistance, and one for SNAP/CCAP) (Note: Insurance Agents cannot help you with SNAP/CCAP.)

Please fill in your contact information below.”

**See note after Step 13 below.*

2. Select the desired program for assistance, which will redirect the request appropriately. Note that Insurance Agents cannot assist with SNAP/CCAP.
3. The **kynect on Demand** screen collects information from the Individual needed to process the assistance request.
4. Enter your **First Name** and **Last Name**.
5. Select **Cell Phone** or **Email** as the **Preferred Contact Method**.
6. Enter your **Email** if **Email** was selected as the **Preferred Contact Method**.
7. Enter your **Cell Phone Number** if **Cell Phone** was selected as the **Preferred Contact Method**.
8. Enter your **Zip Code**.
9. Select your **Preferred Language**.
10. Click the **Read and agree to Terms and Conditions/Privacy Policy** hyperlink to review all Terms and conditions on kynect On Demand. Once the pop-up is reviewed, select the **I Agree** button.
11. Click the **‘I’m not a robot’** reCAPTCHA to confirm you are a person requesting the call back.
12. Click **Cancel** to cancel your request to receive a call back from an Insurance Agent.



13. Click the **Submit** button.

kynect On Demand

A kynect Insurance Agent or kynector will contact you in 30 minutes or less* to help you **enroll in health coverage** (Qualified Health Plans with or without APTC), Medicaid, SNAP, or CCAP. Insurance Agent and kynector services are free to you. Insurance Agents are paid by insurance companies with no impact on the price you pay for your policies.

The information you enter will be sent to a licensed Insurance Agent or kynector who will contact you by email, text, or phone to help you enroll. Do NOT click "Submit" if you do not agree to this condition.

What programs are you looking for help with? (Note: Insurance Agents cannot help you with SNAP/CCAP.)

Medicaid/Qualified Health Plan with or without payment assistance

SNAP/CCAP

Please fill in your contact information below.

First Name

Last Name

Preferred Contact Method

☐ Cell phone

☐ Email

Email

Cell Phone Number

###-###-####

Zip Code

Preferred Language

Select

☐ Read and agree to Terms and Conditions/Privacy Policy

Cancel

☐ I'm not a robot

reCAPTCHA
Privacy - Terms

Submit

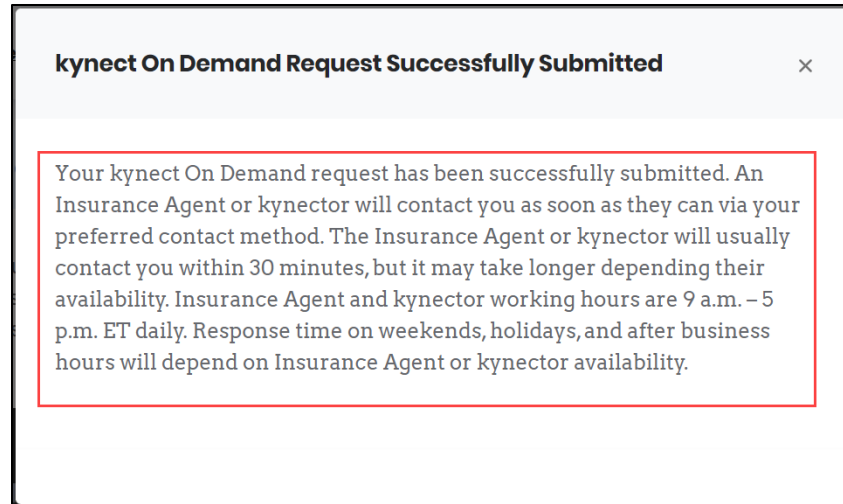
*30 minutes or less response time from an Insurance Agent or kynector is expected from 9 a.m. – 5 p.m. ET daily based on Insurance Agent or kynector availability. Response time on weekends, holidays, and after business hours will depend on Insurance Agent or kynector availability.



Please note: At the bottom of the **kynect On Demand** screen, a notice appears advising there is a 30 minute or less response time from Insurance Agents or kynectors from 9 a.m. – 5 p.m. EST daily based on Insurance Agent or kynector availability. It also clarifies that response times during weekends, holidays, and after business hours will depend on Insurance Agent or kynector availability.



14. Clicking the **Submit** button triggers a pop-up response based upon the information provided.



15. On the **kynect On Demand** screen, an accompanying pop-up screen displays. The **kynect On Demand** screen is greyed out and all fields are disabled.



Please note: There are several different messages that an Individual may receive on the pop-up screen. The potential messages include:

- kynect On Demand Request is successfully submitted during Insurance Agent working hours (9 a.m. – 5 p.m. daily EST)
- kynect On Demand Request is successfully submitted outside of Insurance Agent working hours (9 a.m. – 5 p.m. daily EST)
- kynect On Demand Request is submitted, but the email or cell phone number provided match a kynect On Demand Request that was submitted in the last 60 minutes during Insurance Agent working hours (9 a.m. – 5 p.m. daily EST)
- kynect On Demand Request is submitted, but the email or cell phone number provided match a kynect On Demand Request that was submitted in the last 60 minutes outside of Insurance Agent working hours (9 a.m. – 5 p.m. daily EST)

16. After the pop-up displays, click the **X** in the upper right-hand corner to close it out.
- a. Clicking the **X** navigates Users to the Dashboard.



Removing a kynector or Agent

Below are the steps to remove a kynector or Agent.

Steps to Remove a kynector or Agent

1. Click **Get Local Help** on the top menu of the **Resident Dashboard** to navigate to the **Get Local Help** screen.
2. Click the **Expand** icon by the kynector or Agent name.

kynector

A kynector can help you with your benefits in the following ways:

- Apply for Medicaid or KI-HIPP
- Apply for APTC or QHP
- Apply for SNAP or CCAP
- Report Changes in your information
- Recertify your benefits

Christopher A Ward
Case #: 112987824

Find a kynector

3. Click **Remove**.

Kumar Frg
Case #: 112835857

Organization
FFM Assister Org

Language(s)
English

Contact information

Phone
[985-698-7412](tel:985-698-7412)

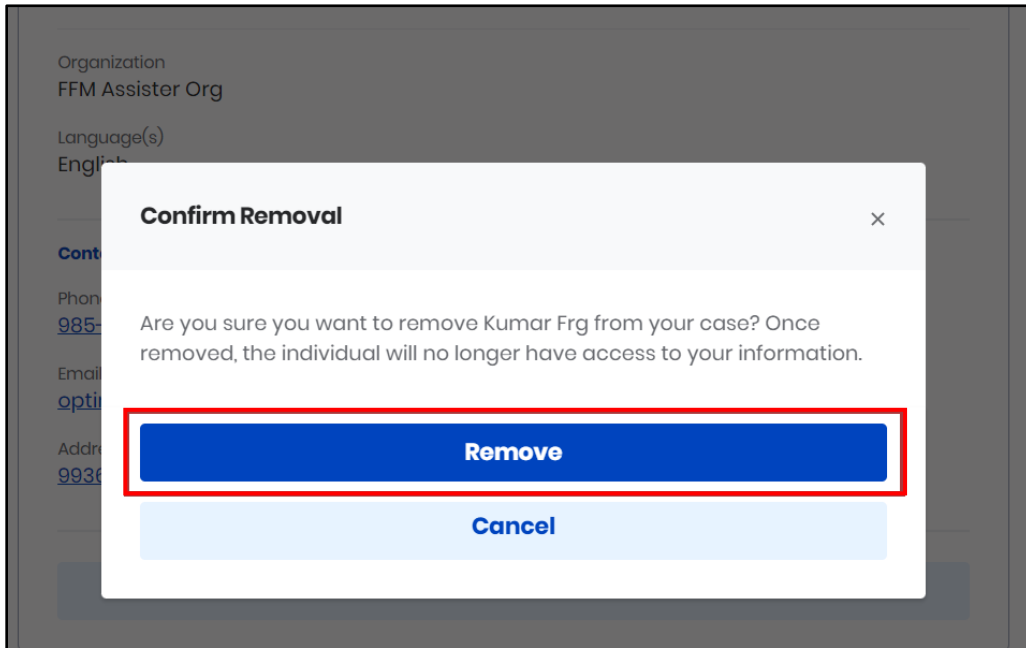
Email
optim@script.com

Address
[9936 FPEJSIF YKEC HCNS, JIELFHZUAJVF, KY, 83400](#)

Remove

Find a kynector

4. Click **Remove** to confirm the removal the individual.



Please note: Once removed, the individual no longer has access to the Resident's information.