The Commonwealth of Kentucky



Quick Reference Guide Document Upload





This Quick Reference Guide is designed to help users complete the steps required to upload a document into kynect.

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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.



Document Upload Overview

The Document Upload process provides Residents with simple and guided instructions for uploading documents to meet their Requests for Information (RFIs) and other information requests. The Documents screen also provides Residents with a list of needed documents, due dates, recently submitted documents, and submit dates.

Residents can log into kynect and access the Document Center to upload documents for their application in either of the following ways:

- Click **Go to the Document Center** from the **Next Steps** screen after they have submitted an application if documentation is required.
- Click **Documents** from the side menu on the **Resident Dashboard** or the menu icon on a mobile device.



Please note: Now, any mobile device with a camera can be used to take a picture of a document and submit it into kynect!

Consider the following tips to ensure that documents are uploaded correctly into kynect.

Tips for Document Upload

- 1. Make sure the image is clear and it captures all information on the document when taking a picture for a mobile upload.
- 2. Files must not be password protected.
- 3. Image Files must not exceed 6MB and document files must not exceed 4MB. The accepted document file types include: *.PDF, *.TIF, *.TIFF and the accepted image file types include *.JPEG, *.JPG, and *.PNG. Other file types are not accepted. In case the file exceeds the limit, the following options can be considered:
 - a. Use the "crop" tool to remove any remaining background or empty space around the image. This will reduce the size of the image.
 - b. Use a smaller image format. Different image formats have varying file sizes; PNG files are typically the largest and JPG files are the smallest.
 - c. To keep the size of PDF files as small as possible for faster uploading and to keep within the required size limit: After saving the completed PDF, click on File > Save As Other > Reduced Size PDF.
 - d. While scanning a paper document, choose the scanner setting of black and white (not gray scale or color) and set the resolution to 300 dpi.
- 4. View required documents under "Documents Needed" in the Document Center before beginning the Document Wizard.



Using the Document Center to Upload a Document

The **Upload Document(s)** button navigates users through the requested document upload process for each household member. A **Proof** screen displays for each required verification, along with the recommended forms for upload. A link is provided to view all accepted forms of proof, in addition to the recommended form.

Overview	Document Conter	
Case Summary	Document Center	
Benefits	In order to continue with your application, we will need do Files must not be password protected and must not exceed	suments to verify the data from your case. After uploading, please allow up to 30 days for your documents to be reviewed. 4MB for PDP, TIP, and TIPF files, or 6MB for JPEG, JPG, and PNG files. Other file types are not accepted.
Health Plans	Upload your documents here for safe and fast tracking.	The uploaded documents will be sent to DCBS directly. You may alternately choose to mail, fax, or hand deliver your documents to a DCBS difference of the sentence information of the sentence information.
Document Center		onice - review <u>Contact or</u> for contact information.
Hearings	KI-HIPP is no longer accepting document verification via for	x
Appointments	Poordy to unlead documents we requested?	
	Upload the requested documents for your household step-by	-step.
	Upload Document(s)	
	Uploaded files may not appear instantly.	
	Documents Needed (0)	Documents Uploaded (6)

Clicking the **Upload Document(s)** button guides users to complete the following steps in kynect:

- ✓ Identify the correct documents by viewing the recommended and accepted forms of proof for each request.
- ✓ Upload one or more documents for each RFI (Requests for Information)
- ✓ Skip a document request and come back later
- ✓ Snap a picture and submit documents on-the-go with any mobile device



Navigating to the Document Center to Upload a Document

Residents, kynectors, and additional kynect users can begin the Document Upload process from the **Resident Dashboard** in kynect. An application must be signed and submitted before kynect allows users to submit documents as forms of proof.

Below are the steps to complete the Document Upload process from the **Resident Dashboard**.

Steps to Starting a Document Upload

1. Click **Documents** on the side menu of the **Resident Dashboard** or the menu icon on a mobile device to be taken to the **Document Center**.

Overview				
Case Summary	Welcome, JA	COBCORN		
Benefits	Multiple ation	trough all the total		Add Other Benefits
Health Plans	View details on your benefits application,	cases, and benefits.		
Documents	Benefits →			
Hearings	Case#:113047089 • Active			
Appointments	Approved	Pending Interview	Pending Verification	
	Qualified Health Plan with P	aymont Assistanco (APTC)		

2. View the required documents under the **Documents Needed** tab.

Ready to upload docum	ents we requested?	
Upload the requested docun	nents for your household step-	by-step.
Upload Document(s)		
Uploaded files may not appe	ar instantly.	
Do you want to view your p	reviously provided Reasonat	ole Explanation?
Click on Reasonable Explana	ation button to view.	
Reasonable Explanation	ion	
Document	s Needed (1)	Documents Uploaded (5)
JACOB CORN		
APTC income		
APTC income verification	Due Date: 12/1 0/2024	

Please note: Documents remain under Documents Needed as
pending until they are accepted.





Please note: Individuals can click the **Reasonable Explanation** button to view any previously provided Reasonable Explanations uploaded for their APTC Income verification based on the coverage year. **This reasonable explanation cannot be used for Medicaid or other programs.**

Please note: When an Individual is required to submit verification for **Special Enrollment – Permanent Move to Kentucky**, there are two separate requests seen in the **Document Center**.

3. Click Upload Document(s) to begin uploading documents for open requests.



4. Click **Start Uploading** after reviewing the information on the **Get Started Uploading Forms of Proof** screen.





- 5. Select **Yes** or **No** to *Do you have proof* question on the **Proof** screen.
- 6. Click Next.
 - If **Yes** was selected for the *Do you have proof* question, then the document's **Upload** screen displays.
 - If **No** was selected for the *Do you have proof* question, then the **Proof** screen for the next request displays.

Proof			
1 of 2 Requests			
JACOB CORN's APTC incom	e verification		
<u>View accepted forms of pr</u> Do you have proof of v Yes	DODE NACOB CORN'S APTC inco	ome verification?	
Exit			Next



Please note: If a Resident checked the Please check this box if you have moved from a foreign country or U.S. territory checkbox after selecting either the **Someone in my household has moved to a new coverage area in last 60 days or I or a dependent will move to a new coverage area in next 60 days** as the **SEP** reason on the **EMM Special Enrollment** screen, then the Resident is required to provide two different types of verification.

- Residents are required to upload documentation of **Proof of Permanent Move** and **Proof of Previous Address** if they previously selected the **Please check this box if you have moved from a foreign country or U.S. territory** checkbox.
- Residents that did not check this checkbox, are required to upload documentation of **Proof of Permanent Move** and **Proof of Qualifying Health Coverage**.

Please note: If an Individual has an open APTC Income Verification Request for Information (RFI), the **Proof** screen displays the following verbiage:

"You can verify your APTC income proof by selecting the appropriate reasonable explanation or uploading an acceptable forms of proof document."

The Individual is then prompted to select **Yes** or **No** to the following question:

"Do you have proof or the reasonable explanation to verify <FIRST NAME MIDDLE INITIAL LAST NAME SUFFIX>'s APTC income?"

If **Yes** is selected, the Individual selects either **Upload form of proof** or **Reasonable Explanation**. If **Reasonable Explanation** is selected, the Individual will click **Next** to proceed to the **Reasonable Explanation** screen where they will select the Reasonable Explanation from the drop-down and click **Save**. If **Upload Form of Proof** is selected, the Individual will click **Next** and proceed to the **Upload** screen where they will upload their proof forms and click **Save**.

-`@

Please note: If the Individual is verifying their approved or pending APTC Income with a Reasonable Explanation during Open Enrollment the **Reasonable Explanation** screen view will ask to provide a Reasonable Explanation for both years, the current year, or the next year, depending on when the Individual receives APTC benefits. The Individual will then click **Save** and be navigated back to the **Document Center** screen.



8. Click the **Upload** icon to search and select the document to upload from the computer or mobile device.

JACOB CORN'S APTC income verification: JACOB CORN	
Files must not be password protected and must not exceed 4M for *.JPEG, *.JPG, and *.PNG files. Other file types are not accepted	B for *.PDF, *.TIF, and *.TIFF files or 6MB d.
You do not need to upload the same document more than once document as proof of something else please use the 'Skip' butto same document again.	e. If you have already uploaded this on below instead of uploading the
Form of proof Pay Stubs	
Please upload a file within the allowable size. File size should be no more than 6	MB.
If you'd like to add another form of proof, please attach it here	
Add new form of proof	
Please ensure that all forms of proof have been added above be	ore you proceed
Skip	Upload & Continue



- 9. Click **Add a new form of proof** to add an additional document if there is more than one document for this proof.
- 10. If the document has not been submitted, click the **Trash** can icon to remove the document and complete the steps to select a new document.
- 11. Click **Upload & Continue** to continue to the **Proof** screen for the next screen.

Upload JACOB CORN'S APTC income verification: JACOB CORN
Files must not be password protected and must not exceed 2MB for *.PDF, *.TIF, and *.TIFF files or 5MB for *.JPEG, *.JPG, and *.PNG files. Other file types are not accepted.
You do not need to upload the same document more than once. If you have already uploaded this document as proof of something else please use the 'Skip' button below instead of uploading the same document again.
Pay Stubs
Pay Stubs.pdf
If you'd like to add another form of proof, please attach it here
Add new form of proof
Please ensure that all forms of proof have been added above before you proceed
Skip Upload & Continue



- 12. The Document Center walks the user through the steps to upload a document for each request. After all documents have been submitted, the **Submitted Documents** screen displays.
- 13. Click Back to the Document Center.

benefits Dashboard Program	s 🗸 Get Local Help Child Care Provider Search	Help & FAQs 🛛 BRAN 🔗	
		Languages: English(English) v	
Submitted Documents	S		• •
We have received the documents below and are in the proces verification was not submitted or if we are unable to use as a for to the Document Center and upload the appropriate documen	is of reviewing. If a request for orm of proof, please be sure to return its.		
You can review each request status individually on the Docum uploaded the incorrect document, you may manually upload t DCBS.	nent Center. If you believe you the correct document or contact		
ROSANA DONITA's US Citizenship			
Birth Certificate Citizonshippdf			
		Back to Doc	ument Center



14. If there are any uploaded documents that are still pending in the **Documents Uploaded** tab that need to be removed for any reason, click on the **Trash** icon on the right of the **Document source** column.



In order to contin	nue with your application allow up to 30 days	ation, we will need de	ocuments to verify th	he data from your cas	e. After
Files must not be PNG files. Other 1	password protected file types are not acc	and must not excee epted.	d 4MB for PDF, TIF, a	nd TIFF files, or 6MB	for JPEG, JPG, an
Upload your do and fast trackir	cuments here for safe 1g.	The uploaded docun mail, fax, or hand del contact information	nents will be sent to DCI liver your documents to	35 directly. You may alter a DCBS office – review <u>C</u>	nately choose to <u>ontact Us</u> for
	Documents Needed (1)			Documents Uploaded (2	3)
Status	Documents Needed (1)	Form of proof	Document Name	Documents Uploaded (2 Submitted Date & Time	3) Document source
Status Occuments Uploaded.	Documents Needed (1) Name JASON K JAMES	Form of proof PAFS-76	Document Name IMG_0910.pdf	Documents Uploaded (2 Submitted Date & Time 04/28/2024 4:02 PM	3) Document source kynect
Status Concuments Uploaded. Concuments Uploaded. Concuments Concum	Documents Needed (1) Name JASON K JAMES JASON K JAMES	Form of proof PAFS-76 Drivers License	Document Name IMG_0910.pdf IMG_0906.pdf	Documents Uploaded (2 δubmitted Date δubmitted Date </td <td>a) Document source kynect</td>	a) Document source kynect



15. If the **Trash** icon is clicked, a pop-up box appears asking the following question to verify that the uploaded document should be deleted: "You are attempting to delete a document you have previously uploaded. Are you sure you would like to continue with the document deletion?"Click the **Delete Uploaded Document** button in the pop-up to delete the document. The document and its corresponding row will no longer appear in the **Documents Uploaded** tab. Click the **Cancel** button or the "x" at the top right of the pop-up to keep the document and be brought back to the **Document Center** screen.

es must not G files. Oth	be password protec er file types are not a	ted and must not excee accepted.	ed 4MB for PDF, TI	F, and	TIFF files, or 6
Upload you and fast tre	Delete Uploaded Do	cument?		×	irectly. You may CBS office – revi
i KI-HIP	You are attempting to uploaded. Are you sure deletion?	delete a document you have e you would like to continue v	previously vith document		
		Delete Uploaded Docum	ent		
		Cancel			cuments Upload
tus	Name	Form of proof	Document Name		Submitted Dat & Time

16. Once an uploaded document has been deleted, the **Documents Needed** tab will revert to the original status and remove indication of any previously uploaded documents that have been deleted.