The Commonwealth of Kentucky

kynect

Quick Reference Guide
Resident Basic Navigation

This Quick Reference Guide is designed to help Residents navigate the Resident Dashboard 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.

Resident Dashboard Overview

Residents use their Kentucky Online Gateway (KOG) account information to log into kynect benefits. When Residents log into kynect benefits, they are presented with the **Resident Dashboard**. The **Resident Dashboard** provides an Overview of important benefits information.
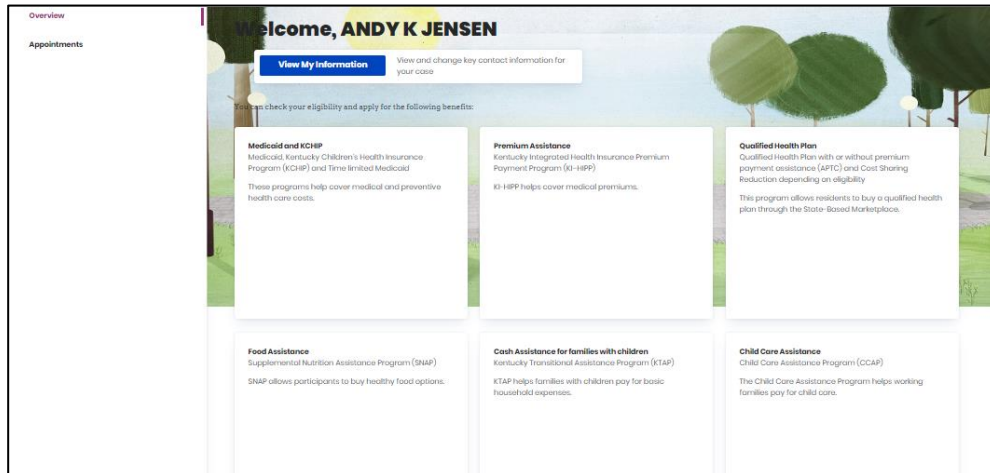
> **Please Note**: After a **Benefits Application** has been completed, the **Resident Dashboard** displays the **Benefits**, **Message Center**, **Health Plans**, and **Authorized Representatives, kynectors, & Agents** dashboard tiles. Reference the **Resident Dashboard Quick Reference Guide** for more information.

➢ If the Resident is new to kynect benefits and does not have a case, the **Dashboard** displays a link to **Apply for Benefits** at the bottom of the page.

> **Please Note**: If local assistance is needed to enroll in a plan or help applying, Individuals may click **Get Local Help** at the top of the screen, at the foot of the page, or on the **Need Help** screen. Clicking **Get Local Help** navigates the Individual to the **Get Local Help** screen. Individuals may also click **Get Contacted**. Clicking **Get Contacted** directs Individuals to the **kynect on Demand** screen

➢ Residents can also click **Prescreening Tool** to take a quick survey to learn if their household is potentially eligible for benefits before they submit an application. The Prescreening Tool does not guarantee eligibility for benefits, as eligibility may change once more information is captured. Residents are encouraged to complete a benefits application regardless of the prescreening results.

Apply for Benefits

Get benefits for health, food, household expenses, and child care.

Apply for Benefits

See If I May Be Eligible

See if your household may be potentially eligible for benefits.

Prescreening Tool

Basic Navigation

When using kynect benefits, there are two important features that help users successfully use the kynect benefits system.

✓ The **Top Navigation** Menu

✓ The **Side Navigation** Menu

> **Please Note**: If you are using a mobile device the **top** and **side** menus are found in the **menu** icon in the top left of your screen. The **menu** icon can be accessed from any screen while logged into kynect benefits on a mobile device.

The **Top Navigation** Menu can be accessed from any screen in kynect benefits. Below are the features found on the **top** menu on a computer or from the **menu** button on a mobile device.
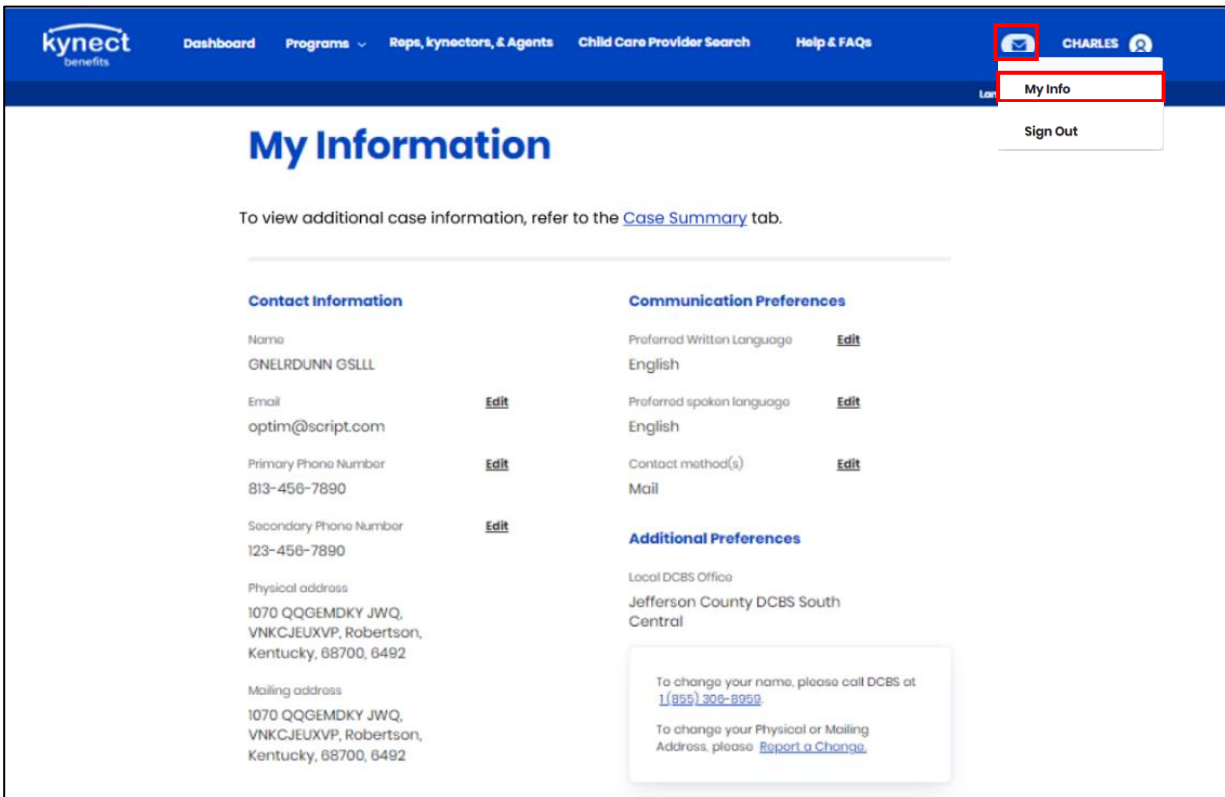
Top Navigation Menu

✓ Click **Dashboard** to return to the **Resident Dashboard**.

✓ Click **Programs** to find more information about the **Benefit Programs** offered.

✓ Click **Get Local Help** to contact a local Insurance Agent or kynector, or to add an Authorized Representative, kynector, or Insurance Agent on your case.

✓ Click **Child Care Provider Search** to seach for a local Child Care Provider.

✓ Click **Help & FAQ's** to view general kynect benefits information and find answers to **Frequently Asked Questions**
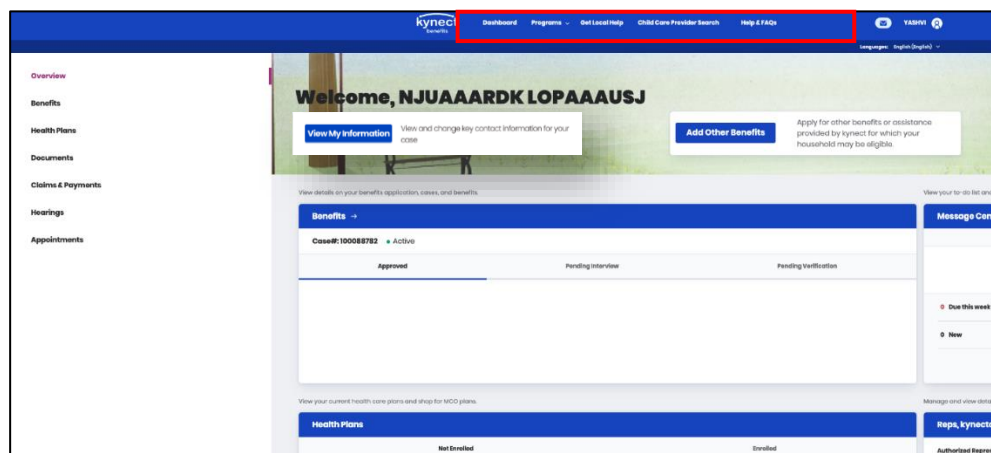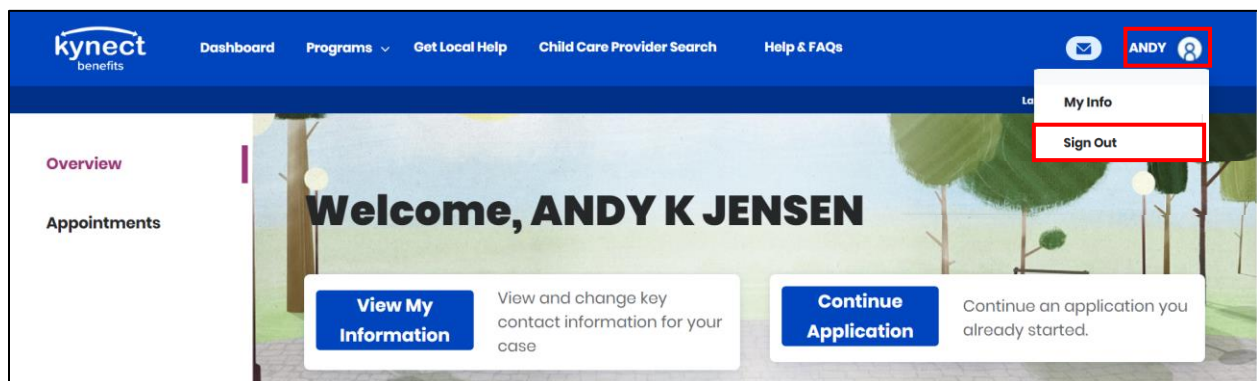
- ✓ Click the **mail** icon to view messages and notifications.

- ✓ Click the **View My Information** button or hover over the **profile** icon and click **My Info** to complete the following:

  - o View and Edit Personal Contact Information
  - o View and Edit Communication Preferences
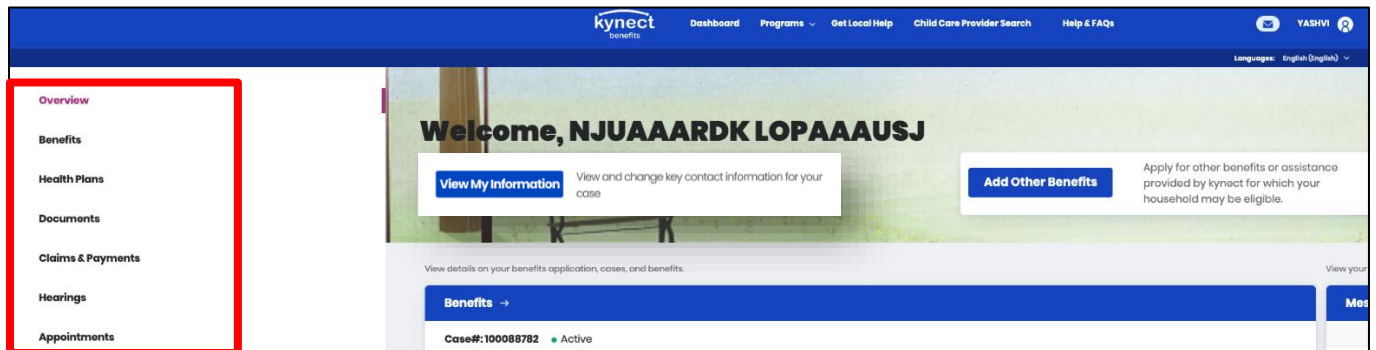 - o View Local DCBS Office

- ✓ Hover over the **profile** icon and click **Sign Out** to log out of kynect benefits.

The **Side Navigation** Menu can be accessed from any screen in kynect benefits. Below are the features found on the **side** menu on a computer or from the **menu** button on a mobile device.

Side Navigation Menu

- ✓ Click **Overview** to return to the **Resident Dashboard**.

- ✓ Click **Benefits** to view and manage your approved programs.

  - o **Report a Change** is also available from this screen.

- ✓ Click **Health Plans** to navigate to the **Enrollment Manager**.

  - o This option will only be available once a **Benefits Application** has been completed.

- ✓ Click **Documents** to visit the **Document Center**.
  - o The **Document Wizard** is a tool that helps Residents identify correct forms of proof when there is a **Request for Information**. The **Document Wizard** gives a step by step walk through to complete a document upload for every request.

- ✓ Click **Claims & Payments** to review **Amount Owed** for claims.

- ✓ Click **Hearings** to **Request a Hearing with CHFS** to appeal eligibility, enrollment and benefit decisions for any kynect benefits program.

- ✓ Click **Appointments** to manage appointments.

Please Note: The **Case Summary** link appears on the left side for active cases that currently or previously had Medicaid (MA) or Qualified Health Plan (QHP) present, where the individual is the Head of Household. If the case is not active, or the individual is not the Head of Household, the link is not available.

Mobile-Friendly Design

kynect benefits has a mobile friendly, mobile first design for easy navigation and connections to benefits and community resources. Residents, kynectors, and additional users can complete all available actions in kynect benefits from any mobile device. Some of these actions include:

- ✓ **Apply for Benefits**
- ✓ **Upload Documents**
- ✓ **Report a Change**