The Commonwealth of Kentucky
kynect State-Based Marketplace

kynect
health coverage
Together for a better Kentucky

kynector Welcome Packet

December 13, 2022

Introduction

This Welcome Packet is designed to onboard and introduce new contracted kynectors (Navigators) and non-contracted kynectors (Certified Application Counselors (CACs) to the Kentucky Health Benefit Exchange's kynector Program. This document provides an overview of the onboarding process and detailed onboarding steps. Additional kynector training materials can be found on KHBE's website at KHBE.ky.gov.

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1 Welcome Letter

Getting Started with the Kentucky Health Benefit Exchange

Welcome to the Kentucky Health Benefit Exchange (KHBE) kynector Program! KHBE oversees and manages the program, the certification process, education and outreach, and program information.

As a kynector, you work with Individuals to complete applications and facilitate their enrollment in health coverage. You will help Residents navigate through the full range of health plans for which they may apply including Medicaid, Qualified Health Plans (QHPs), Advance Premium Tax Credit (APTC), Cost-Sharing Reductions (CSRs), Kentucky Children's Health Insurance Program (KCHIP), Kentucky Integrated Health Insurance Premium Payment (KI-HIPP) Program, Small Business Health Options Program (SHOP), and other programs as directed by KHBE.

KHBE is obligated under federal requirements to track training completions for all kynectors and Organization Administrators. KHBE coordinates and monitors these training requirements. This packet outlines the curriculum for the required trainings that you will need to complete before you become certified as a kynector. Please read the instructions carefully as you navigate through the certification process and follow the steps in the order they are listed. Do not skip any steps.

If you have been designated the Organization Administrator, you will be required to complete additional trainings. Organization Administrators manage their organization and its users in the Kentucky Online Gateway (KOG). KOG is the platform from which kynectors access kynect and their required trainings on MyPurpose. The information in this packet helps you differentiate your role as an Organization Administrator from the role of a kynector.

Thank you for assuming the role of a kynector. It is the dedicated efforts of the kynectors like you, which allow Kentucky to lower its uninsured rate and provide access to quality health coverage for all Kentuckians.

KHBE Team

2   kynector Onboarding Glossary of Terms

KHBE has put together a glossary of terms for kynectors to review to help them through the onboarding process. Following the glossary of terms is a graphical explanation of base roles, add-on roles, and who grants access to each role.

Term	Definition
Agency Administrator	Agency Administrator is a kynect benefits role that grants the user a manger's level of access. This role should be given to a few users within the organization who know and understand the role capabilities/responsibilities and who need the ability to see all the cases associated with the organization. This allows the user to monitor and adjust caseloads and kynector assignments and evaluate the programs at an organizational level.
Assister Medicaid Role	A role in Self-Service Portal given to kynectors, Agency Administrators, or other approved individuals **in addition to** the kynector or Agency Administrator roles. The Assister Medicaid role allows users to complete QHPs, APTC, CSRs, Medicaid, KCHIP, and KI-HIPP applications on behalf of a Kentucky Resident.
Assister Other Programs Role	A role in Self-Service Portal given to kynectors, Agency Administrators, or other approved individuals **in addition to** the kynector or Agency Administrator roles. The Assister Other Programs role allows users to submit Supplemental Nutrition Assistance Program (SNAP) and Child Care Assistance Program (CCAP) applications to the Department for Community Based Services (DCBS) on behalf of a Kentucky Resident.
Assister Role	A role assigned to kynectors in the Kentucky Online Gateway that grants them access to training, Medicaid enrollment, and SNAP/CCAP applications. The Assister role is given to kynectors, Agency Administrators, or other approved individuals after completion of all required trainings in MyPurpose.
Assister Training Role	Assister Training is a role in the MyPurpose Learning Management System (LMS) which allows kynectors to access and complete required trainings of the kynector program.
Advance Premium Tax Credit (APTC)	A tax credit Individuals can take in advance to lower their monthly health insurance payment (or "premium"). The advanced payment is reconciled on the year's tax return. Based on the payment assistance the Individual qualifies for, their tax credit may change. This is also referred to as "Payment Assistance".

Child Care Assistance Program (CCAP)	A program which provides support to help families pay for child care.
kynect	A Commonwealth of Kentucky program where Individuals apply for benefit programs and resources including: Medicaid, Qualified Health Plans (QHPs), Advance Premium Tax Credit (APTC), Cost-Sharing Reductions (CSRs), Kentucky Children's Health Insurance Program (KCHIP), Kentucky Integrated Health Insurance Premium Payment (KI-HIPP) Program, and Small Business Health Options Program (SHOP). kynect may be visited online at kynect.ky.gov. There are three systems that make up kynect: • kynect benefits • kynect resources • kynect health coverage
Kentucky Children's Health Insurance Program (KCHIP)	A program that provides health coverage to children facing barriers such as high cost and lack of access to coverage. This applies to children under the age of 19.
Kentucky Online Gateway (KOG)	KOG is a single sign-on (SSO) solution for kynectors and Residents which allows users to access to state systems they need for interactions with multiple state agencies. KOG functions similarly to a cell phone App Store. Business partners should maintain a separate KOG account for business related accounts and Resident level accounts to avoid blocked access within certain state systems.
Medicaid	A federal and state program that provides health coverage to low-income adults, pregnant women, children, and Individuals with disabilities.
MyPurpose	The Commonwealth of Kentucky's Learning Management System (LMS) where kynectors and Agents complete training. MyPurpose is accessed through KOG.
Organization Manager	Organization Manager is a role within the KOG system which permits Manager to add, remove, and update user profiles and assigned roles. Maintaining user accounts is a critical part of ensuring that an organization is in compliance, that search results found in the kynect system are accurate, and that organizations maintain their users in a manner that prevents security incidents. Organization Managers act as the primary liaison between their contracted organization and KHBE and act

	as the main point of contact for KHBE regarding contractual requirements.
Organization Administrator	This title is used to distinguish users who hold either the Organization Manager role, the Agency Administrator role, or in some cases both roles.
Qualified Health Plan (QHP)	An insurance plan certified by the State-Based Marketplace (SBM) that provides essential health benefits, follows established limits on cost-sharing (like deductibles, copayments, and out-of-pocket maximum amounts), and meets other requirements under the Affordable Care Act.
Supplemental Nutrition Assistance Program (SNAP)	A federal and state program that helps low-income individuals purchase food for healthy meals at participating stores. SNAP was formerly known as food stamps. SNAP benefits increase household food buying power when added to the household's income.
State-Based Marketplace (SBM)	A marketplace where states are responsible for performing all marketplace functions for the individual market. Residents in these states apply for and enroll in coverage through marketplace websites established and maintained by the states.

Please note: For additional comments, please go to the KHBE Glossary on KHBE.ky.gov.

2.1 kynector Roles Diagram

The following is a graphical explanation of base roles, add-on roles, and who grants access to each role.

	Add-On Roles		
	Assister Medicaid	**Assister Other Programs**	**Assister Medicaid + Assister Other Programs**
Base Roles — **Assister**	This role combination allows users to complete QHPs, APTC, CSRs, Medicaid, KCHIP, and KI-HIPP applications on behalf of a Kentucky Resident. This role is provided by Organization Managers after Agency Admins request the role be added for the kynector.	This role combination allows users to submit SNAP and CCAP applications to DCBS on behalf of a Kentucky Resident. This role is provided by Organization Managers after Agency Admins request the role be added for the kynector.	This role combination allows users to submit SNAP and CCAP applications, as well as complete QHPs, APTC, CSRs, Medicaid, KCHIP, and KI-HIPP applications on behalf of a Kentucky Resident. This role combination is provided by Organization Managers after Agency Admins request both roles be added for the kynector.
Agency Administrator	This role combination allows users to complete QHPs, APTC, CSRs, Medicaid, KCHIP, and KI-HIPP applications on behalf of a Kentucky Resident. The role also grants managerial level access to see all cases associated with the organization, adjust kynector caseloads, and evaluate the program at an organizational level. This role is provided by Organization Managers.	This role combination allows users to submit SNAP and CCAP applications to DCBS on behalf of a Kentucky Resident. The role also grants managerial level access to see all cases associated with the organization, adjust kynector caseloads, and evaluate the program at an organizational level. This role is provided by Organization Managers.	This role combination allows users to submit SNAP and CCAP applications, as well as complete QHPs, APTC, CSRs, Medicaid, KCHIP, and KI-HIPP applications on behalf of a Kentucky Resident. The role also grants managerial level access to see all cases associated with the organization, adjust kynector caseloads, and evaluate the program at an organizational level. This role is provided by Organization Managers.

3 kynector Onboarding Overview

3.1 New kynector Onboarding Process Flow

New kynectors and their Organization Administrators (must have Organization Administrator role in KOG) should follow the high-level process flow below when onboarding. The below process flow is divided by responsibility. See the following sections for detailed steps for each stage of the process flow.
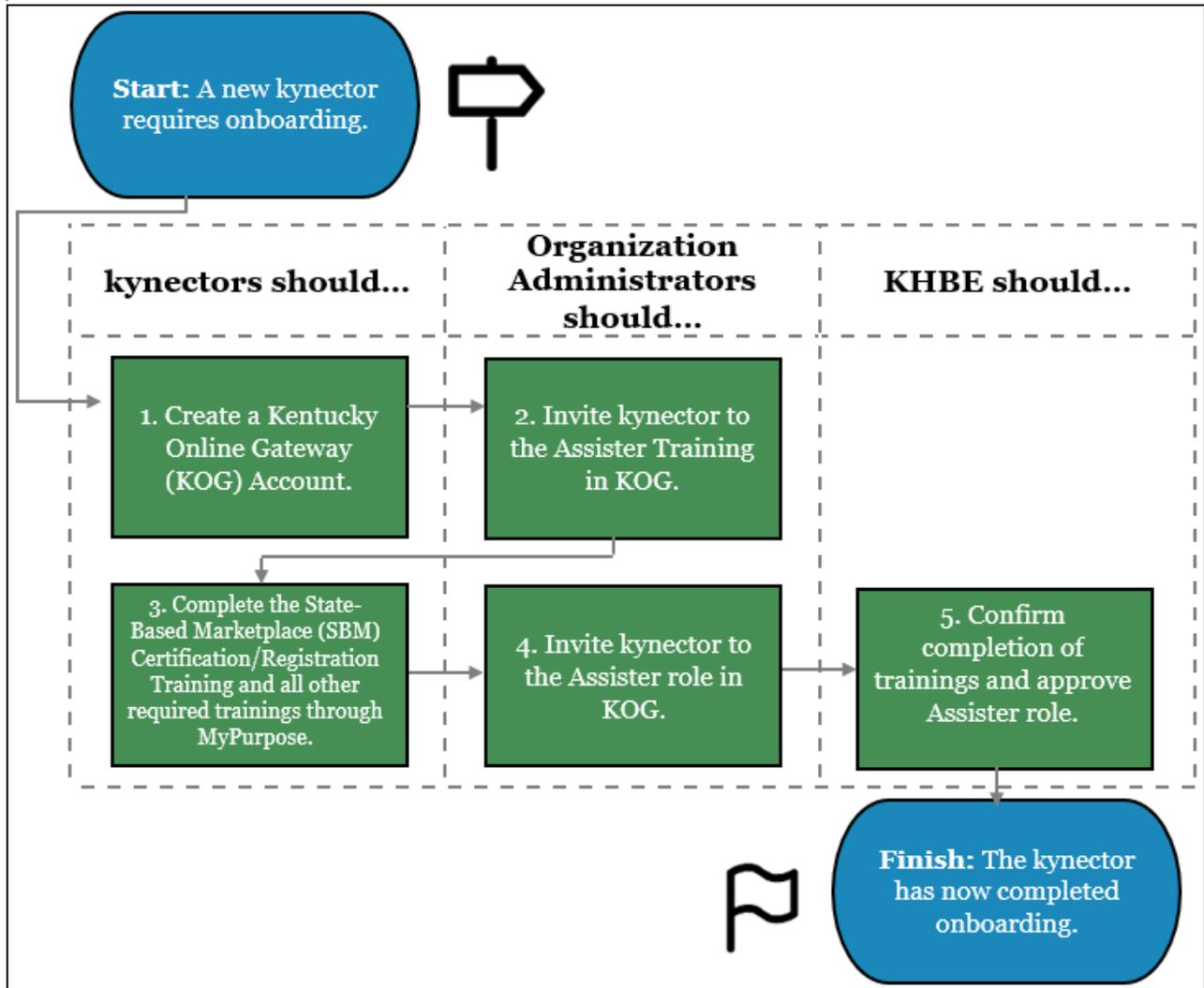
Please note: Once a kynector has completed onboarding, they gain access to MyPurpose. For questions and more information please see the detailed process flow on the KHBE website at KHBE.ky.gov.

4   Creating a Kentucky Online Gateway (KOG) Account

To access a variety of Commonwealth of Kentucky systems including kynect and MyPurpose, kynectors must create a Kentucky Online Gateway (KOG) account. Follow the steps below to create a KOG account.

> **Please note**: If you have an existing KOG account for business, you should use that account instead of creating a new one.

4.1   How to Create a KOG Account

1. Navigate to the KOG home screen at https://kog.chfs.ky.gov/home.
2. Click **Create New Account**.
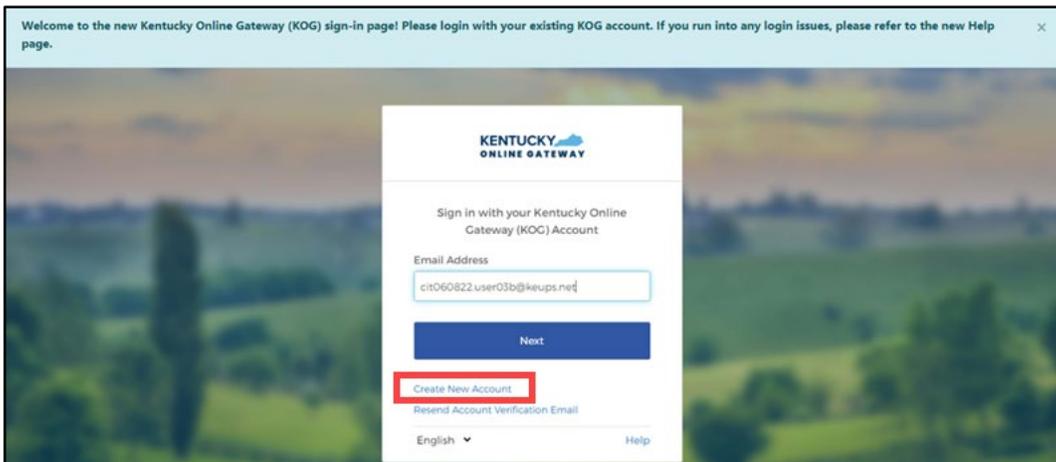
3. Enter a name into the **First Name**, **Middle Name** (optional), and **Last Name**.

> **Please note**: kynectors must use their full legal first and last name when creating a KOG account.

4. Enter a valid **email address** into the *Email Address* field and the *Verify Email Address* field.

> **Please note**: To create a KOG account, kynectors must use a <u>valid work email address</u> that has not been used for a citizen KOG account.

5. Enter a **yes** into the *Password* field.

> **Please note:** Password must be at least eight (8) characters in length and contain at least one number, one lowercase letter, and one uppercase letter.

6. Enter the previously created **password** in the *Verify Password* field.
7. Enter the **mobile number** into the *Mobile Phone* field (optional).
8. Enter a **street address** into the *Street Address 1* field (optional).
9. Enter a **street address** into the *Street Address 2* field (optional).
10. Enter a **City** and a **Zip Code** (optional).

Please note: kynectors should use their personal information for phone number, home address, city, state, and postal code and not use their business information for these fields.

11. Select a **Preferred Language** (optional).
12. Select a question from the *Security Question* drop-down box.
13. Below the previously selected security question, enter the response for the security question in the *Answer* field.
14. Select a question from the second *Security Question* drop-down box.
15. Below the previously selected security question, enter the response for the security question in the *Answer* field.

Please note: These security questions are used in case a kynector forgets their password.

Please note: Mandatory fields are marked with a red asterisk (*). All mandatory fields must be filled out in order to successfully create a KOG account.

16. Select the box next to **I'm not a robot.**
17. Review all fields to confirm accuracy. Then, select **Sign Up.**

18. A confirmation notification displays, and an email notification is sent to the email provided.

Please note: Once the automated activation email has been received, select the activation link in the email. The activation link <u>must</u> be selected within **four (4) hours** to complete the verification process or the account request is deleted, and the registration process must be completed again.

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19. When the activation link in the email is clicked, the user is redirected back to KOG. Select **Continue to Sign in**, located in the bottom right corner of the screen.
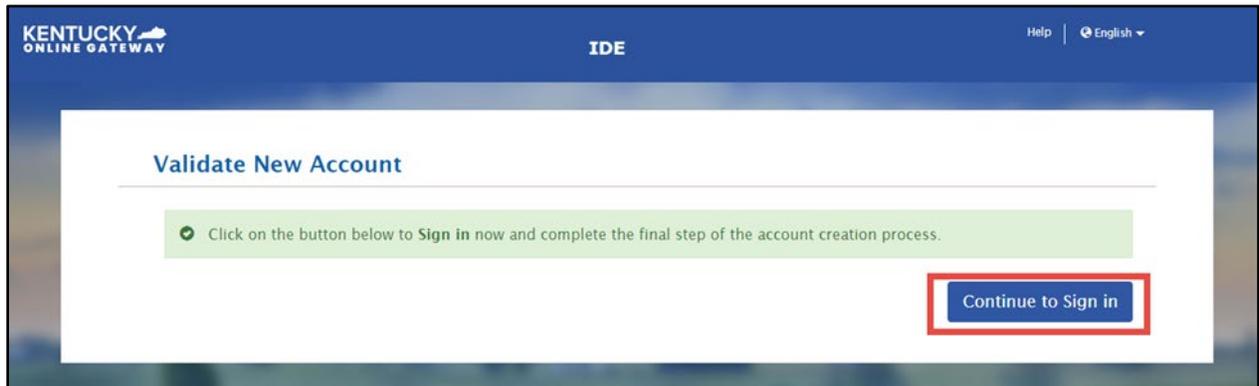
20. Enter **Email Address** and click **Next.**
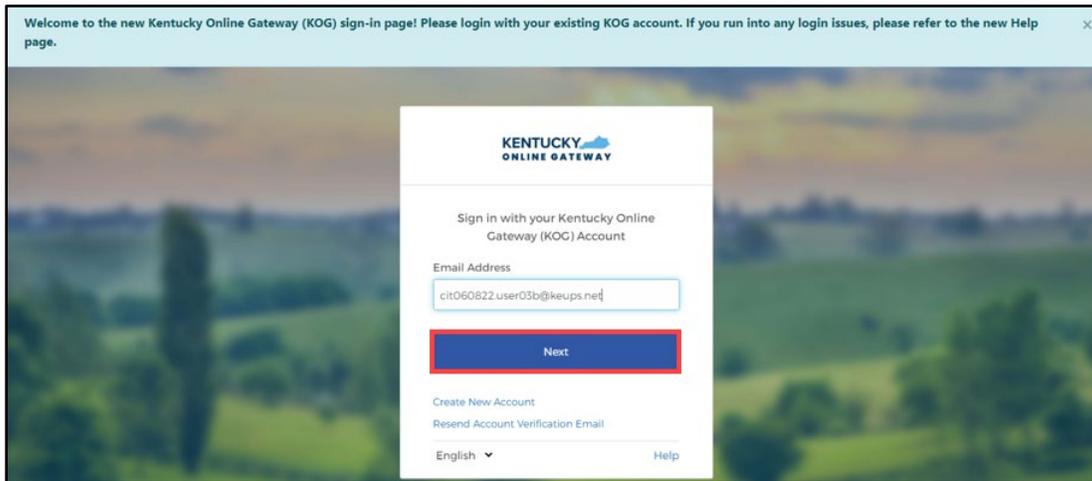
21. Enter **Password** and click **Verify**.
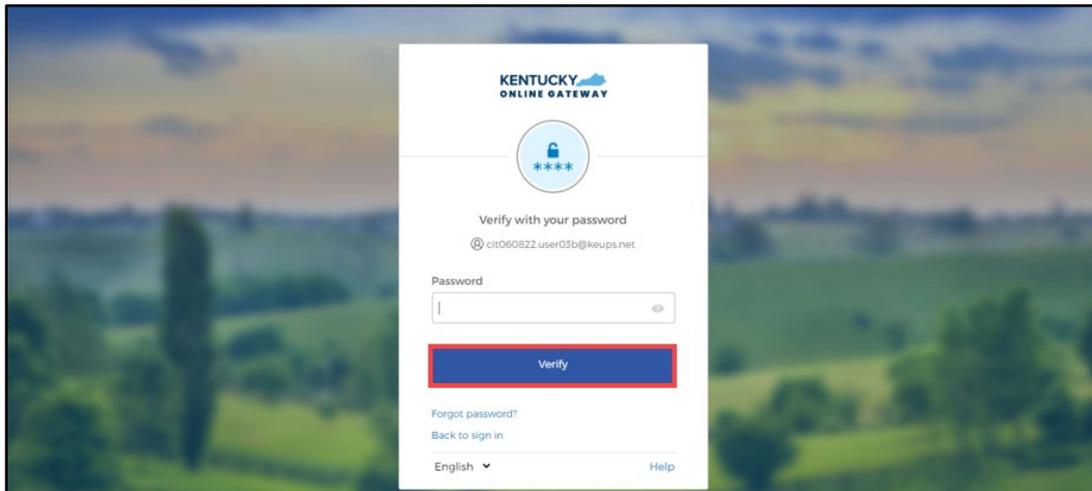
22. kynectors are redirected to the **Register as a Kentucky Organ Donor** screen.

- If **Remind me later** is selected, Users will be redirected to the **KOG Dashboard** screen.
- If **Yes, Register Now** is selected, Users will be redirected to the **Organ Donor Registration** screen. On the Organ Donor Registration screen, Users should complete the following:
  1. Enter all applicable **personal information**.
  2. Select the **I have read, understand, and agree to the above terms and conditions** checkbox.
  3. Click **Register**.

Please note: If at any point the user chooses to skip the organ donor registration process, they can click the **Continue to the Application** link.

Please note: Once a kynector completes creating their KOG account, they must inform their Organization Administrator that the account is setup and share the email address assigned to the KOG account with the Organization Administrator. Then, the Organization Administrator grants the kynector access to trainings in MyPurpose Learning Management System (LMS).

23. After the kynector provides their Organization Administrator the email address used to create the KOG account, the Organization Administrator assigns the kynector the *Assister Training* role. Once completed, this action generates an email to the kynector from KOG.
24. Select **Click here to complete the process**.

Please note: If a kynector will be submitting applications for SNAP/CCAP to DCBS on behalf of Residents, the Organization Administrator assigns the *Assister Other Programs* role, Assister Training role, and kynector role once **all** required trainings have been completed. These roles can and **should be added simultaneously**.

Subject:	**Invitation to Organization User - UAT**	Back To Inb
To:	areverycool	
From:	KEUPS_DoNotReply_keupsuat.chfs@ky.gov	
Received:	Thu Jan 23 2020 14:44:12 GMT-0500 (Eastern Standard Time)	
Sending IP:	148.163.135.176	
Parts:	html	

Attachments: [Subscribe to receive Attachments]

Jonas Bros,

worker portal has granted you access to the following roles to participate as a user in an Organization - 2015 Go Live TEST

Application Name: Cornerstone OnDemand
Role Name: Assister Training

Please follow the below instructions to gain access as a user for this organization. This invitation link would expire and is valid only for a one-time use.

Click here to complete the process

If you need any assistance further, please contact the Kentucky Online Gateway HelpDesk.

Kentucky Online Gateway
Kentucky Online Gateway HelpDesk

NOTE: Do not reply to this email. This email account is only used to send messages.

Privacy Notice: This email message is only for the person it was addressed to. It may contain restricted and private information. You are forbidden to use, tell, show, or send this information without permission. If you are not the person who was supposed to get this message, please destroy all copies.

25. Enter **Email Address** and click **Next.**

26. Enter **Password** and click **Verify.**
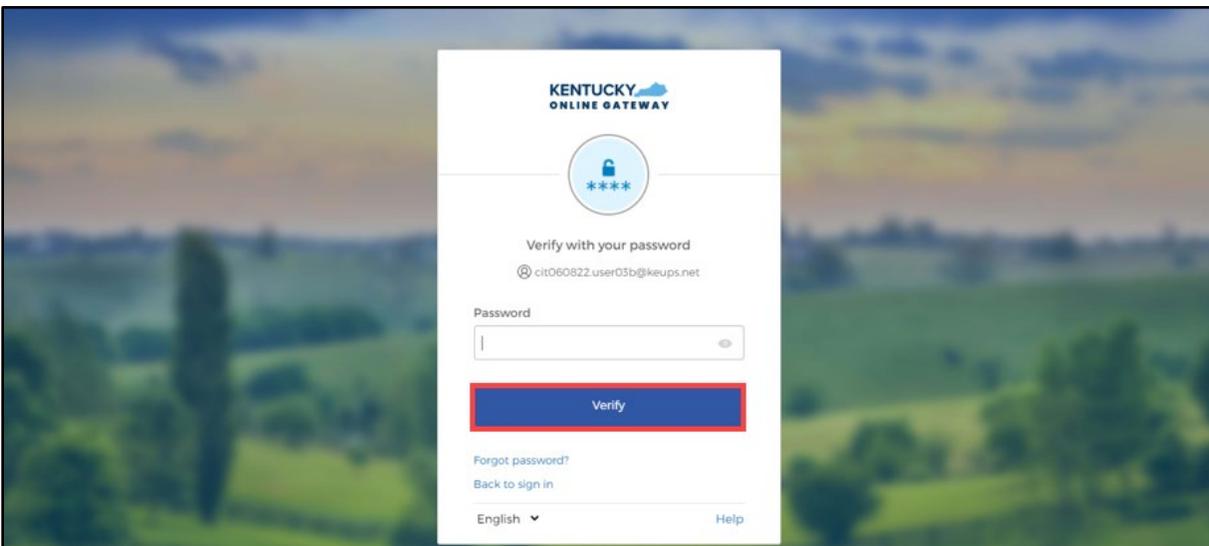
5   Multi-Factor Authentication

Multi-Factor Authentication (MFA) is an authentication method that requires kynectors to provide two or more verification factors to gain access to MyPurpose and kynect. Users may be presented with different security methods to complete MFA.

> **Please note:** If users are presented with multiple security method set up options, KOG highly recommends that users choose to set up Okta Verify as their security method to complete MFA.

5.1   Set up MFA: Okta Verify (Computer Browser)

When logging into KOG for the first time, if the email address and password entered on the new KOG login screen are correct, users will navigate to the **Set up security methods** screen. Follow the steps below to set up Okta Verify using a computer browser.

1.   On the **Set up security methods** screen, click **Set Up** under Okta Verify.
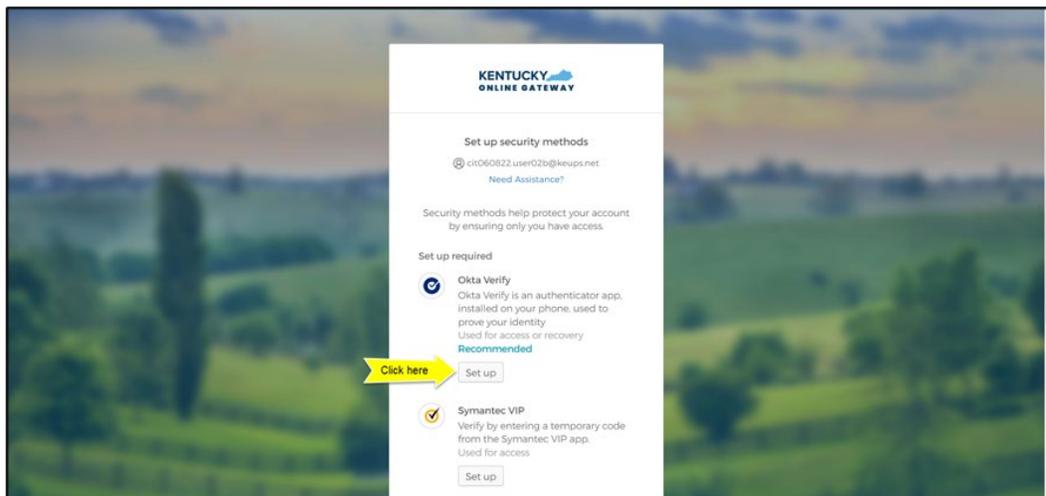
2. Once on the **Set up Okta Verify** screen, users should download the Okta Verify application to their mobile device or tablet/iPad from the App Store (iPhone and iPad) or Google Play (Android devices).

Please note: There are two different Okta applications in the App Store (iPhone and iPad) or Google Play (Android devices). **Users should only download Okta Verify**.
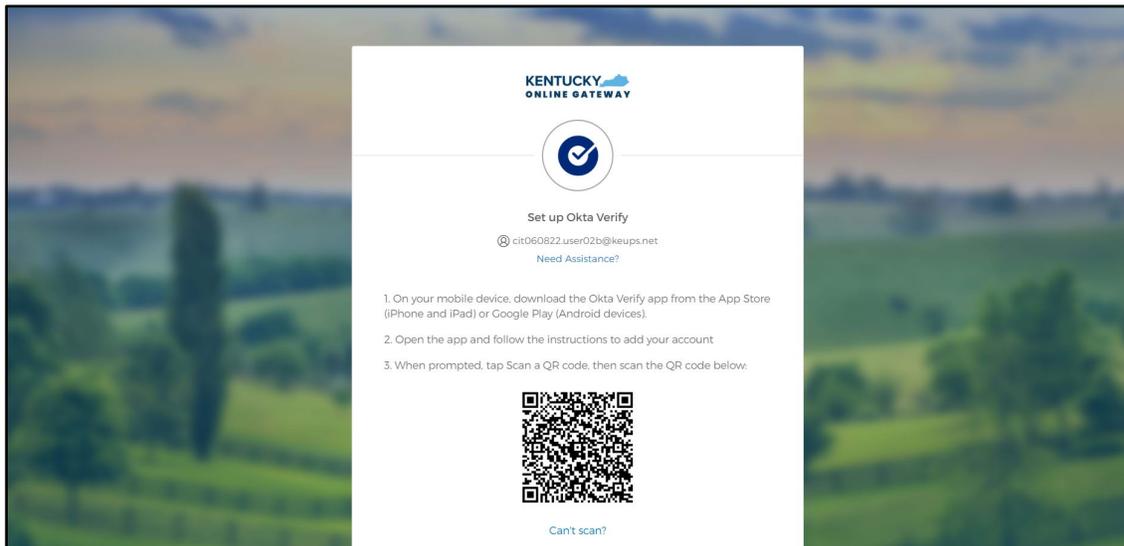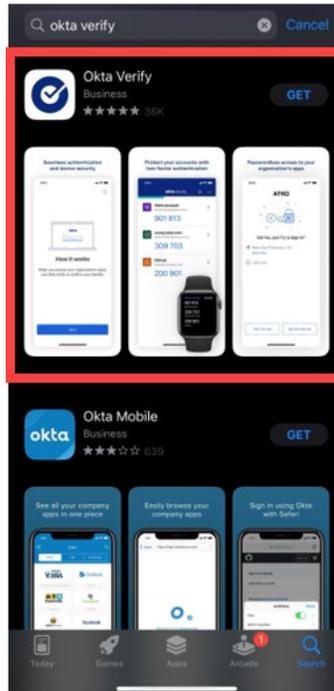
3. Users should follow the screenshots below to download, install and open the Okta Verify application on their mobile device or tablet/iPad.

Please note: The app may prompt users to enable certain features on their device (camera, Face ID, or Touch ID, push notifications, etc.) that will assist in completing the MFA enrollment. Please allow these features.

19
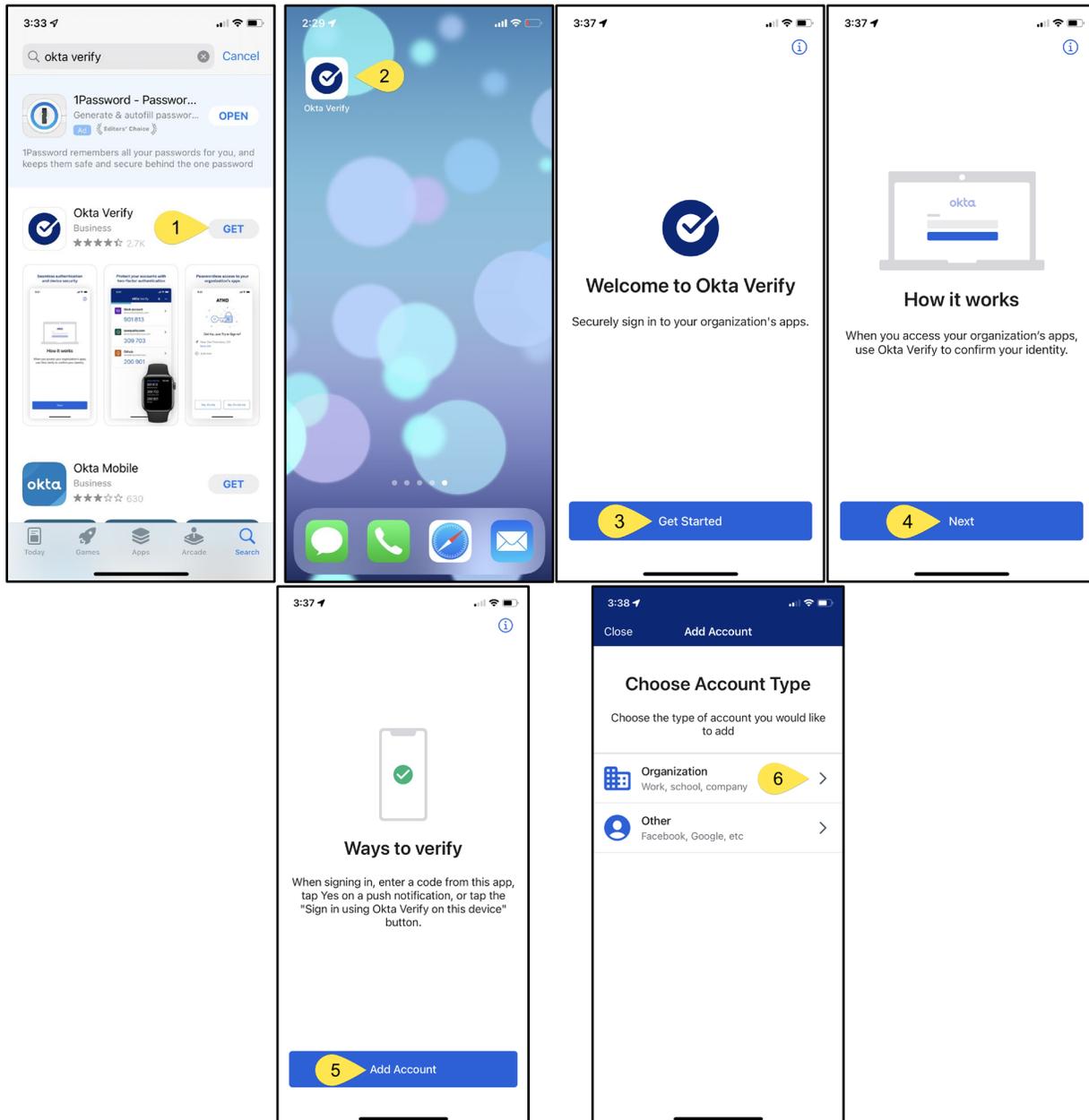
4.   When prompted, select **Yes, Ready to Scan** to open the device camera.

5.   Use the camera feature to position the QR code within the highlighted box to be scanned.
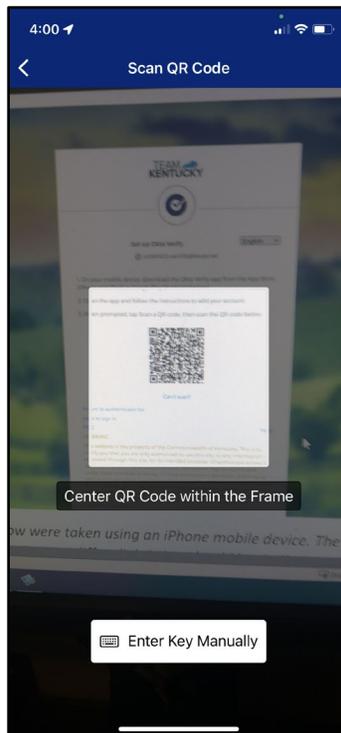
6. If the user's device successfully scans the QR code, KOG will recognize that the Okta Verify MFA enrollment is complete. If no other authentication factors are available to enroll, users will be redirected to their application.

Please note: KOG recommends that users also set up at least one of the other security methods:

- [Phone: SMS Text Message](#)
- [Phone: Voice Call](#)
- [Symantec VIP Access Token](#)
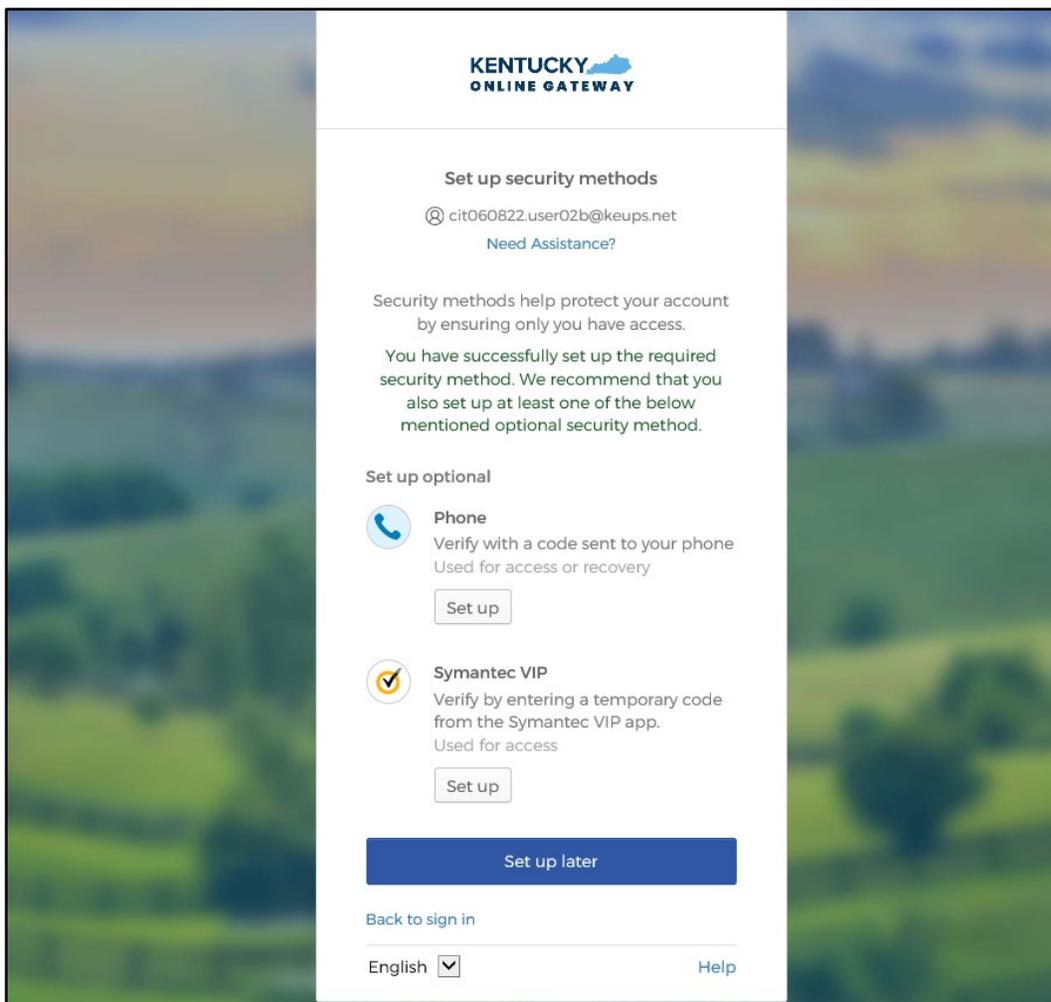
5.2   Set up MFA: Okta Verify (Mobile Device or Tablet/iPad Browser)

When logging into KOG for the first time, if the email address and password entered on the new KOG login screen are correct, users will navigate to the **Set up security methods** screen.
Follow the steps below to set up Okta Verify using a Mobile Device or Tablet/iPad browser.

1.   On the **Set up security methods** screen, click **Set Up** under Okta Verify.
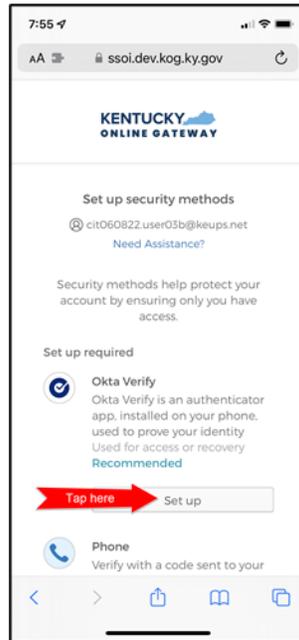
2.   Select **Can't scan?**, located below the QR code.
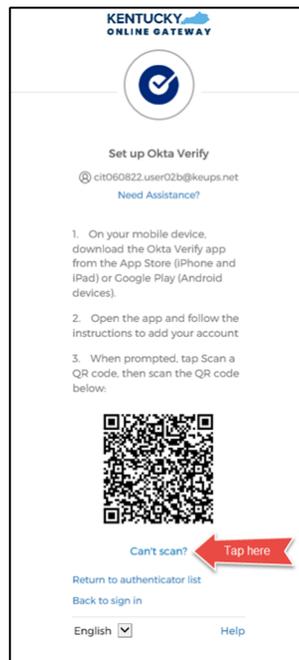
3. If users prefer a text message, select **Text me a setup link** to have the setup link sent through SMS, then select **Next**.

Please note: If users prefer an email, select **Email me a setup link** to have the setup link sent through email. Skip the steps below and proceed to Step 7.

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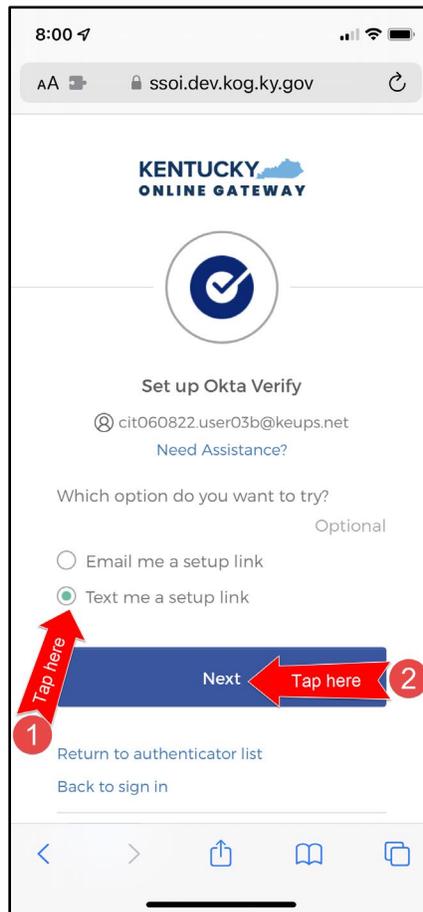
4. After selecting **Text me a setup link**, users should enter the 10-digit phone number associated with their mobile device into the **Phone number** field and select **Send me the setup link**. *Standard mobile messaging rates may apply.*
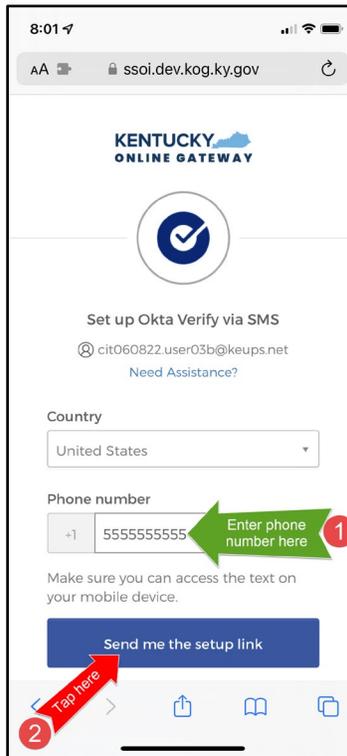
5.   The onscreen message notifies users to check their text messages.
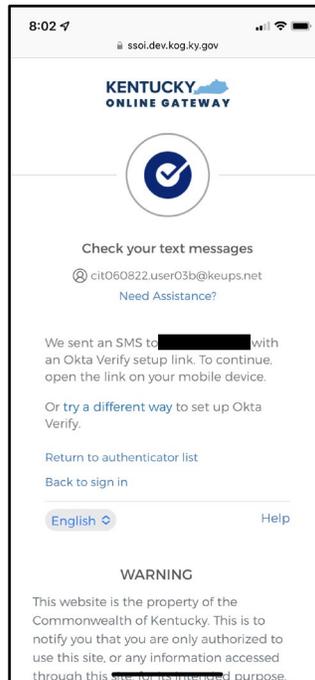
6.   Users receive a SMS text message to their mobile device containing a link. Select the link and proceed to **Step 10**.

25
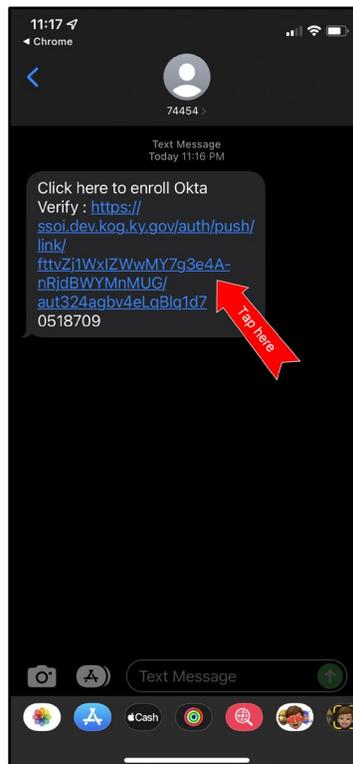
7.   If users would prefer to have the setup link *emailed*, select **Email me a setup link** and click **Next**.
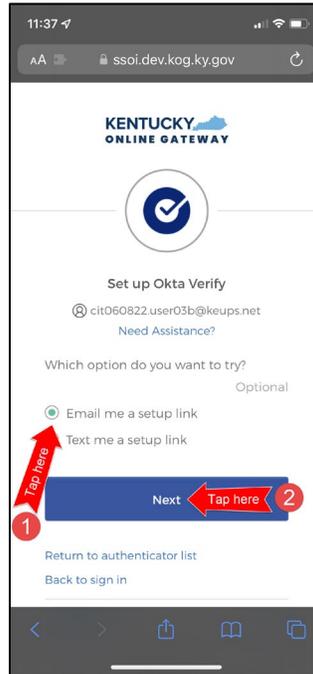
8. Users should enter their email address into the **Email** field and click **Send me the setup link**.
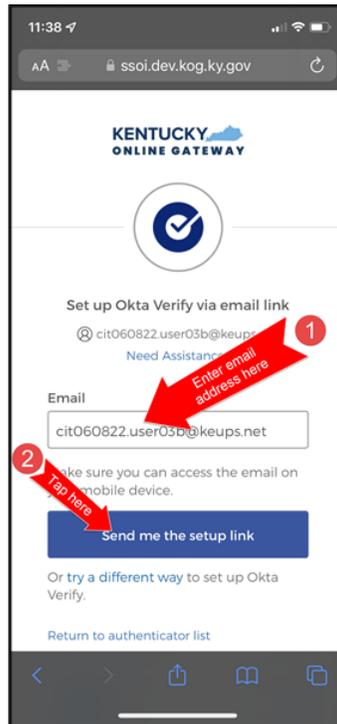
9. Users should log into their email account on their mobile device or tablet/iPad and retrieve an email titled as *"Push Verify Activation Email"*. Click **Activate Okta Verify Push**.

10. If users have not yet downloaded Okta Verify app to their mobile device or tablet/iPad, continue to the step below (**STEP 10A**). If users have already downloaded Okta Verify app to their mobile device or tablet/iPad, skip **STEP 10A**, go to **STEP 10B**.

   A. **STEP 10A:** To open the emailed or texted link, users will need to download Okta Verify to their mobile device or tablet/iPad. Select **OK** on the pop-up message and then select **Download OKTA Verify.** After users download the Okta Verify Application and see the "Welcome to Okta Verify" message, go back to the email or SMS Text message and re-select **Activate Okta Verify Push**.
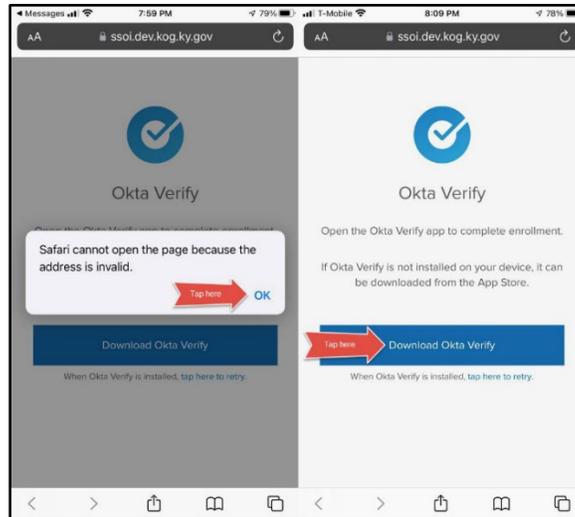
B. **STEP 10B:** If users have previously downloaded Okta Verify to their mobile device or tablet/iPad, their device browser will ask if they would like to open the page in Okta Verify. Click **Open**.
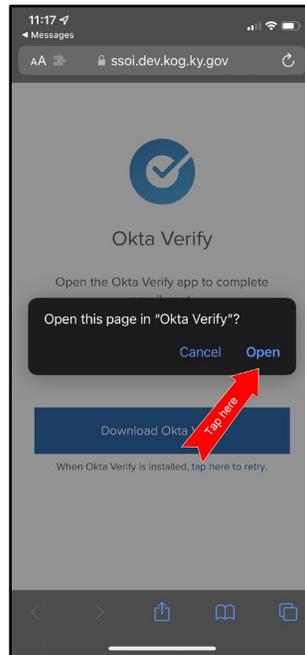
11. Click **Get Started**.
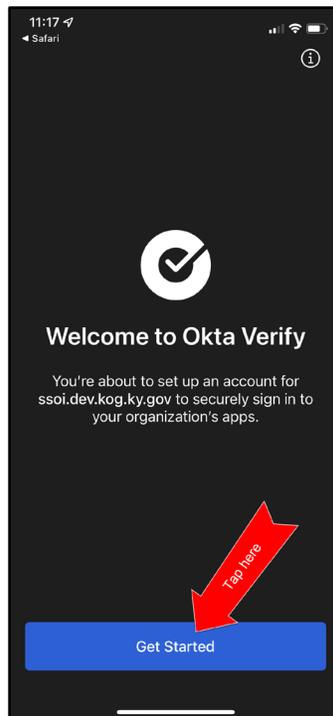
12. Choose **Enable** to enable Okta Verify to use Face ID or **Not Now** to move to the next step.
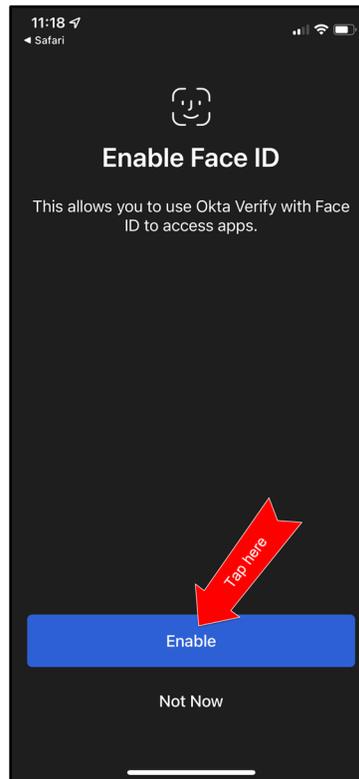
13. Click **Set as Default** to set this KOG account as the default account in Okta Verify or click **Skip**.
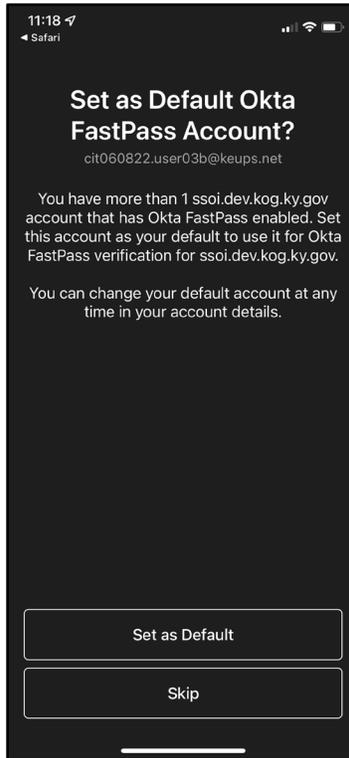
14. Click **Done.**
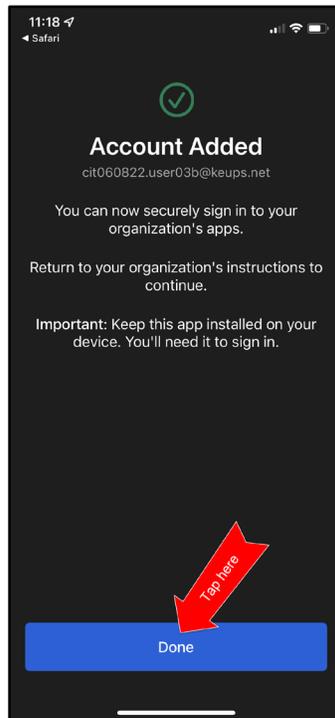
15. Users should navigate back to the KOG login browser where they initially began the setup process.

16. After completing this process, the Okta Verify MFA enrollment is complete. If no other authentication factors are available to enroll, users will be redirected to their application.

Please note: KOG recommends that users also set up at least one of the other security methods:

- Phone: SMS Text Message

- Phone: Voice Call

- Symantec VIP Access Token
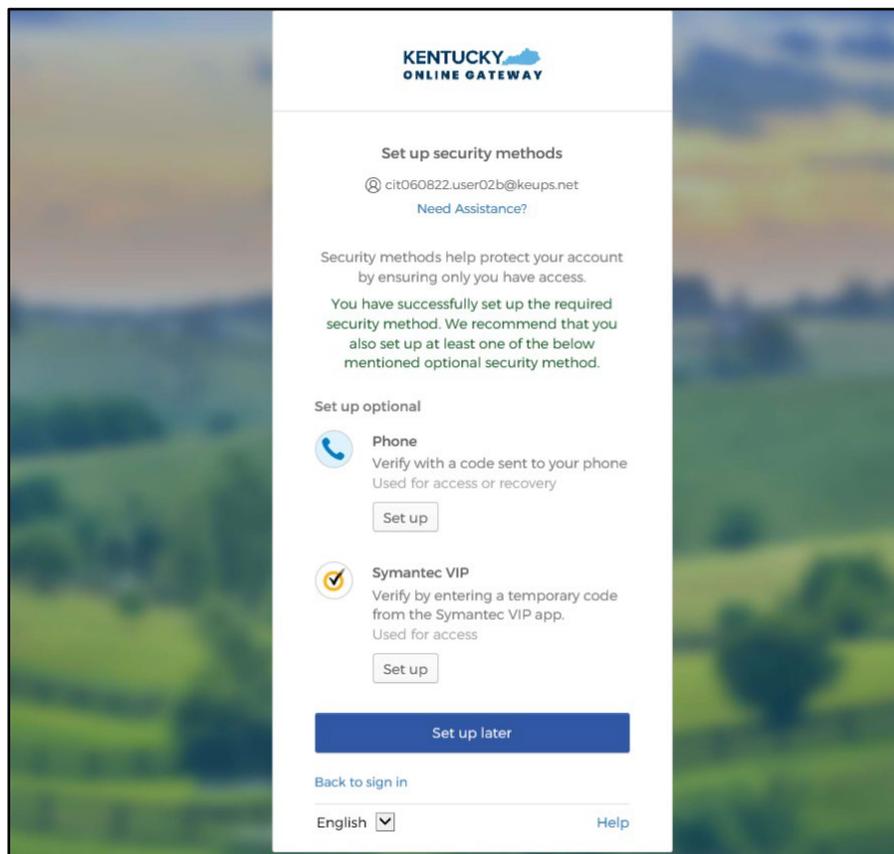
5.3   Set up MFA: SMS Text Message

When logging into KOG for the first time, if the email address and password entered on the new KOG login screen are correct, users will navigate to the **Set up security methods** screen. Follow the steps below to complete MFA through SMS text message using a cell phone.

1.   On the **Set up security methods** screen, click **Set Up** under Phone.
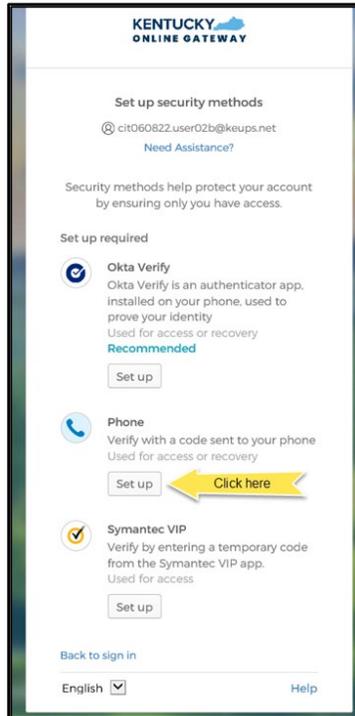
2. Users should click **SMS** and enter the 10-digit phone number for their mobile device into the **Phone number** field and click **Receive a code via SMS**. *Standard mobile messaging rates may apply. *
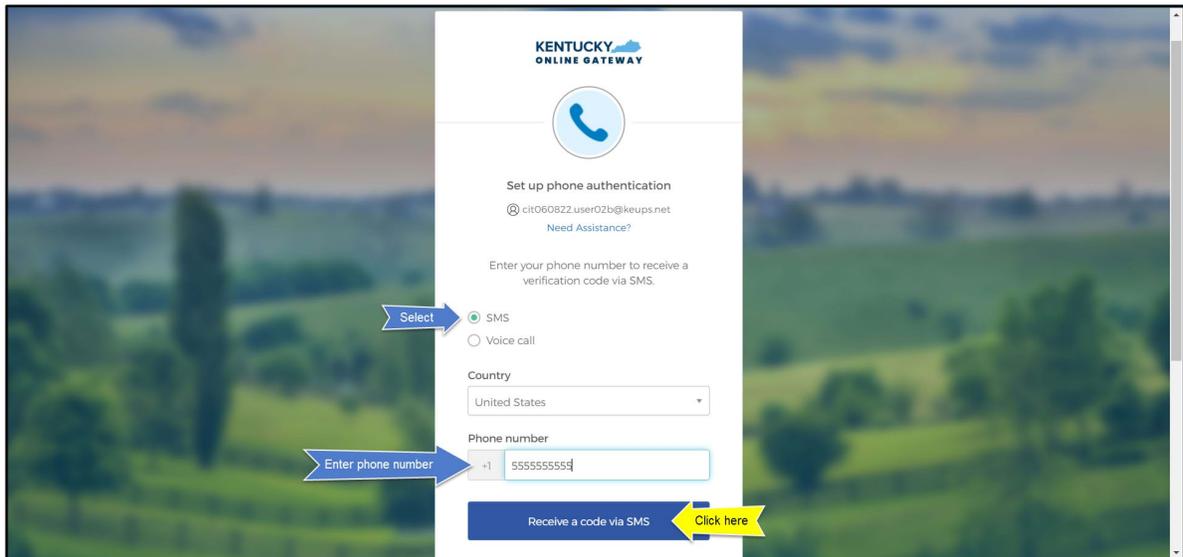
3. Users will receive a SMS text message to their mobile device containing a 6-digit code. Users should return to the KOG screen and enter the 6-digit code they received into the **Enter Code** field and click **Verify**.
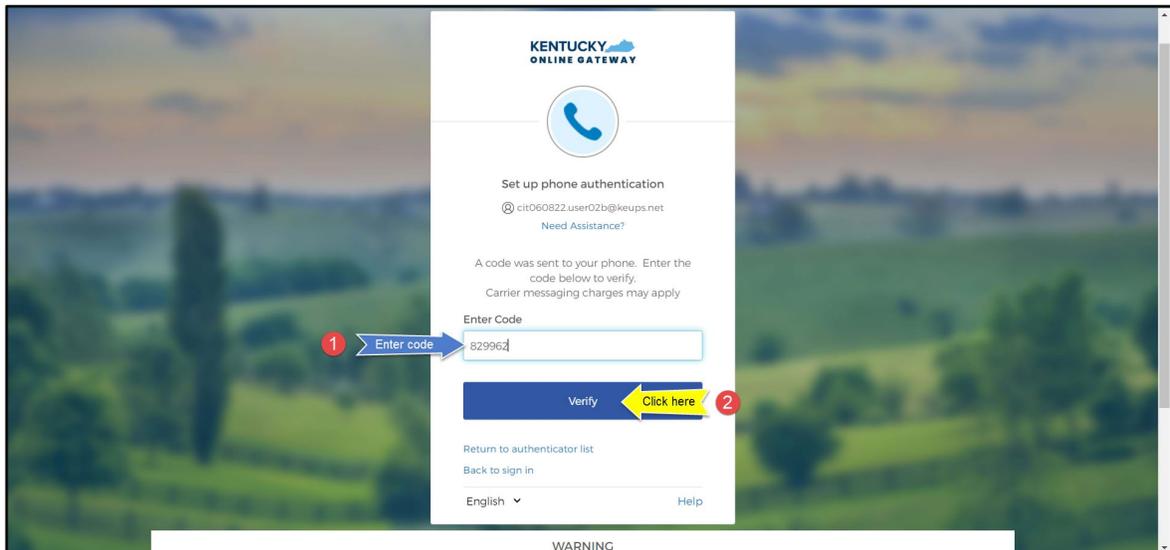
4. If the code was entered correctly, KOG will recognize that the SMS text message-based Phone MFA enrollment is complete. If no other authentication factors are available to enroll, users will be redirected to their application.

Please note: KOG recommends that users also set up at least one of the other security methods:

- Okta Verify: Computer Browser

- Okta Verify: Mobile Device or Tablet/iPad Browser

- Symantec VIP Access Token
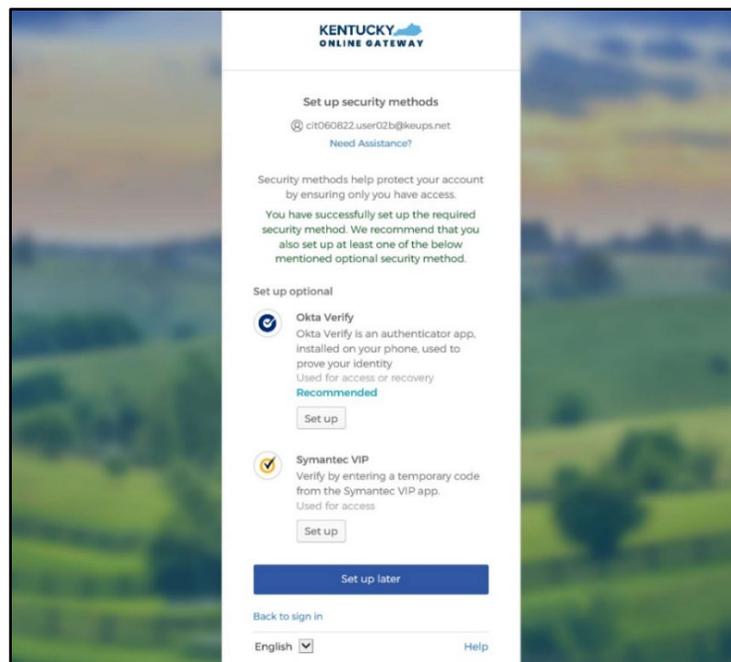
5.4   Set up MFA: Voice Call

When logging into KOG for the first time, if the email address and password entered on the new KOG login screen are correct, users will navigate to the **Set up security methods** screen. Follow the steps below to complete MFA through Voice Call using a cell phone.

1.   On the **Set up security methods** screen, click **Set Up** under Phone.
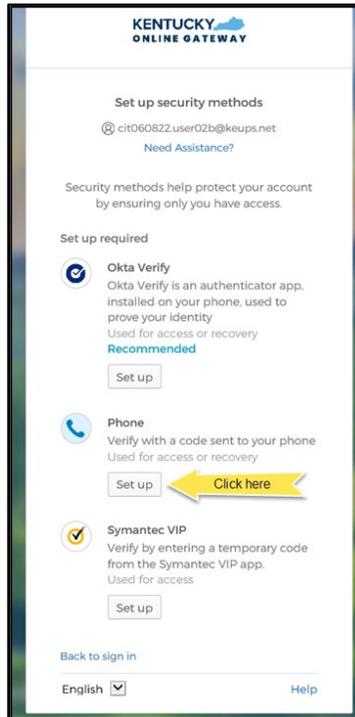
2.   Users should click **Voice call** and enter their 10-digit phone number into the **Phone number** field (and extension into the **Extension** field if applicable) and click **Receive a code via voice call**.
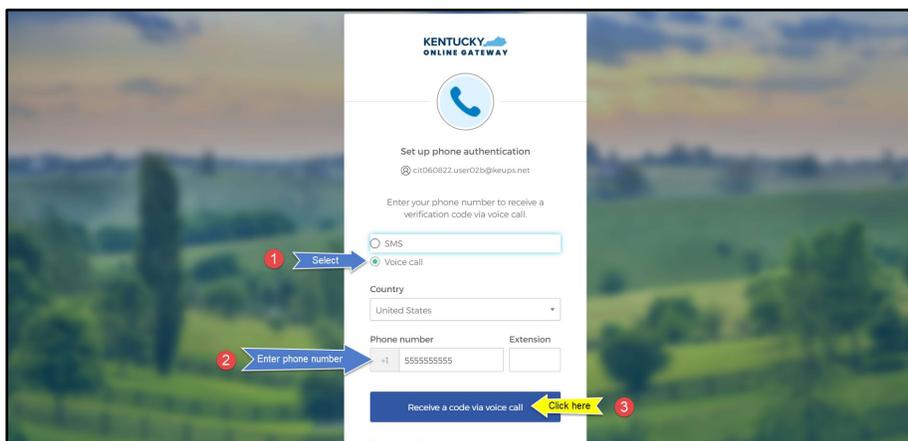
3. Users will receive a phone call and the voice on the line will read off a 5-digit code. Return to the KOG screen and enter the 5-digit code into the **Enter Code** field and click **Verify**.
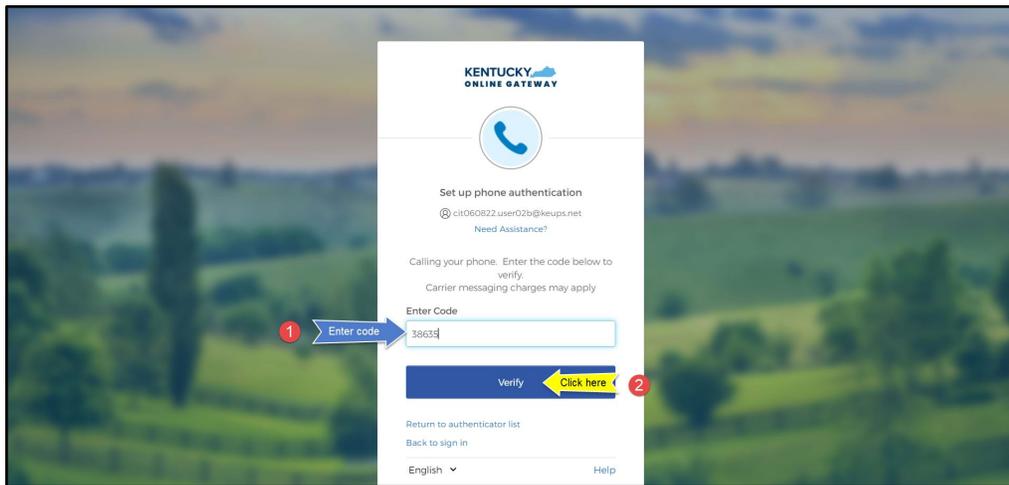
4. If the code was entered correctly, KOG will recognize that the Voice Call-based Phone MFA enrollment is complete. If no other authentication factors are available to enroll, users will be redirected to their application.

Please note: KOG recommends that users also set up at least one of the other security methods:

- Okta Verify: Computer Browser

- Okta Verify: Mobile Device or Tablet/iPad Browser

- Symantec VIP Access Token
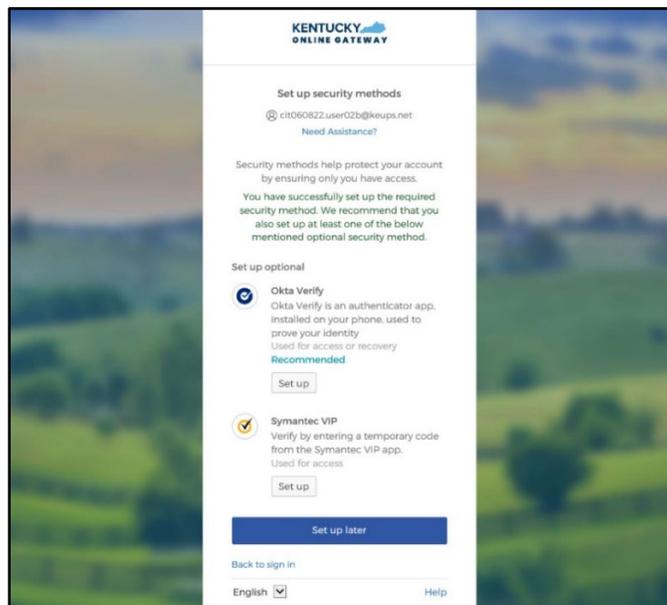
5.5 Re-register MFA: Symantec VIP Access Token

KOG continues to offer Symantec VIP as a security method for MFA. If users previously used Symantec VIP to log into KOG supported applications, users will need to re-enroll into Symantec VIP as a one-time activity.

Please note: Users who downloaded the Symantec VIP application previously, DO NOT need to re-install the app.

When logging into KOG for the first time, if the email address and password entered on the new KOG login screen are correct, users will navigate to the **Set up security methods** screen. Follow the steps below to complete MFA through Symantec VIP.

1. On the **Set up security methods** screen, click **Set Up** under Symantec VIP.
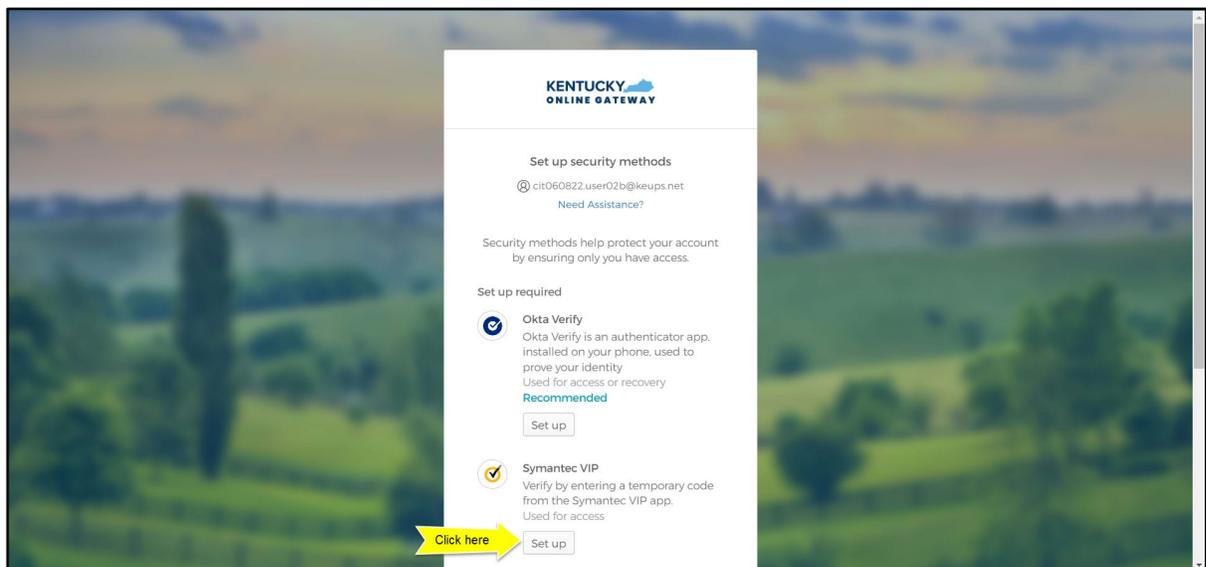
Please note: If users have not installed the Symantec VIP Access Token on their machine or device, reference the Install Symantec VIP Access Token section.

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2. After opening the Symantec VIP app, users will see a Credential ID and a Security Code in a small black box. To copy the Credential ID from Symantec VIP app, click the button next to the Credential ID (that looks like two sheets of paper). Return to the KOG screen and either paste or manually enter the 12-digit Credential ID into the **Credential ID** field.
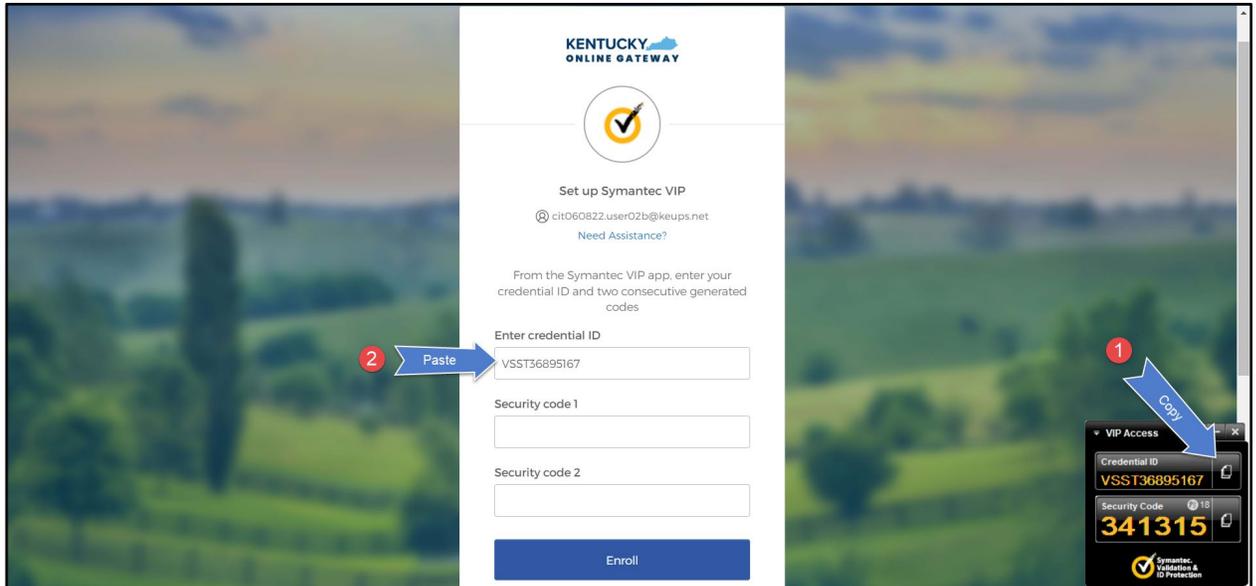
3. Copy the Security Code from the Symantec VIP app. To copy the Security Code, click the button next to the Security Code (that looks like two sheets of paper). Return to the KOG screen and either paste or manually enter the 6-digit Security Code into the **Security code 1** field.

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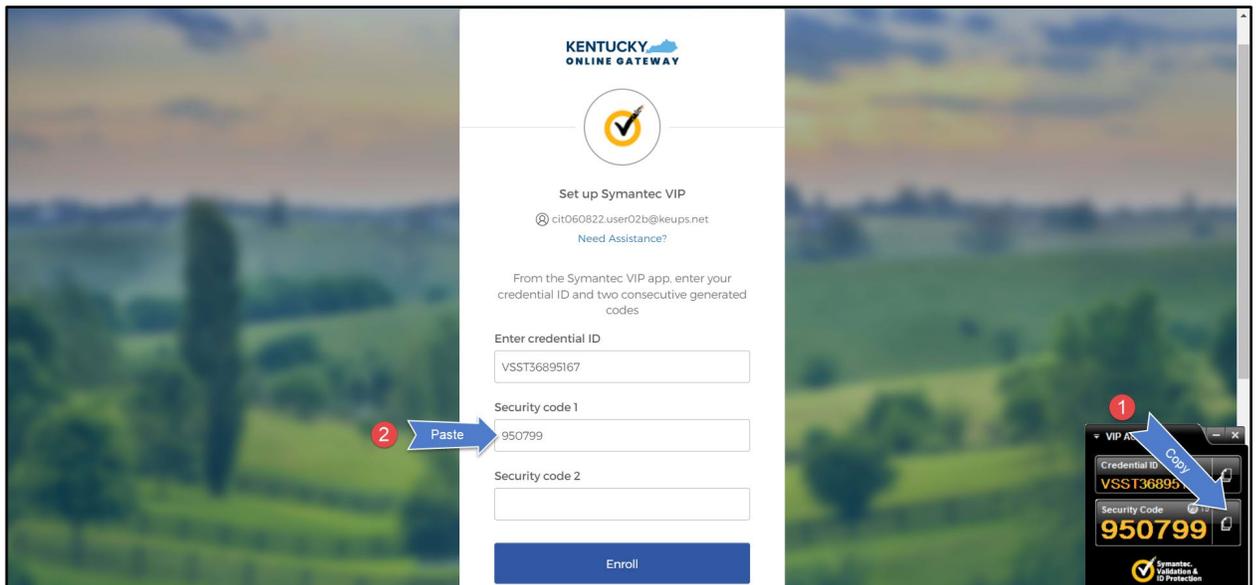
4. Wait until a new Security Code appears in Symantec VIP app and copy the newly generated Security Code. Return to the KOG screen and either paste or manually enter the newly generated 6-digit Security Code into the **Security code 2** field, then click **Enroll**.

Please note: The Security Code refreshes every thirty (30) seconds. If the 2nd code expires before users click the **Enroll** button, enrollment will fail, and users will need to return to the VIP Access application to receive two new valid Security Codes.
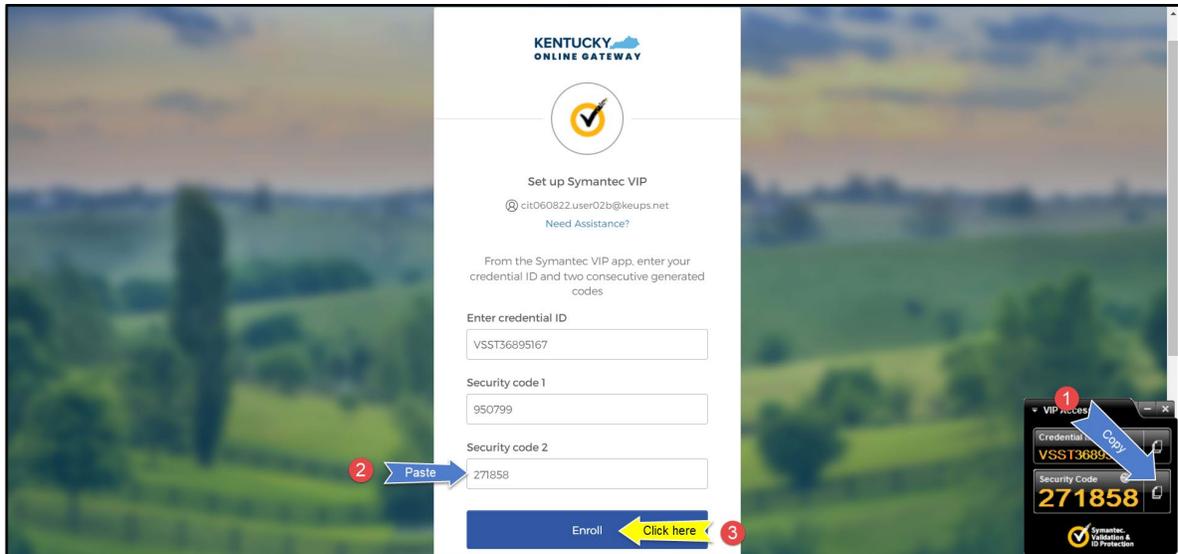
5. If the Credential ID and Security Codes were entered correctly, KOG will recognize that the Symantec VIP MFA enrollment is complete. If no other authentication factors are available to enroll, users will be redirected to their application.

Please note: KOG recommends that users also set up at least one of the other security methods:

- Okta Verify: Computer Browser

- Okta Verify: Mobile Device or Tablet/iPad Browser

- Phone: SMS Text Message

- Phone: Voice Call
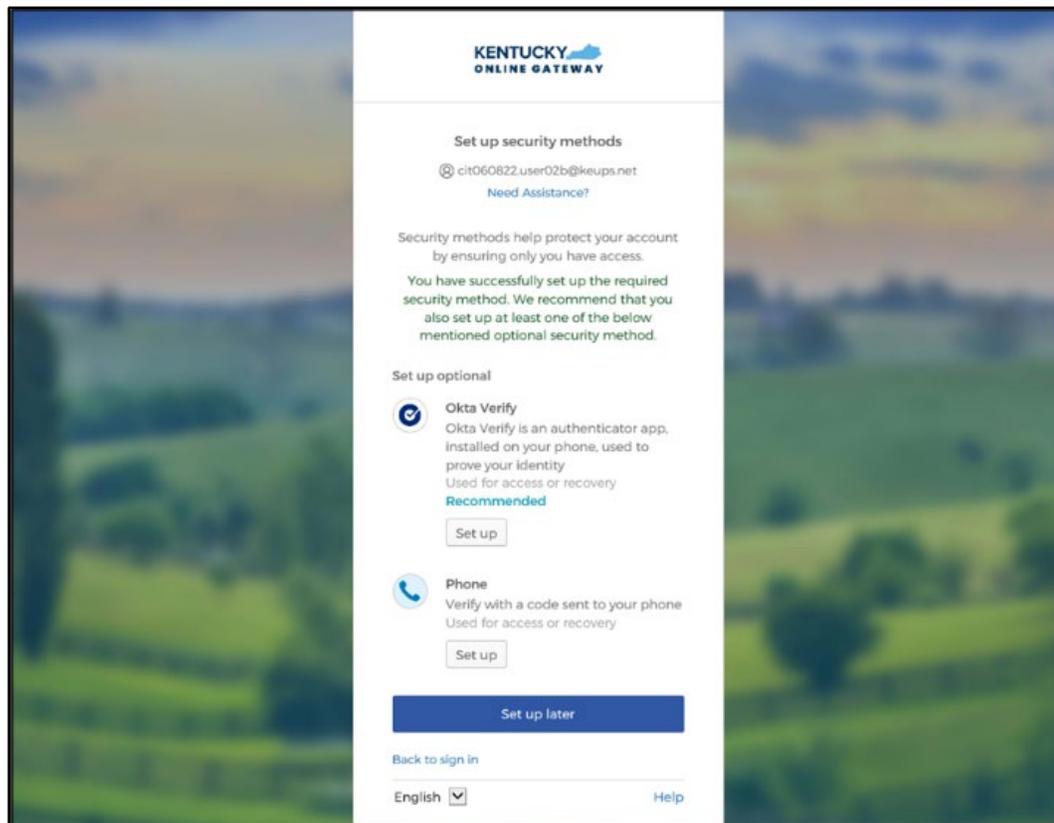
5.6 Install Symantec VIP Access Token

If kynectors decide to use Symantec VIP Access Token to access MyPurpose or kynect and does not have Symantec VIP on their machine or device, kynectors should follow the steps below.

> **Please note:** Users who previously used Symantec VIP to complete MFA will need to re-enroll into Symantec VIP as a one-time activity to continue using this MFA security method. However, users DO NOT need to re-install the app.

1. Go to https://idprotect.vip.symantec.com/mainmenu.v and click **Download**.

> **Please note:** The software is available for desktop and mobile. Please download the required type. To download for a desktop, users should use the link above and follow the steps below. To download for mobile, users should download the app from the app store or Google Play on their mobile devices.
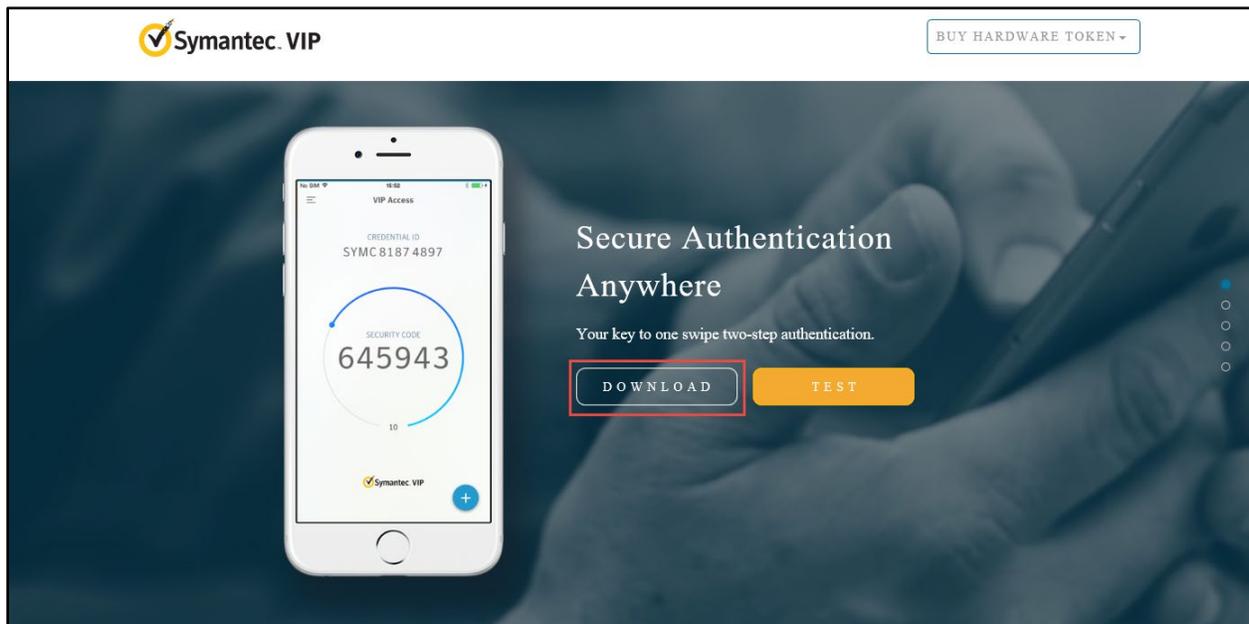
> **Please note:** In some instances, a System Administrator from the users Agency may be required to download this software on their behalf.

2. To download the Symantec VIP token, choose of the options:

- To download for Windows-based machine, click **Windows**.
- To download for Mac, click **Mac**.
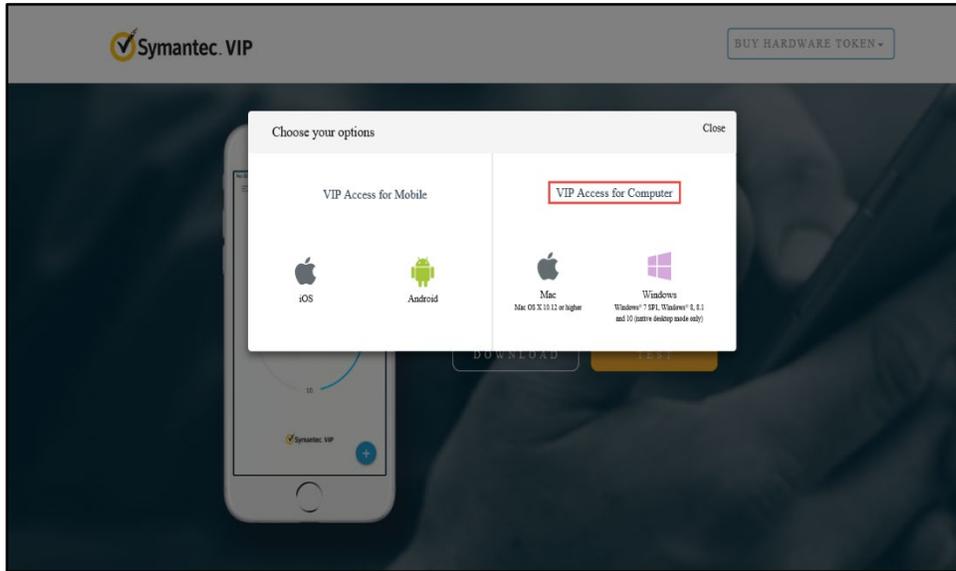
3. Click **Run** to set up VIP Access.
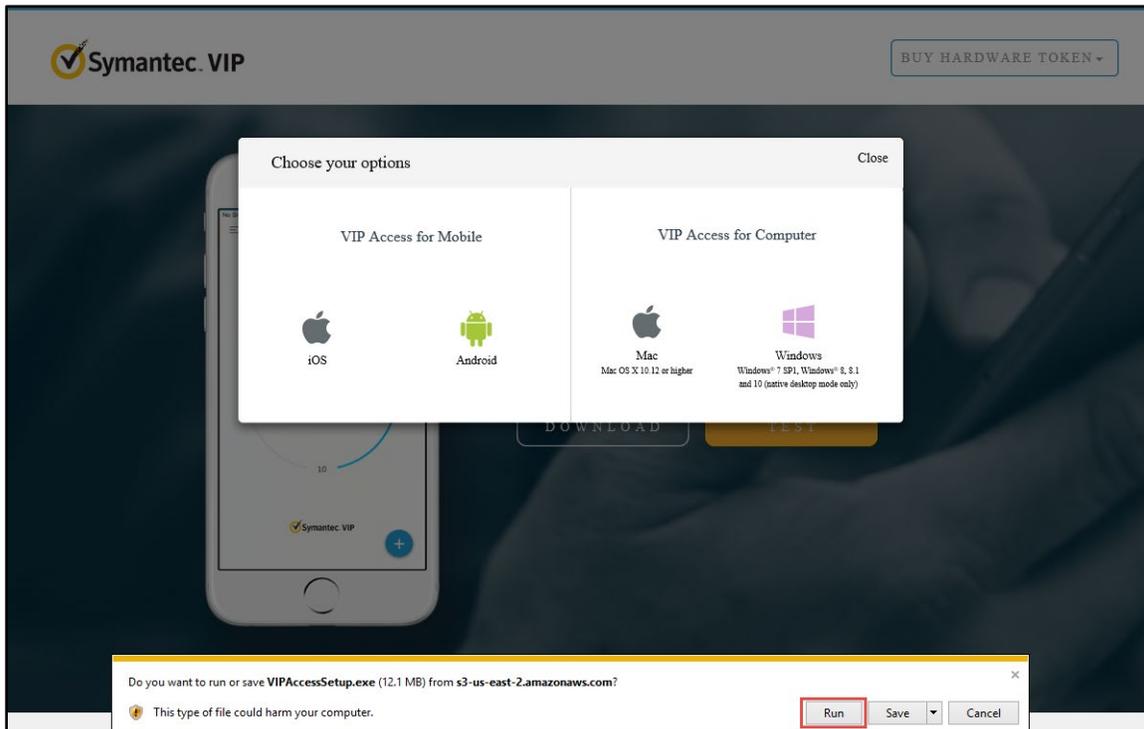
4. Click **Next**.
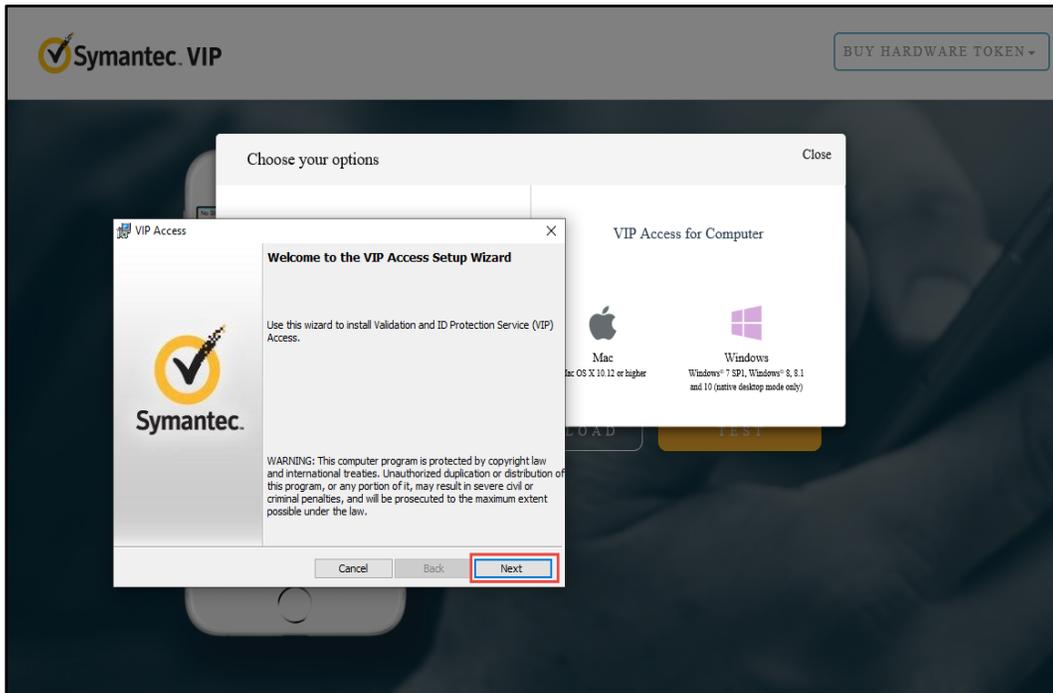
5. Check **I accept the terms in the license agreement** (if the terms are accepted) and click **Next**.

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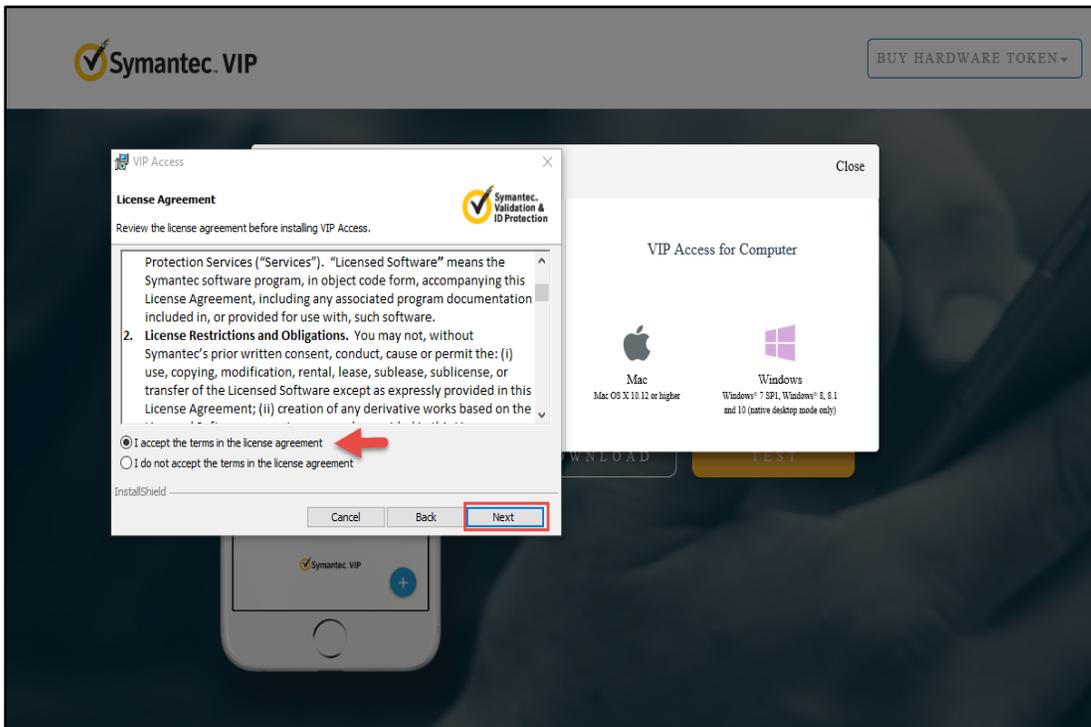
6. Select Install Location and click **Next**.
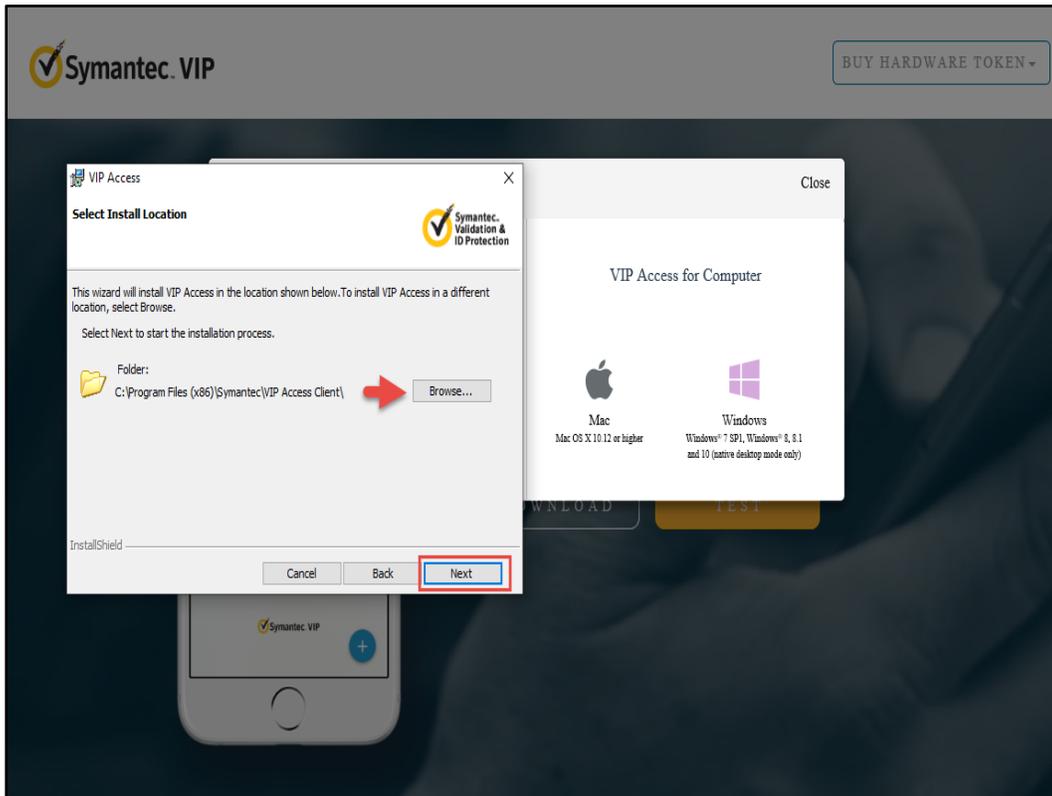
7. Click **Install** to begin the Installation.
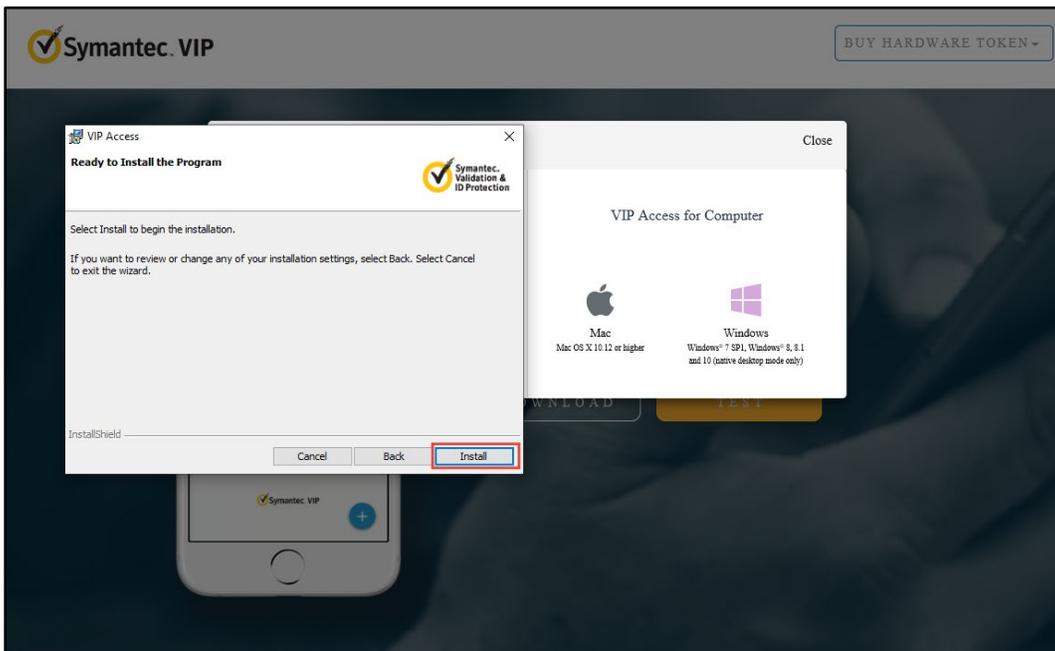
8. Click **Finish**. The VIP Access is installed successfully.
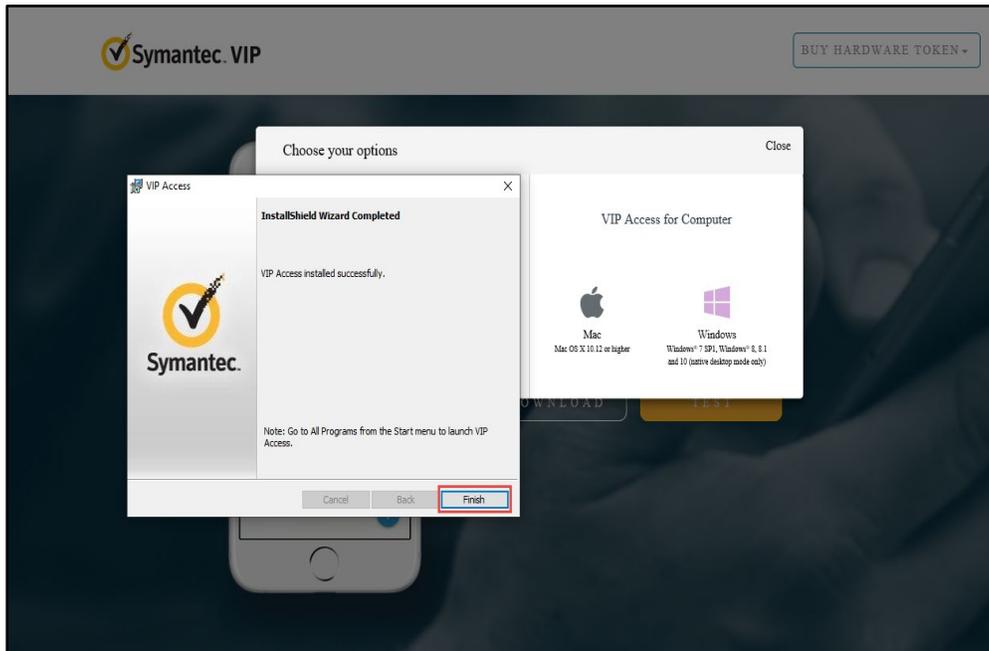
9. The user has successfully registered MFA on their computer. Click on the **VIP Access icon.** In the bottom right on the screen, the VIP Access Credential ID, and Security Code display.

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5.7 Add/Remove MFA Security Methods

Users should follow the steps below to add a new security method or remove an existing security method.

1. After logging into KOG, click on the **Account Name** at the top of the screen.
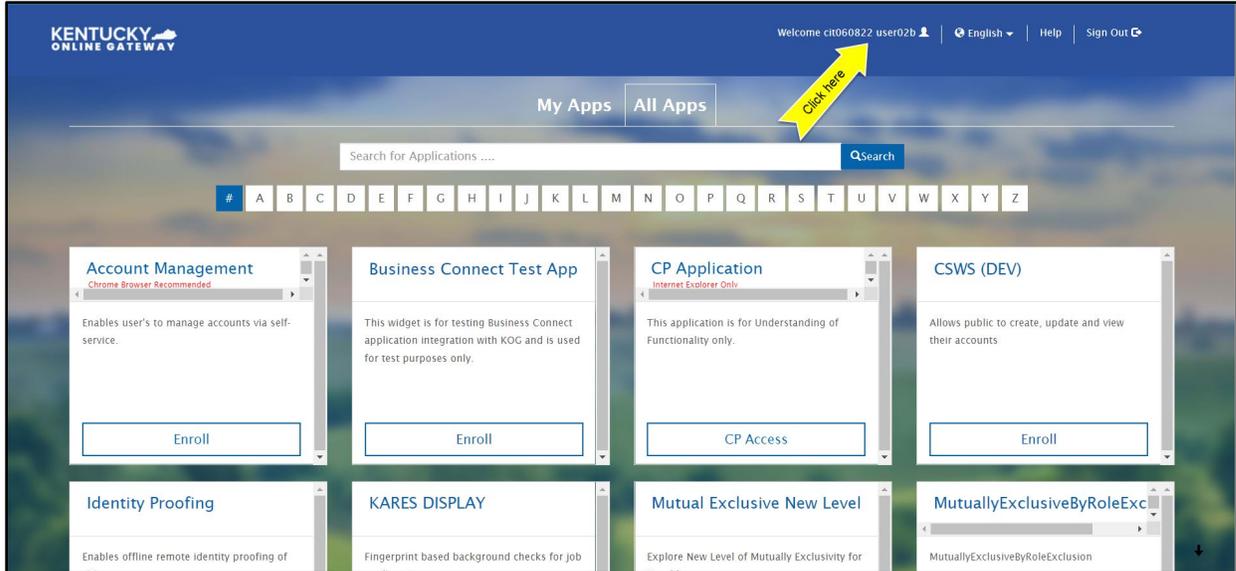
2. On the **Account Settings** screen, click on the **MFA Management** tab.
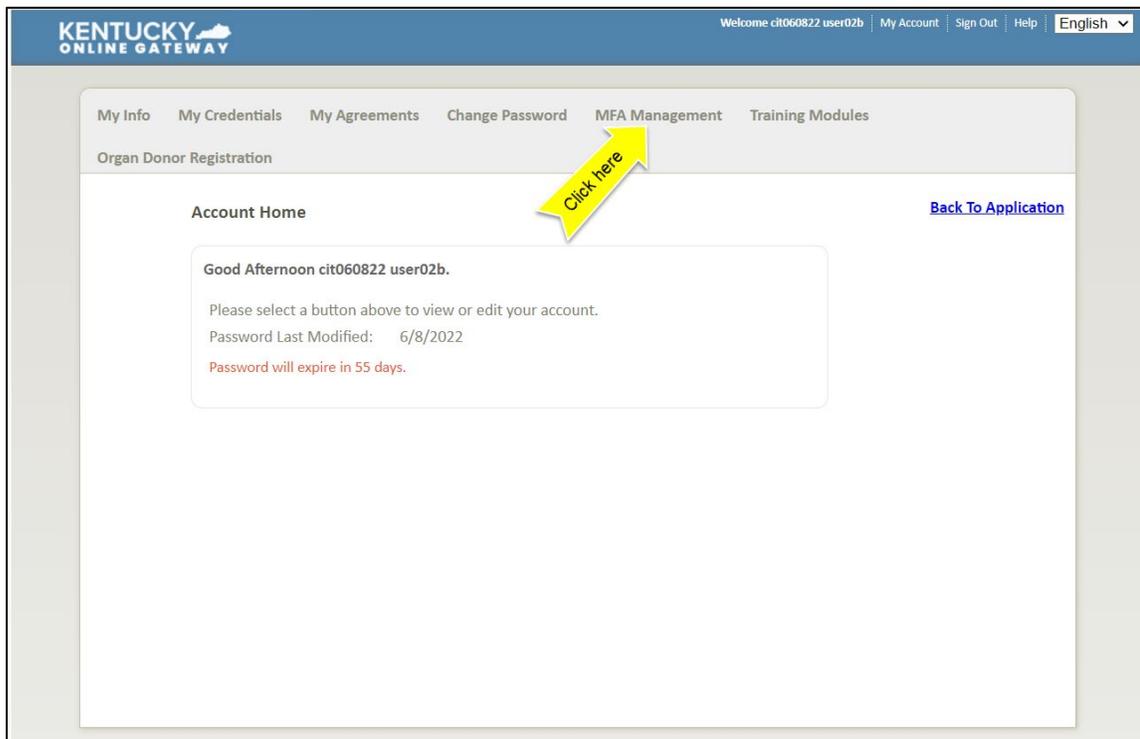
3. Scroll down the page to the **Security Methods** section to add or remove different security methods.

4. Follow the onscreen instructions to add or remove a security method.

6 Login Instructions

kynectors should proceed with the following steps to log into the system:

1. Navigate to https://kog.chfs.ky.gov.

2. Enter **Email Address** and click **Next.**
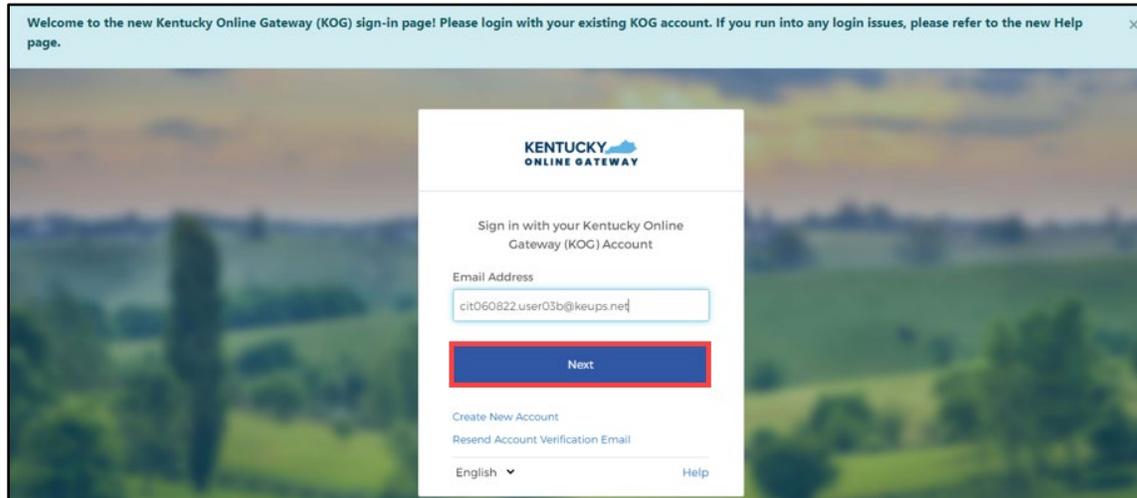
3. Enter **Password** and click **Verify**.
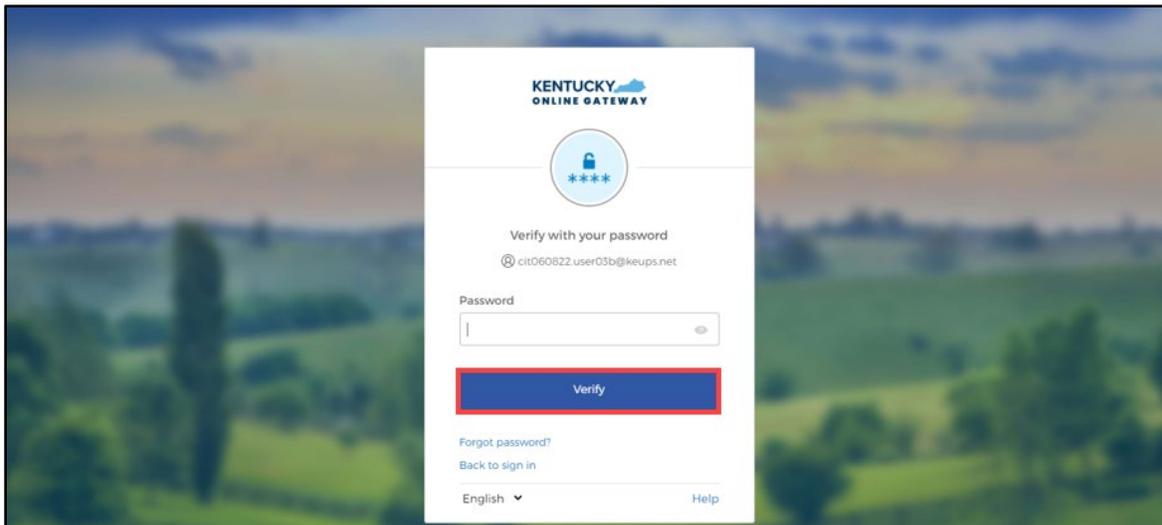
Please note: If any application within KOG requires Multi-Factor Authentication (MFA), users will be prompted to complete MFA when logging into KOG, rather than when accessing the specific application.

4. The system redirects the user to complete Multi-Factor Authentication, through Okta Verify, Symantec VIP, or phone, depending on the MFA the user has enrolled in. Complete the required steps for MFA.

7   Complete the SBM Certification/Registration Training

Once the kynector has the *Assister Training* tile, they should complete the State-Based Marketplace (SBM) Certification/Registration Training and all other required trainings through MyPurpose. kynectors should follow the steps below to complete the SBM Certification/Registration Training and all other trainings.

7.1   Steps to Complete the SBM Certification/Registration Training

1. Navigate to the KOG home screen.
   - https://kog.chfs.ky.gov/home
2. Log into KOG using KOG credentials.
3. Navigate to the *Assister Training tile* from the KOG dashboard.
4. Click **Launch** from the *Assister Training tile*.
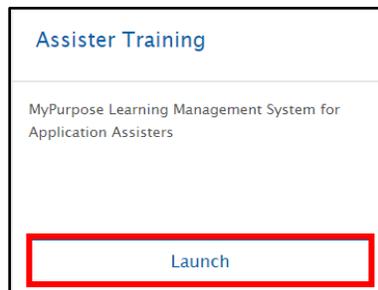
Please note: It may take 24 hours for KHBE's trainings to appear on My Purpose after selecting launch.

5. Once navigated to the MyPurpose home screen, type **KHBE** in the *search bar* at the top right of the MyPurpose screen.

6. Look for the SBM Certification/Registration Training and New kynector Training in the global search results.
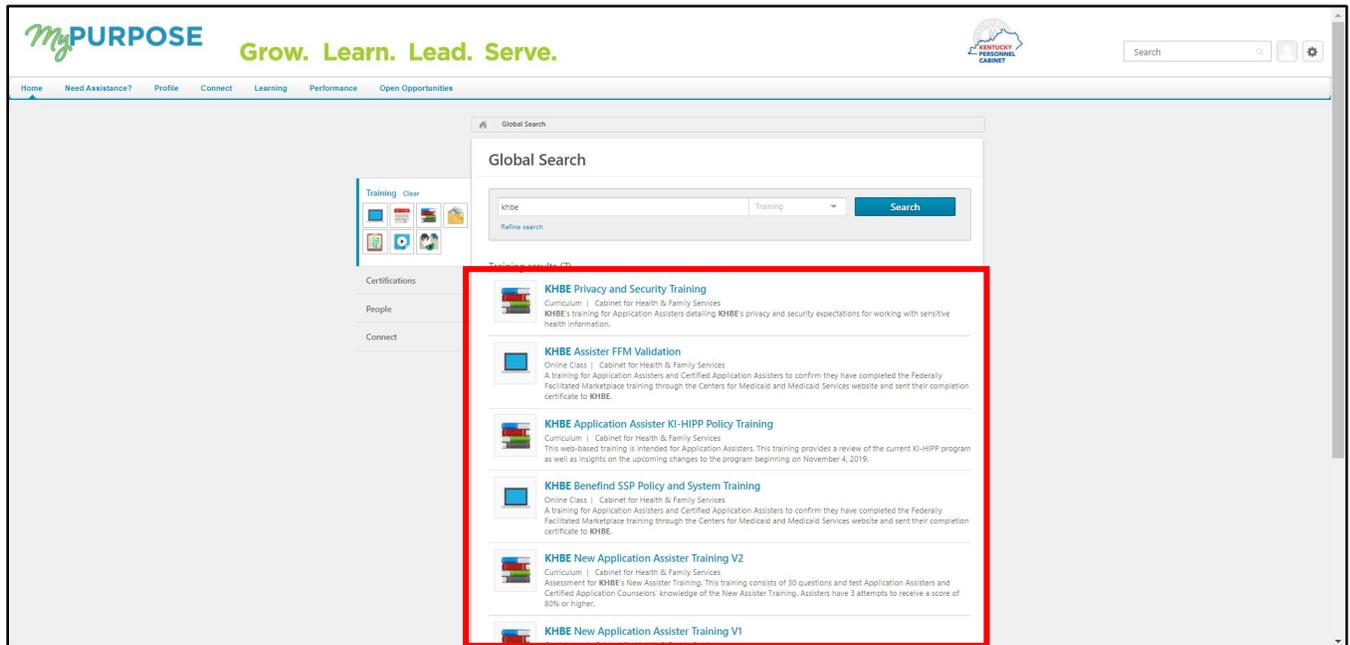
7. Click the **training title** for the selected training to navigate to the **Training Details** screen.
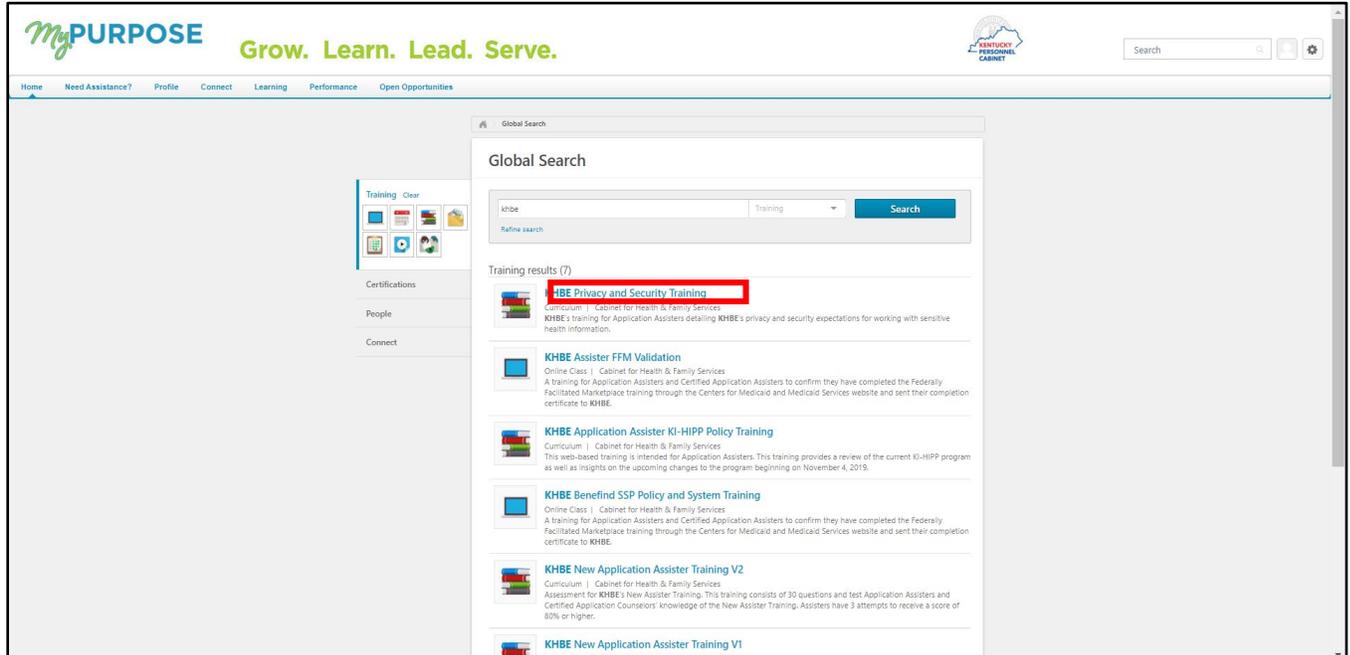
8. Click for **Request** each required training to register for each training.
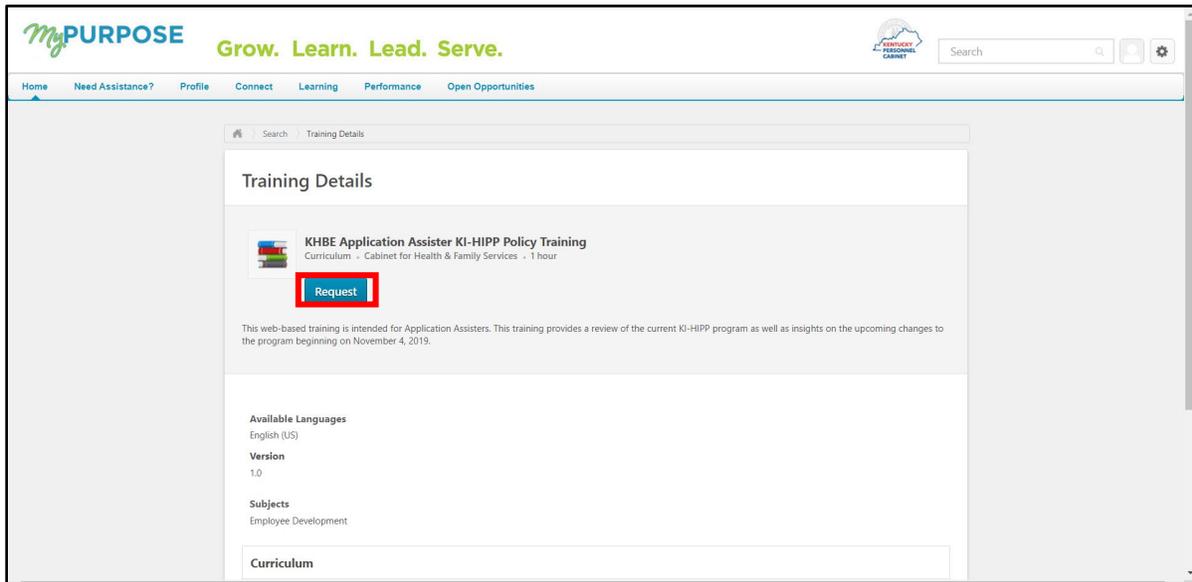
9. Navigate to the MyPurpose home screen.

10. Scroll down and locate the *My Training* box.

11. Click on the **My Training** hyperlink at the top of the *My Training* box to navigate to the Transcript screen.

12. Click **Open Curriculum** next to the selected training.
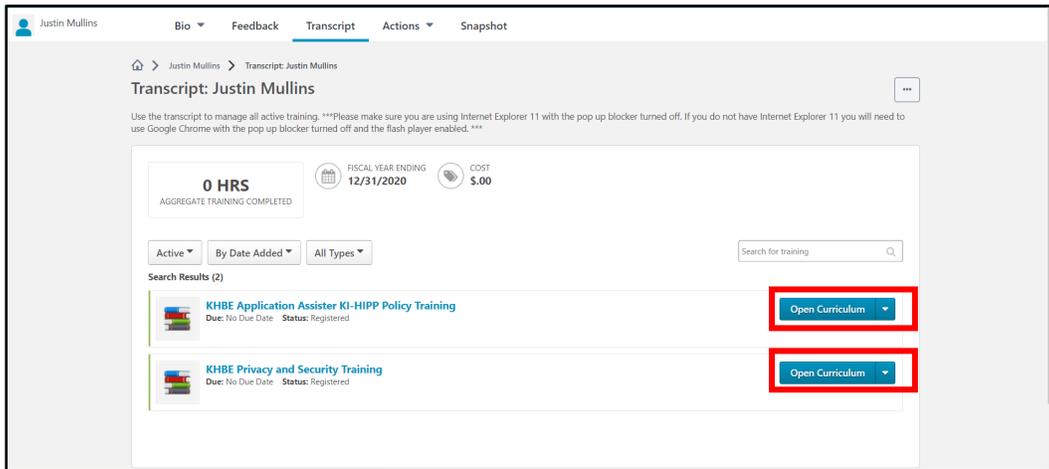
13. Click **Activate** from the training details screen and the *Activate* button changes to a Launch button.
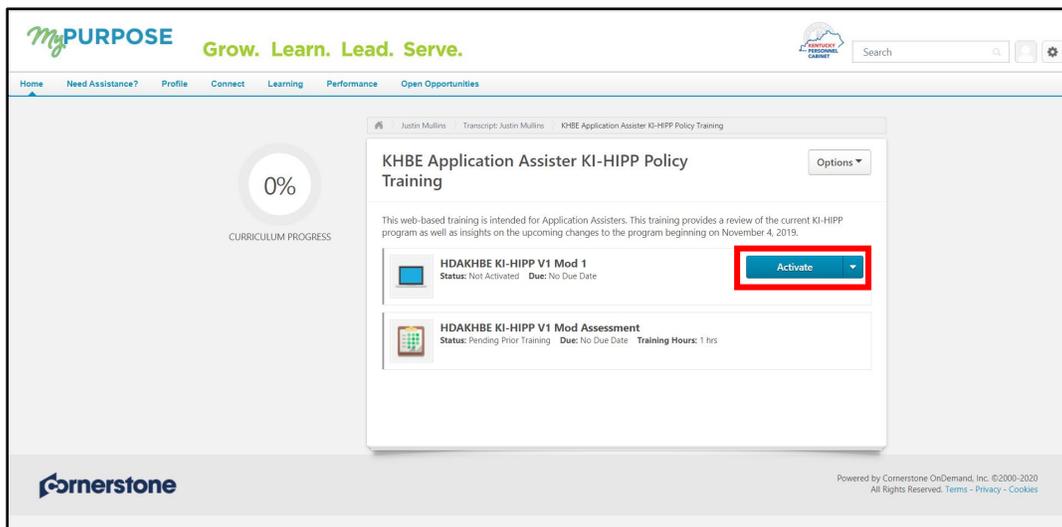
14. Click **Launch** to begin the training.
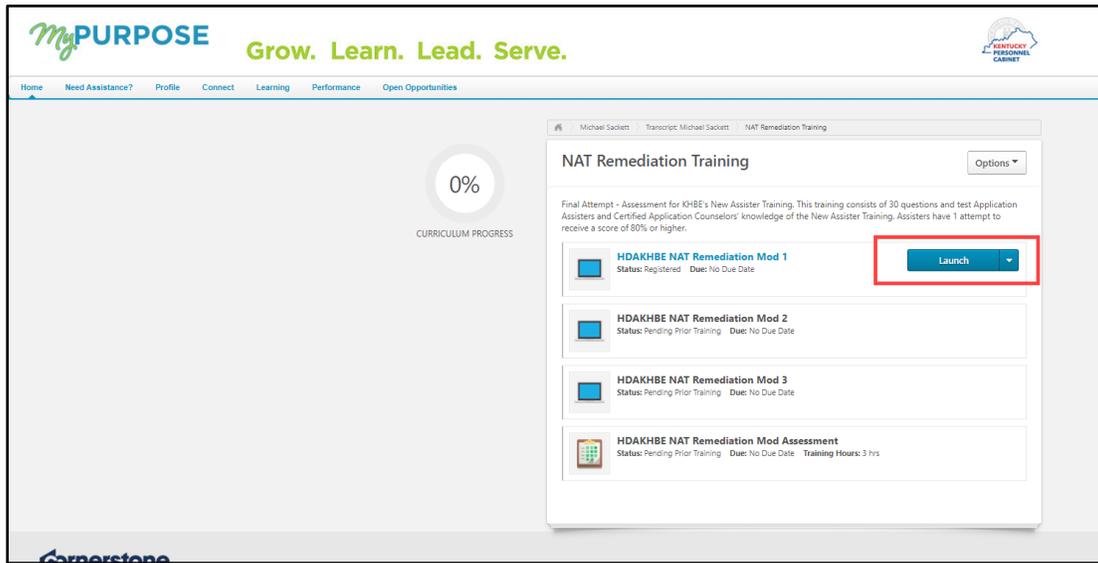
15. Click **Agree** from the *Training Agreement*.
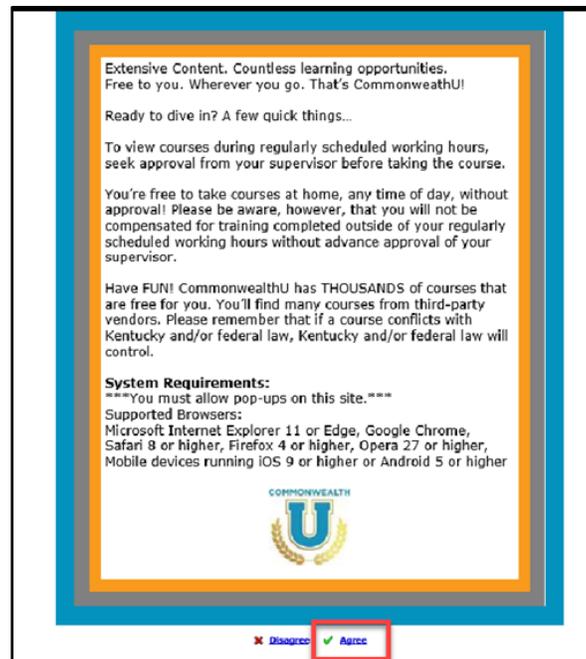
16. Click the training **play button** once the training pop-up appears to start the training.

17. Repeat the above steps to complete all the required KHBE trainings.

Please note: A full list of KHBE's trainings can be found in the kynector training curriculum section at the end of this Welcome Packet. For more information on accessing KHBE's trainings, see the kynector LMS Quick Reference Guide on KHBE's website: KHBE.ky.gov.

Please note: kynectors should complete all required trainings as shown **in the order they are listed** in the kynector training curriculum section at the end of this Welcome Packet.

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18. Once the kynector completes the SBM Certification/Registration Training and the other required KHBE trainings, the kynector must notify their Organization Administrator. Then, the Organization Administrator invites the kynector to the Assister role in KOG pending KHBE approval.

19. Once the Organization Administrator assigns the Assister role and it is approved by KHBE, a KOG system-generated email is sent informing the kynector that they have been assigned the Assister role.

Please note: KHBE has a 48-hour window to approve the kynector's KOG role.

---

20. Select **Click here to complete the process**.

Lola Bennett,

worker portal has granted you access to the following roles to participate as a user in an Organization - **Demo Assister**

Application Name: Self Service Portal
Role Name: Assister

Please follow the below instructions to gain access as a user for this organization. This invitation link would expire and is valid only for a one-time use.

Click here to complete the process
If you need any assistance further, please contact the Kentucky Online Gateway HelpDesk.

Kentucky Online Gateway
Kentucky Online Gateway HelpDesk

NOTE: Do not reply to this email. This email account is only used to send messages.

Privacy Notice: This email message is only for the person it was addressed to. It may contain restricted and private information. You are forbidden to use, tell, show, or send this information without permission. If you are not the person who was supposed to get this message, please destroy all copies.

21. Enter **Email Address** and click **Next**.

22. Enter **Password** and click **Verify**.
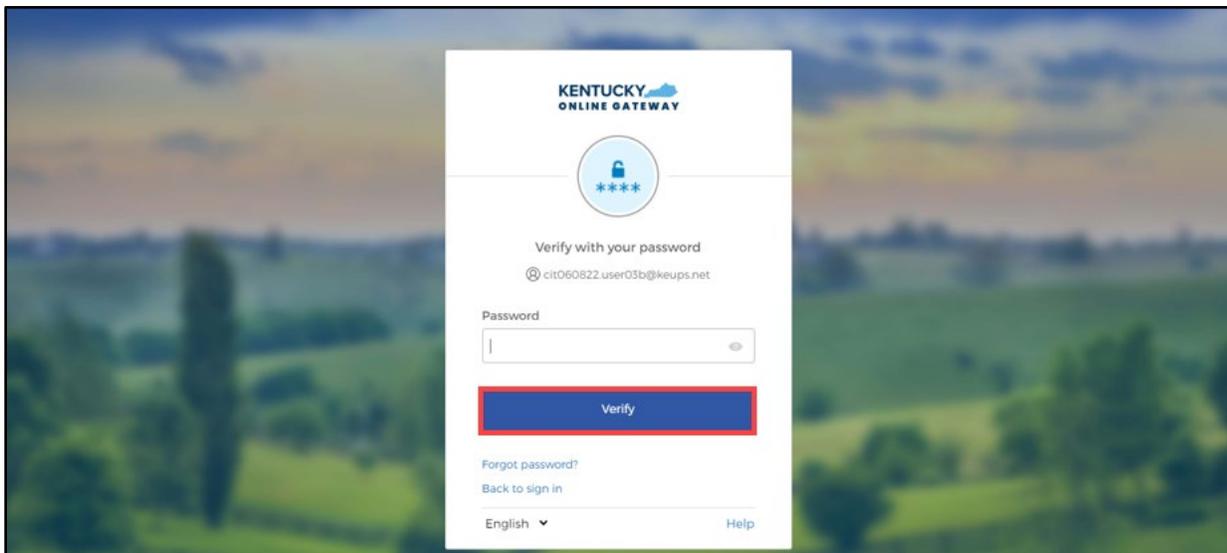
Please note: If any application within KOG requires Multi-Factor Authentication (MFA), users are prompted to complete MFA when logging into KOG, rather than when accessing the specific application. At this point, if KOG determines that **no** other verification steps are needed then authentication is considered complete.

23. After signing in, the kynector is taken to the **Remote Identity Proofing (RIDP)** screen and later to the **Experian** screen.

7.2   Remote Identity Proofing Process through Experian

kynectors verify their identity by completing the Remote Identity Proofing Process through Experian during the User Verification process in KOG. Below are the steps to complete this verification.

1. Enter **Email Address** and click **Next**.
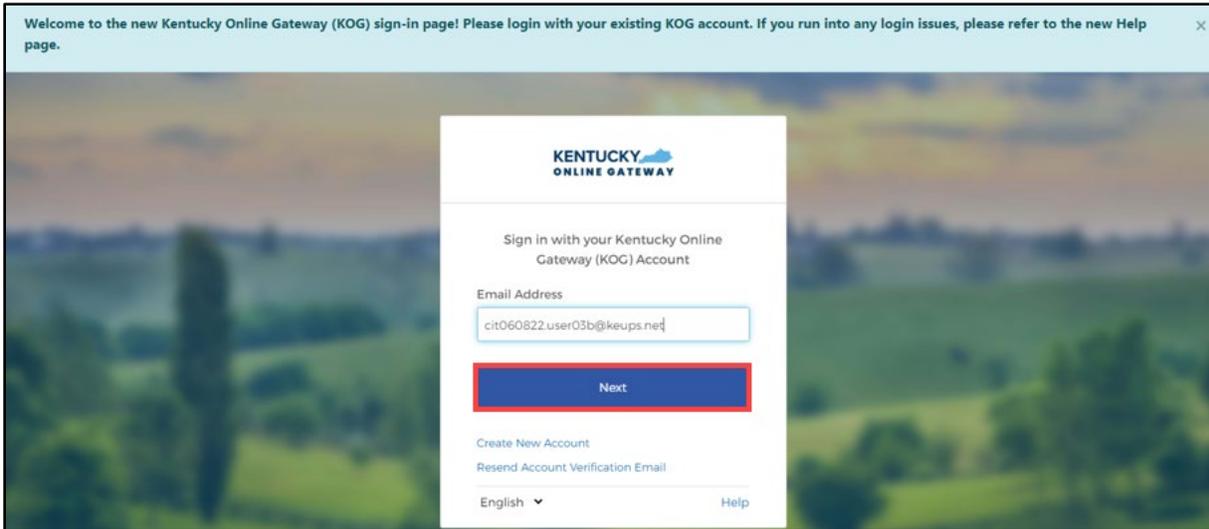
2. Enter **Password** and click **Verify**.
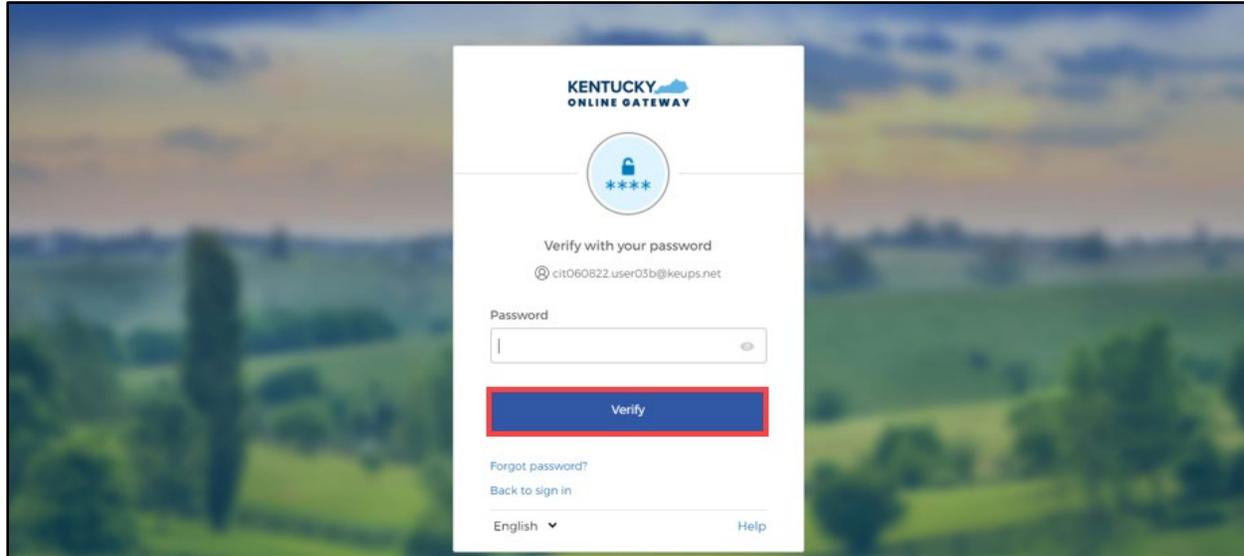
Please note: If any application within KOG requires Multi-Factor Authentication (MFA), users will be prompted to complete MFA when logging into KOG, rather than when accessing the specific application. At this point, if KOG determines that **no** other verification steps are needed then authentication is considered complete.

3. Confirm that the **First Name, Middle Name**, and **Last Name** are correct.
4. Provide answers to each required question marked with an asterisk (*) to complete the Remote Identity Proofing (RIDP) process through Experian. **Select** the *checkbox* that states *Identify proofing is enabled by Experian*.
5. Click **Next.**

6. Experian verifies the information provided and may present the kynector with questions based on their credit profile. Provide answers to each question. Then, click **Next.**

Please note: If the kynector does not have a credit history or Experian cannot perform identity proofing online, a screen similar to the one below displays. The kynector will be given a reference number and will need to call the Experian Help Desk. **When contacting Experian, please use the reference number given in the KOG message below**.

If Experian is unable to complete identity proofing, there is a manual ID proofing process available. If manual ID proofing is required, send an email to KHBE.Program@ky.gov.

7.3   Organization Questions

After kynectors complete the ID Proofing process, they must answer questions about their organizations before accessing kynect. See below the questions the kynector must answer about their organization then click **Save**:

1. Enter the kynector's **Legal First Name**.
2. Enter the kynector's **Legal Last Name**.
3. Check only the counties to which the kynector is willing to travel to assist Individuals in the *Please select the Counties you Cover* section.
4. Check whether you assist with **Individual**, **Small Market,** or both.

   - **Individual Market Type** –kynectors can help consumers to determine their eligibility for insurance affordability program, including advance payments of the premium tax credit and cost-sharing reductions, and enroll them in qualified health plans (QHPs).
   - **Small Market** –kynectors can help employers understand their options for enrolling in SHOP (Small Business Health Options Program) coverage and assist them and their employees through the SHOP application and enrollment process on the Insurer's website.

> **Please note:** Contracted kynectors (Navigators) are expected to assist with both the Individual and Small Markets.

5. Enter the kynector's **Primary Phone Number**.
6. Select whether the **Primary Phone Type** is **Cell**, **Home**, **Work** or **Other**.
7. Enter the kynector's **Secondary Phone Number** (optional).
8. Select whether the **Secondary Phone Type** is **Cell**, **Home**, **Work**, or **Other** (optional).
9. Enter the kynector's mailing address in the corresponding fields: **Mailing Address-Line 1, Mailing Address-Line 2**, **Mailing Address-City**, **Mailing Address-State**, and **Mailing Address- ZIP**.
10. Select **Preferred Method of Contact**.
11. Select **Preferred Time of Contact**.
12. Select whether you are a **public or private kynector** in the *Do you only assist consumers within your medical facility/clinic/office/organization?* field.
13. Enter the kynector's **Primary Email**.

Organization User Information

Legal First Name: Christopher *
Legal Last Name: Nolan *

Please select the Counties you Cover:*

☐OUT OF STATE	☐Clark	☐Hart	☐McCreary	☐Pike
☐Adair	☐Clay	☐Henderson	☐McLean	☐Powell
☐Allen	☐Clinton	☐Henry	☐Madison	☐Pulaski
☐Anderson	☐Crittenden	☐Hickman	☐Magoffin	☐Robertson
☐Ballard	☐Cumberland	☐Hopkins	☐Marion	☐Rockcastle
☐Barren	☐Daviess	☐Jackson	☐Marshall	☐Rowan
☐Bath	☐Edmonson	☐Jefferson	☐Martin	☐Russell
☐Bell	☐Elliott	☐Jessamine	☐Mason	☐Scott
☐Boone	☐Estill	☐Johnson	☐Meade	☐Shelby
☐Bourbon	☐Fayette	☐Kenton	☐Menifee	☐Simpson
☐Boyd	☐Fleming	☐Knott	☐Mercer	☐Spencer
☐Boyle	☐Floyd	☐Knox	☐Metcalfe	☐Taylor
☐Bracken	☐Franklin	☐Larue	☐Monroe	☐Todd
☐Breathitt	☐Fulton	☐Laurel	☐Montgomery	☐Trigg
☐Breckinridge	☐Gallatin	☐Lawrence	☐Morgan	☐Trimble
☐Bullitt	☐Garrard	☐Lee	☐Muhlenberg	☐Union
☐Butler	☐Grant	☐Leslie	☐Nelson	☐Warren
☐Caldwell	☐Graves	☐Letcher	☐Nicholas	☐Washington
☐Calloway	☐Grayson	☐Lewis	☐Ohio	☐Wayne
☐Campbell	☐Green	☐Lincoln	☐Oldham	☐Webster
☐Carlisle	☐Greenup	☐Livingston	☐Owen	☐Whitley
☐Carroll	☐Hancock	☐Logan	☐Owsley	☐Wolfe
☐Carter	☐Hardin	☐Lyon	☐Pendleton	☐Woodford
☐Casey	☐Harlan	☐McCracken	☐Perry	☐CO
☐Christian	☐Harrison			

Please select your Market Type:*
☐Individual

☐Small Market

Primary Phone Number [_____] *
Primary Phone Type:*
◯Cell

◯Home

◯Work

◯Other

Secondary Phone Number [_____]
Secondary Phone Type:
◯Cell

◯Home

○ Home
○ Work
○ Other

Mailing Address – Line 1:		*
Mailing Address – Line 2:		
Mailing Address – City:		*
Mailing Address – State:		*
Mailing Address – ZIP:		*

Preferred Method of Contact*
○ Home Phone
○ Work Phone
○ Cell Phone
○ E-mail
○ Fax
○ Postal Mail

Preferred Time of Contact*
○ Mornings
○ Daytime
○ Evening
○ Weekends

Preferred Language:*
○ English
○ Spanish

Do you only assist consumers within your medical facility/clinic/office/organization? [⌄] *

Primary Email: [ ] *

Save

8 KHBE's kynector Training Curriculum

Navigators and Certified Application Counselors (CACs) are required by KHBE to complete trainings to become a kynector. Additionally, KHBE requires annual trainings to maintain the kynector status. Below is the KHBE kynector curriculum. It is broken into initial trainings for new kynectors and annual trainings. **kynectors should complete all required trainings as shown in the order they are listed below.**

Initial Trainings

Trainings required by KHBE to become a kynector:

- SBM Certification/Registration Training
- New kynector
- Privacy and Security
- KI-HIPP
- Other Trainings

Annual Trainings

Trainings annually required by KHBE to maintain the kynector role:

- SBM Certification/Registration Training
- Privacy and Security
- Other Trainings
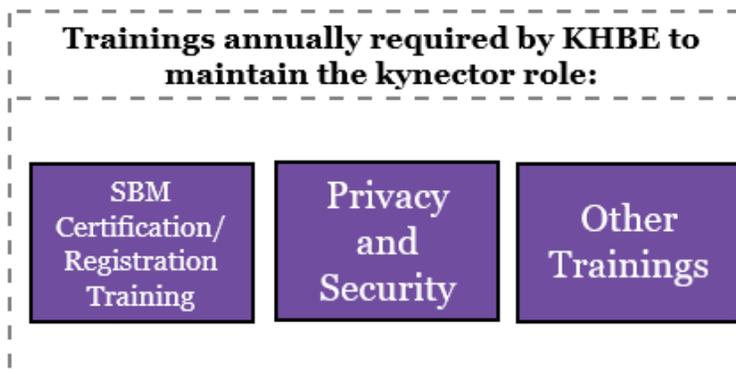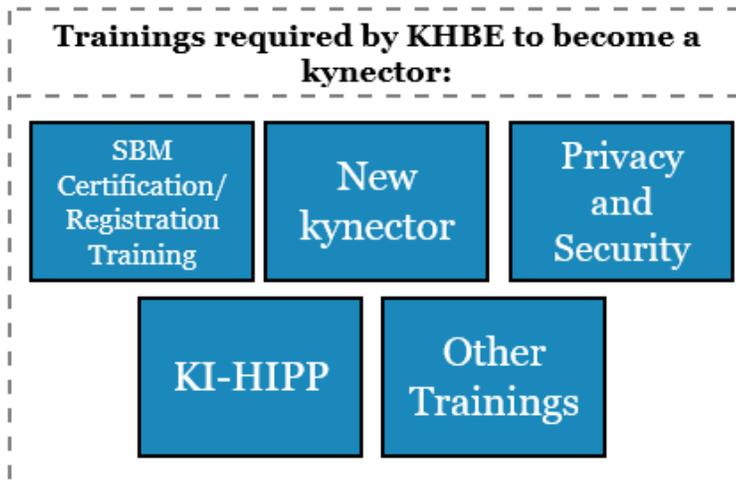
Please note: The KHBE Program may require kynectors to complete additional training to continue to maintain and improve the kynector Program. Organization Administrators have additional trainings that are required as well. For further questions please contact the KHBE Program email inbox at KHBE.Program@ky.gov.

Please note: Organization Administrators and kynectors who have been approved by DCBS to submit SNAP and CCAP applications must complete the required trainings prior to being granted the *Assister Other Programs* role.