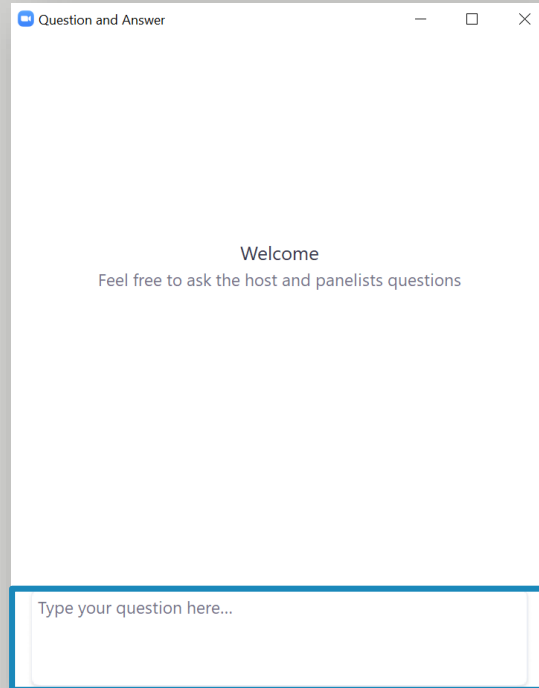


**Please review the Zoom Tips for Success while you wait:**

## Ask a Question in Q&A

During the session, all kynectors are muted. If you would like to ask a question about the session content:

- Click the **Q&A Icon**.
- Type your question and click **Enter** on your keyboard.

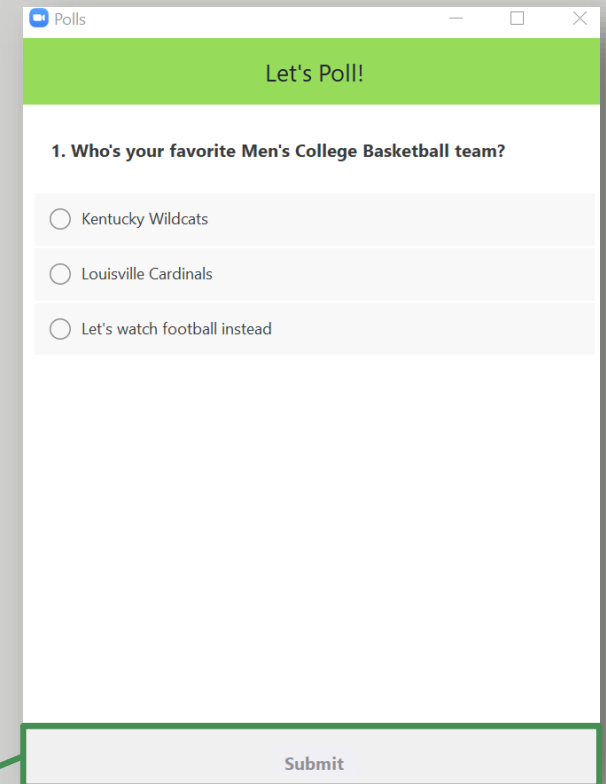


## Let's Poll

During the session, all kynectors are muted. However, we will be checking in by asking questions. To answer anonymously:

- Click the **Polls Icon**, if the polls pop-up doesn't display automatically.
- Select the appropriate **Answer** and click **Submit**.

**Please note:** The **Polls Icon** only displays once the Host enables it.





# kynector Office Hours

Session 2

December 13, 2022

It's time to re-kynect.



## Icebreaker

What is your favorite version of the Grinch?

- A. How the Grinch Stole Christmas (1966)
- B. How the Grinch Stole Christmas (2000)
- C. The Grinch (2018)
- D. I'm not a fan of the Green Meanie!

“It’s because I’m green, isn’t it?” - The Grinch

# Agenda

Slide 5 | Helping Residents Compare Plans

Slide 9 | Transitioning to QHP with PHE Rules from MA

Slide 11 | Creating a New Application vs Reporting a Change (RAC)

Slide 15 | Application & Enrollment Status

Slide 17 | Open Enrollment Updates

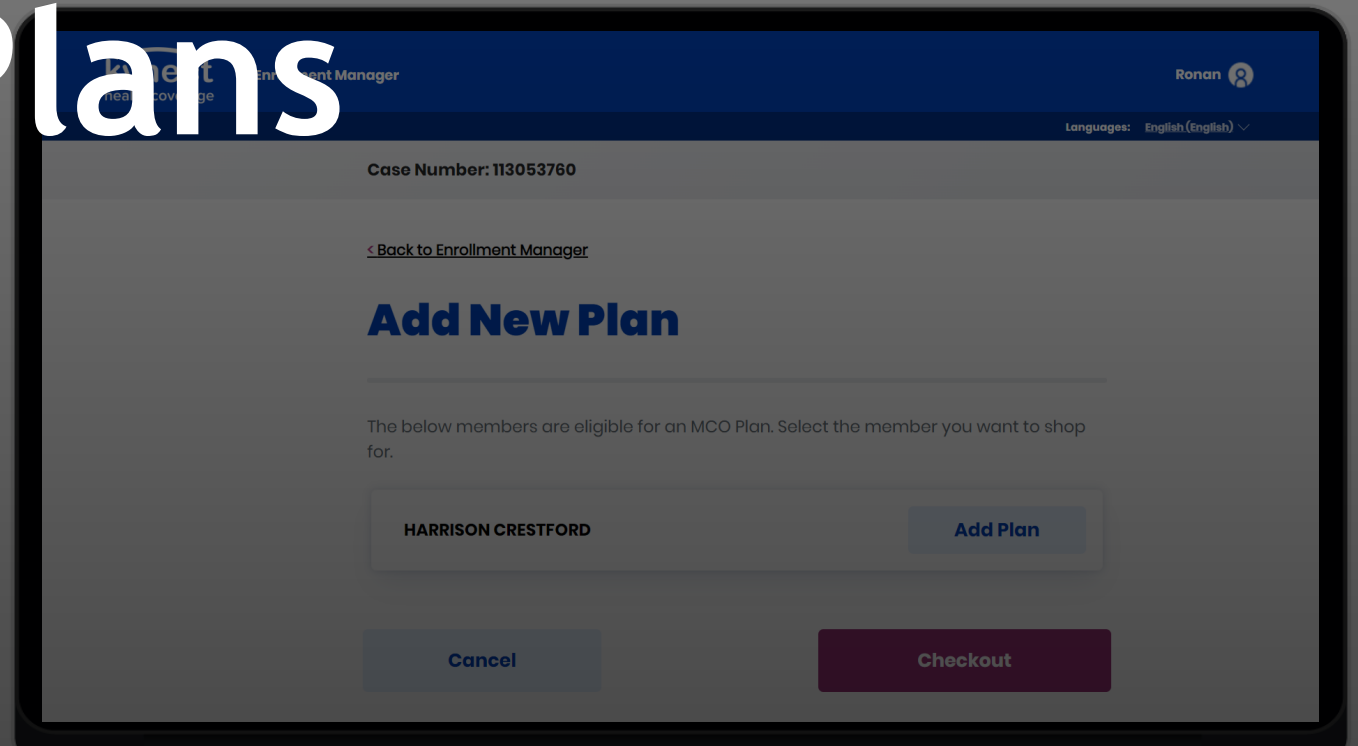
Slide 21 | Knowledge Check

Slide 27 | Questions and Answers

Slide 29 | Appendix/Helpful Resources

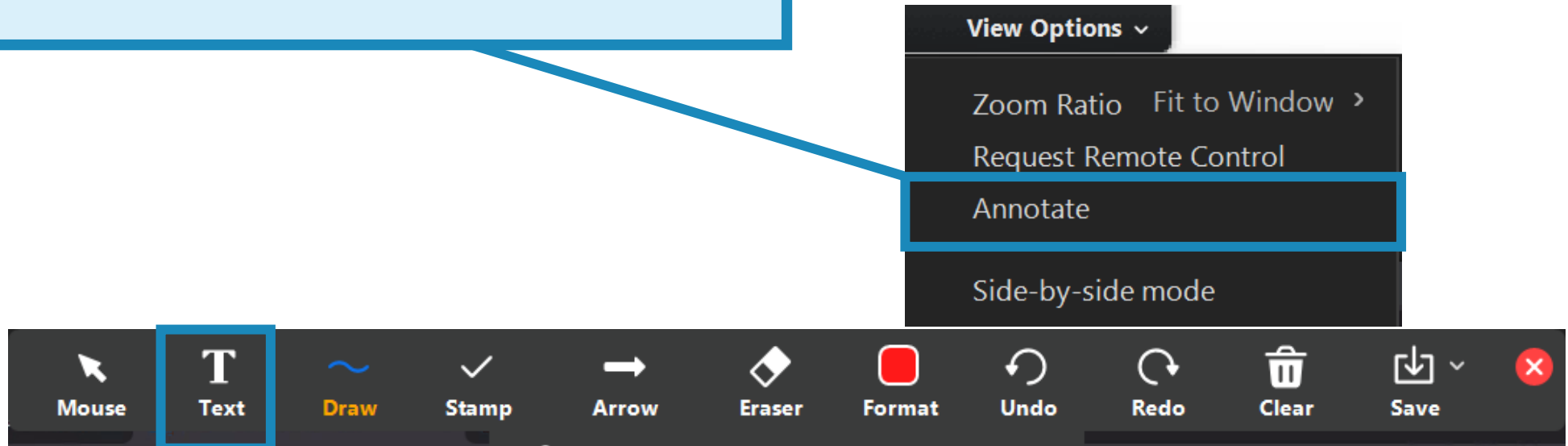


# Helping Residents Compare Plans



# When assisting Residents, what are some helpful tips that you share with them when comparing plans?

Share what you make sure to cover with us!




When assisting Residents, what are some helpful tips that you share with them when comparing plans?

---

# Helping Residents Compare Plans

kynectors should assist Residents in picking a plan that best fits their personal needs.




 **Out-of-Pocket Costs**


How much will the Resident pay in Monthly Premiums, Deductibles, and Co-Pays?

 **Provider Visits**

How frequently does the Resident need to visit their Provider?

 **Provider Visit Limitations**


Is there a limit to how many times the Resident may visit their Provider?

 **Prescriptions**

Are the Resident's Medication/Prescriptions covered?

 **Specialist Needs**

Are Specialists covered?

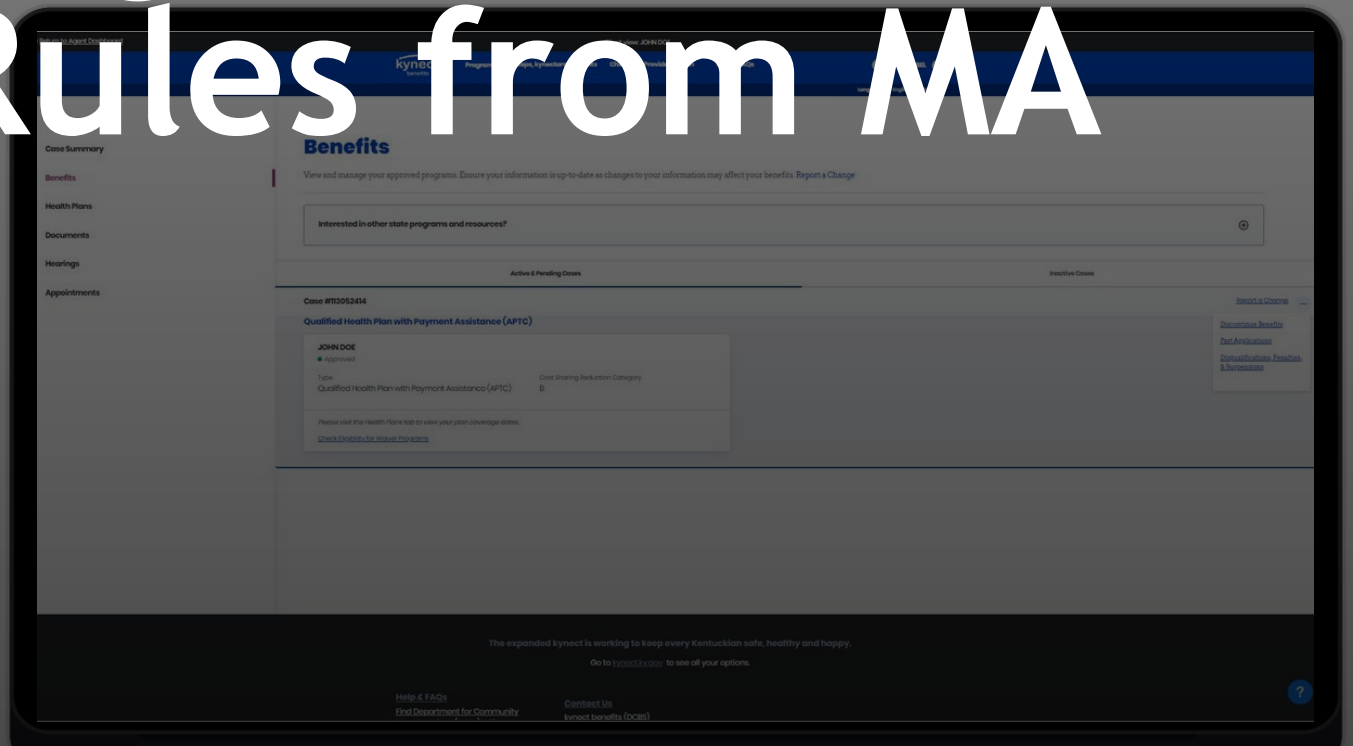
 **In-Network**

Is the Resident's Primary Care Provider in-network?

 **Please note:** kynectors may view the Statement of Benefits of Coverage (SBC) by clicking the hyperlink when comparing plans.



# Transitioning to QHP with PHE Rules from MA



# Transition to QHP with PHE Rules from MA

The Public Health Emergency (PHE) has been extended to April 11, 2023.

## What does the expansion of the Public Health Emergency (PHE) mean for Medicaid Benefits?

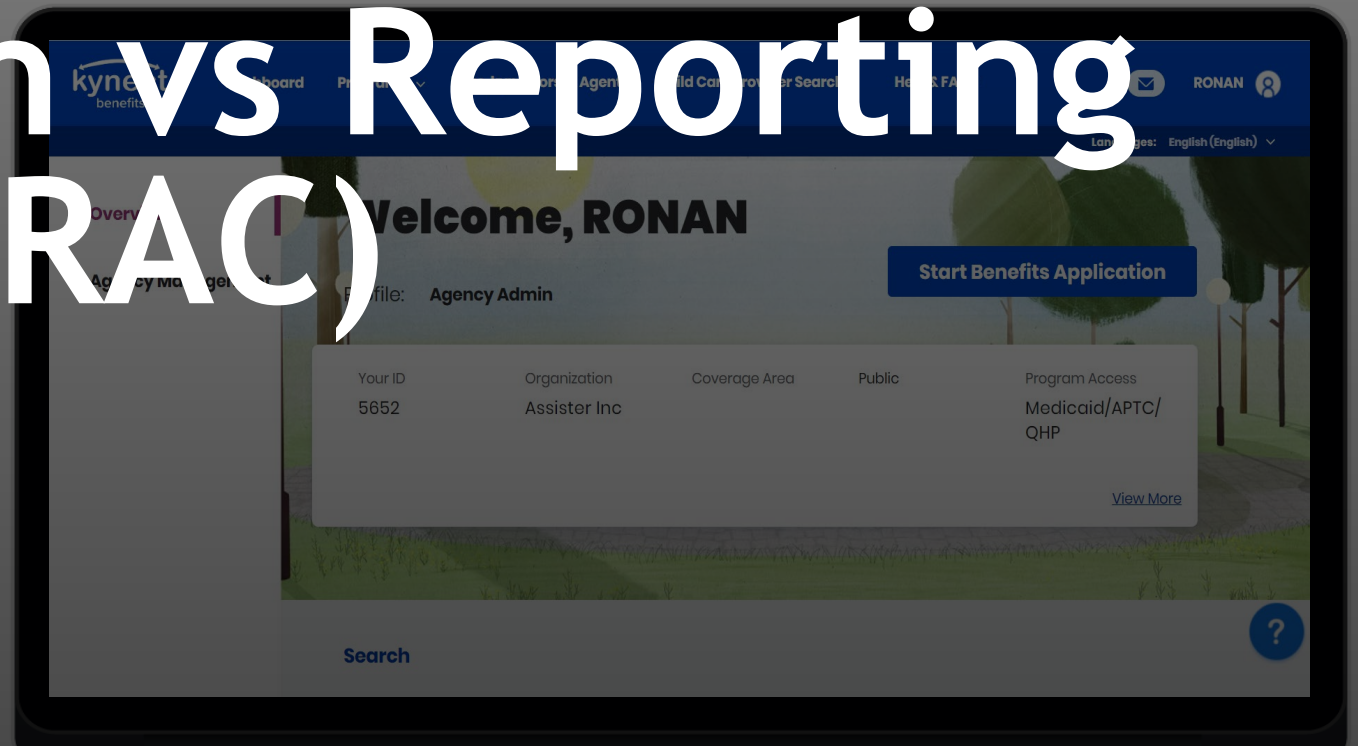
Due to the PHE, Medicaid cases will not be discontinued or terminated once the Resident no longer qualifies or is over the income limit for Medicaid. kynect automatically enrolls Residents in Medicaid and the system will not transition active Medicaid members to APTC without client request due to the PHE rules.

## What should kynectors do if a Resident wants to withdraw Medicaid enrollment from their case?

- 1 Email [DFS.Medicaid@ky.gov](mailto:DFS.Medicaid@ky.gov) to manually remove Medicaid from the case.
- 2 Include the Resident's first name, case number, and the reason for withdrawal in the email.
  - DCBS will verify the case information, take the appropriate action, and confirm the result with kynectors.
- 3 kynectors will need to reapply for QHP/APTC to have eligibility redetermined.

**Please note:** The PHE may be extended further. Before the PHE ends, detailed trainings and additional information will be provided. The Medicaid unwinding will take 12 months as Residents on Medicaid are re-evaluated.

# Creating a New Application vs Reporting a Change (RAC)



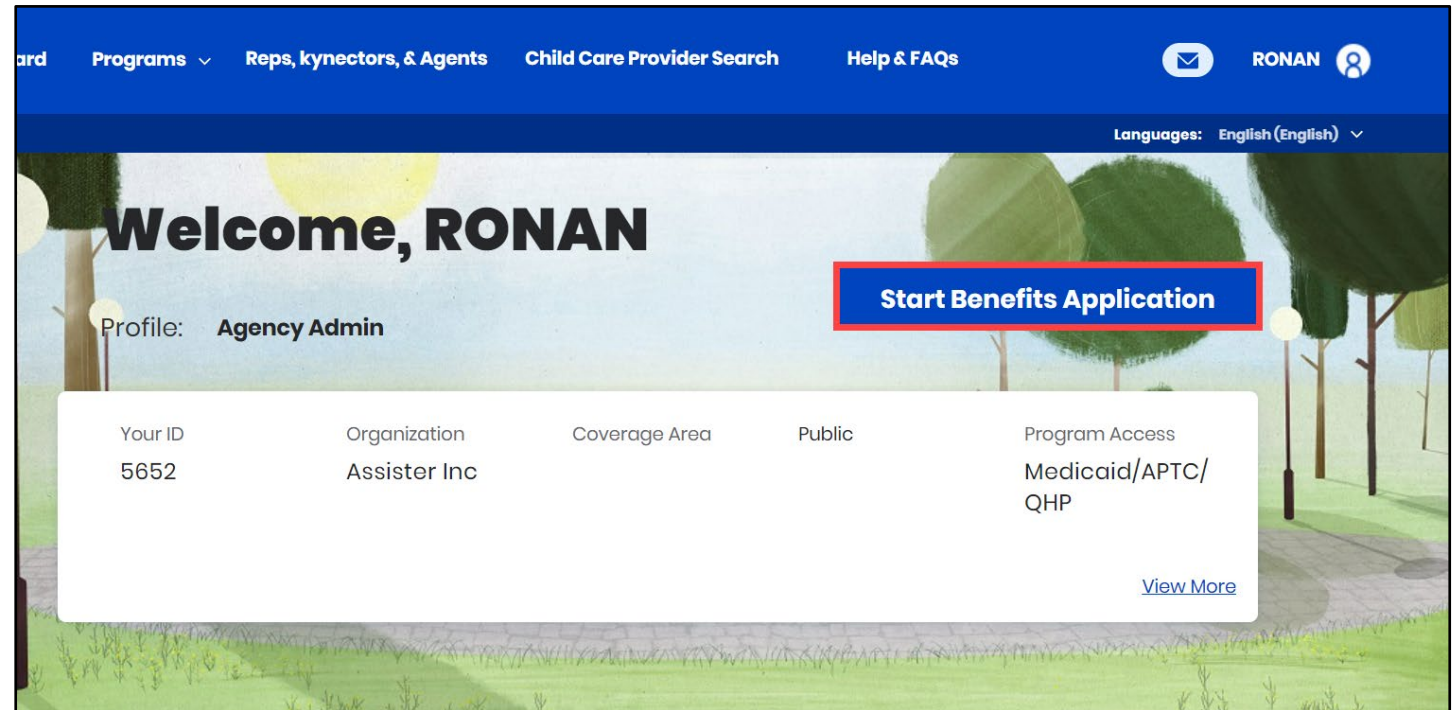
## Create a New Application vs Report a Change (RAC)

A new benefits application should be created for Residents who wish to apply for benefits and do not have an existing application in kynect. A change should be reported if Residents' information changes after a benefits application has been submitted.

### Create a New Application

The process begins by clicking Start Benefits Application. Creating a new application is a two-step process:

- Application Intake: Program selection, entering household members and details, etc.
- Next Steps: Upload Verification Documentation, Enrollment Manager, etc.



**Please note:** The Add Other Benefits button appears near the top of the Resident Dashboard if the Resident already has submitted an application. The Add Other Benefits includes the option to add APTC to cases.



For step-by-step guidance on how to complete a benefits application in kynect, click [here](#) to review the Benefits Application within kynect benefits Quick Reference Guide.

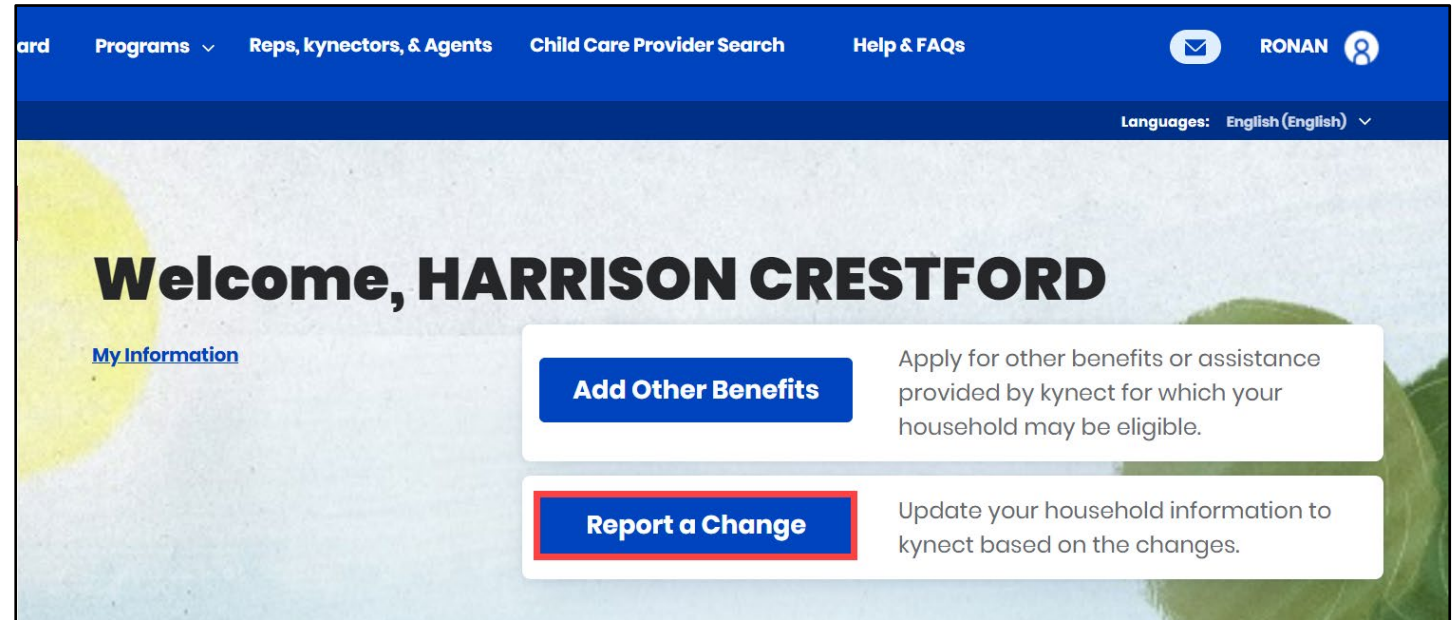
## Create a New Application vs Report a Change (RAC)

A new benefits application should be created for Residents who wish to apply for benefits and do not have an existing application in kynect. A change should be reported if Residents' information changes after a benefits application has been submitted.

### Report a Change (RAC)

After a benefits application has been submitted, a change should be reported to:

- Modify information such as income, expenses, resources, health, etc.
- Add or remove household member(s)



The screenshot shows the kynect website dashboard for Harrison Crestford. The top navigation bar includes links for 'Programs', 'Reps, kynectors, & Agents', 'Child Care Provider Search', and 'Help & FAQs'. The user's name 'RONAN' is displayed in the top right corner. Below the navigation bar, the main heading reads 'Welcome, HARRISON CRESTFORD'. Underneath, there is a 'My Information' link. Two prominent buttons are visible: 'Add Other Benefits' and 'Report a Change'. The 'Report a Change' button is highlighted with a red border. To the right of the 'Add Other Benefits' button, there is a text box explaining that it is for applying for other benefits or assistance. To the right of the 'Report a Change' button, there is a text box explaining that it is for updating household information.

**Please note:** If the Resident is approved for Medicaid, SNAP, or a Qualified Health Plans (QHP) and it is currently in the renewal period, the Report a Change button is replaced with Renew Benefits.



For additional RAC information, click [here](#) to watch the kynect benefits Report a Change micro video.

# Report a Change

kynectors should RAC if any of the following Resident information changes.



Contact Information (Phone, Email, Address)



Relationship & Tax Filing Status



Medicare Coverage



Healthcare Coverage



Pregnancy



Education



Member Information



Employer's Health Reimbursement Arrangement



Income (e.g., job loss, settlements, etc.)



Citizenship



Resources (e.g., car, house, etc.)



Expenses (e.g., tax deduction, etc.)



Living Arrangement

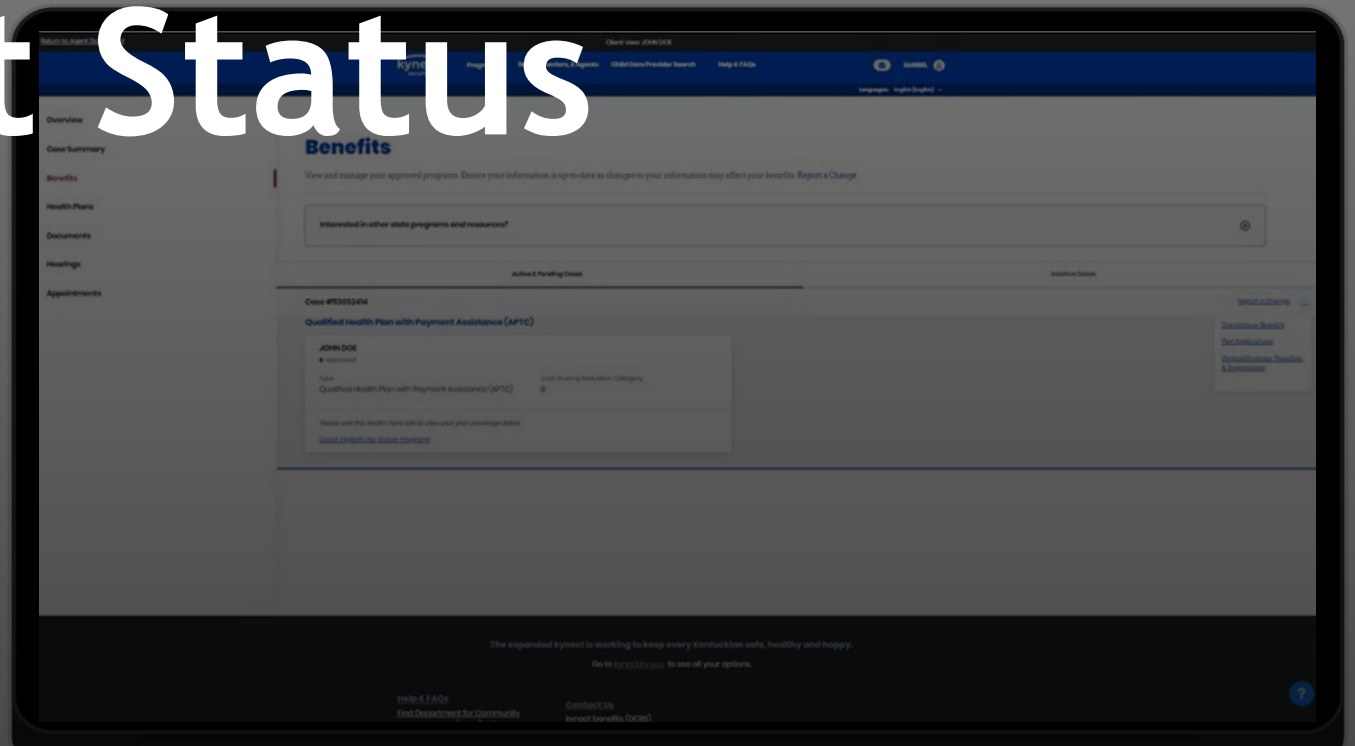


Emergency Medical Conditions & Disability



Immigration Details

# Application & Enrollment Status



## Application and Enrollment Status

After a benefits application is submitted, kynect automatically updates the status. Application status indicates the appropriate next steps. Please allow 2-3 business days for Issuers to process transactions.

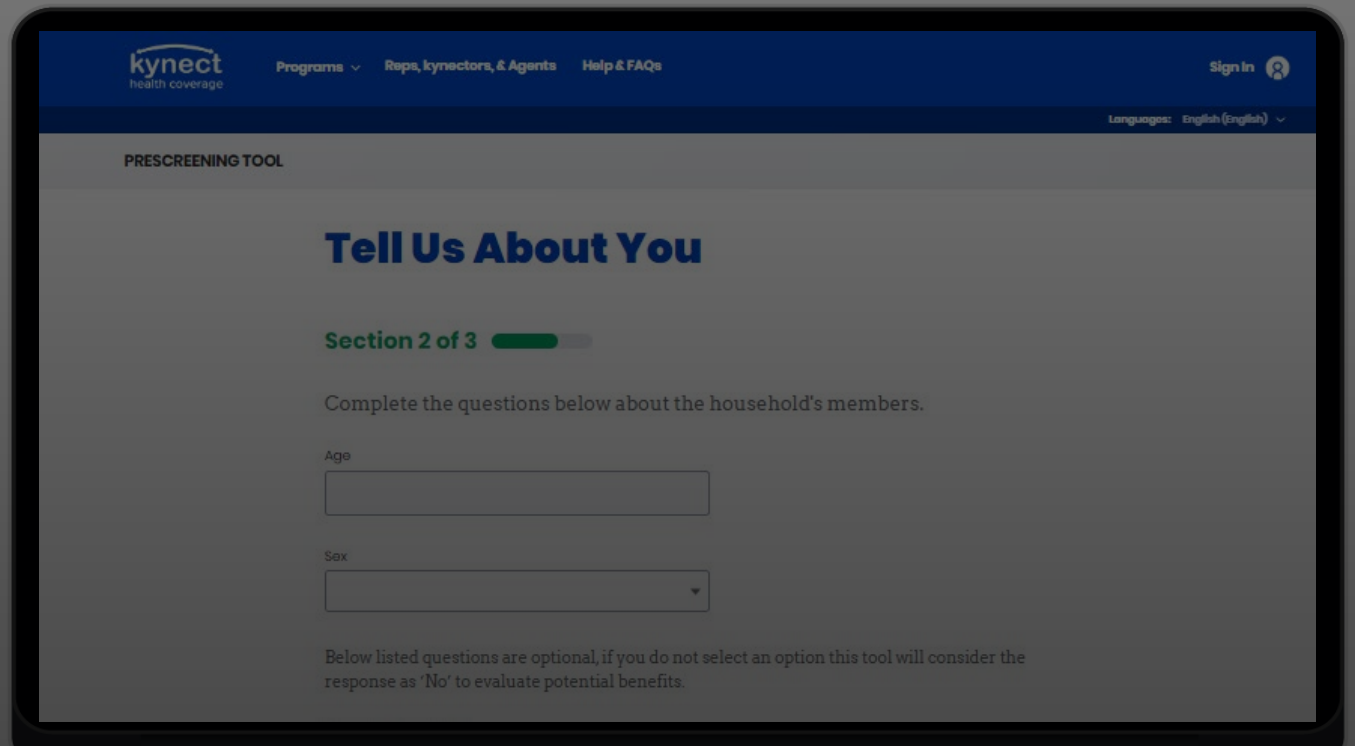
<b>Application Status</b>	<b>Description</b>
<b>Approved</b>	Case has passed all eligibility checks and is ready to be enrolled.
<b>Pending</b>	Case has an outstanding Request for Information (RFI) that needs to be uploaded.

<b>Enrollment Status</b>	<b>Description</b>
<b>Enrolled</b>	Case has been effectuated by Issuer and member(s) are enrolled.
<b>Pending Verification</b>	Case has documentation that needs to be uploaded for SEP verification.
<b>Enrollment File Generated</b>	Case is enrolled and files have been generated and are awaiting to be sent to Issuer.
<b>Enrollment Sent to Issuer</b>	Case is enrolled and files have been sent to Issuer for processing.
<b>Pending Cancellation</b>	Case has been cancelled and awaiting files to be generated.
<b>Pending Termination</b>	Case has been terminated and awaiting files to be generated.
<b>Cancellation/Termination File Generated</b>	Cancellation or termination file has been generated and awaiting to be sent to Issuer.
<b>Not Enrolled</b>	Case is not enrolled which can be done through the Enrollment Manager.




# Open Enrollment Updates



The screenshot shows a laptop displaying the Kynect health coverage website. The page is titled "PRESCREENING TOOL" and features a section titled "Tell Us About You". A progress indicator shows "Section 2 of 3" with a green bar. Below this, there is a prompt: "Complete the questions below about the household's members." Two input fields are visible: "Age" (a text box) and "Sex" (a dropdown menu). At the bottom, a note states: "Below listed questions are optional, if you do not select an option this tool will consider the response as 'No' to evaluate potential benefits."

**kynect**  
health coverage


Programs ▾ Reps, Kynectors, & Agents Help & FAQs

Sign In 

Language: English (English) ▾

PRESCREENING TOOL

## Tell Us About You

Section 2 of 3 

Complete the questions below about the household's members.

Age

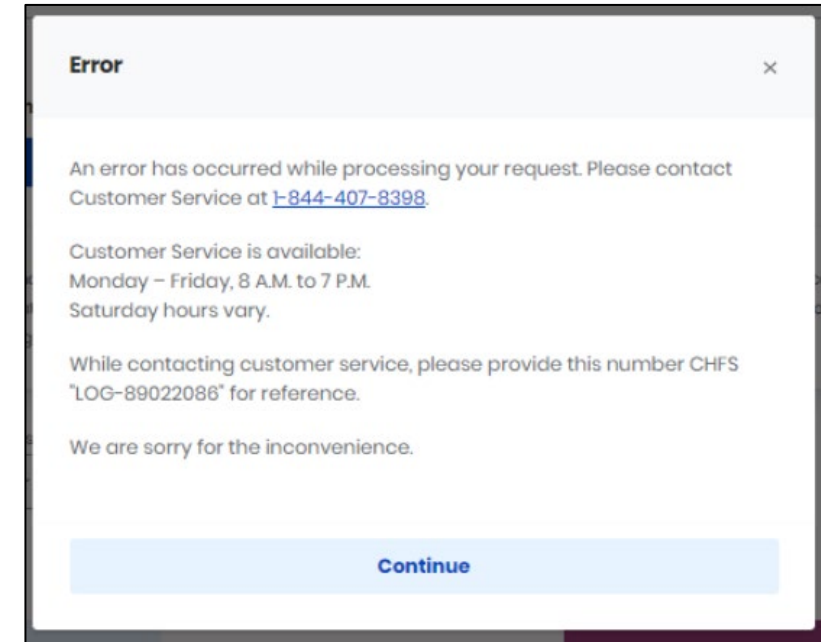
Sex

Below listed questions are optional, if you do not select an option this tool will consider the response as 'No' to evaluate potential benefits.

# kynect Open Enrollment Updates

The below TFS/defects are slated to be fixed with Release 22.12 and a minor release.

TFS ID	TFS Description
493635	Type of Proof dropdown Blank
501114	RAC Member Details Income Information Not Saving
502480	Application Intake Stalled After Document Upload
502485	CHFS Error on Household Members Screen

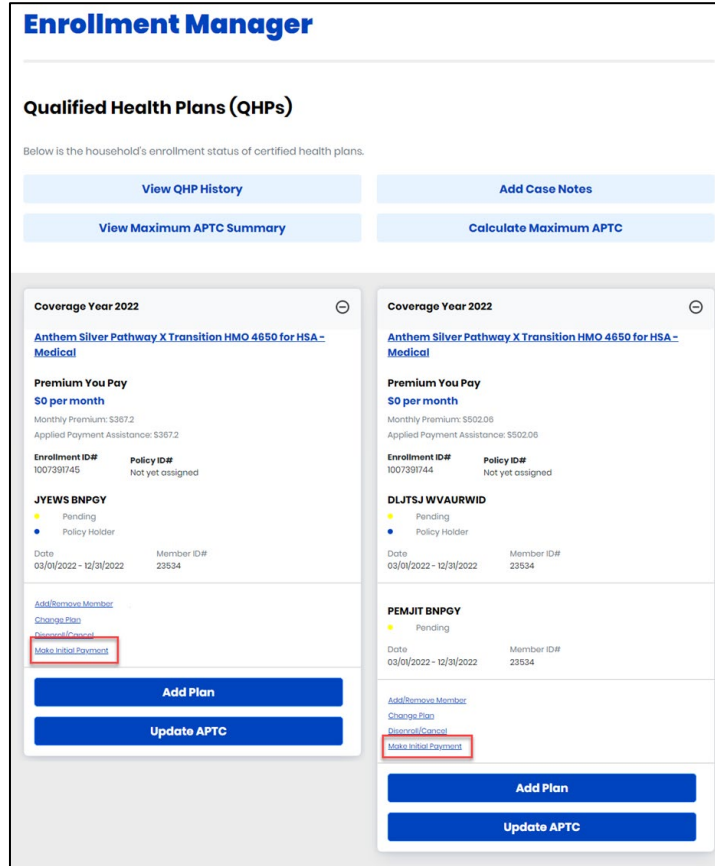


**Please note:** All kynect enhancements listed above are based on OE incidents submitted by Agents and kynectors on the [Open Enrollment Incident Tracker](#).

**Please note:** kynectors should send all bad request error messages/URL too long screenshots directly to the KOG Helpdesk ([KOGTechnicalSupport@ky.gov](mailto:KOGTechnicalSupport@ky.gov)). kynectors should include a screenshot and the full URL (copy and paste into the email).

# Pay Now

Starting December 19, the Pay Now service can be accessed through the Enrollment Manager and allows kynectors and Agents to assist Residents in making their initial payments directly from kynect. The Pay Now service will automatically redirect users to the Issuer’s payment portal for the initial premium payment.



**Enrollment Manager**

**Qualified Health Plans (QHPs)**

Below is the household's enrollment status of certified health plans.

View QHP History | Add Case Notes

View Maximum APTC Summary | Calculate Maximum APTC

**Coverage Year 2022**

**Anthem Silver Pathway X Transition HMO 4650 for HSA - Medical**

**Premium You Pay**  
\$0 per month  
Monthly Premium: \$387.2  
Applied Payment Assistance: \$387.2

**Enrollment ID#**  
1007391745

**Policy ID#**  
Not yet assigned

**JYEW5 BNPQY**

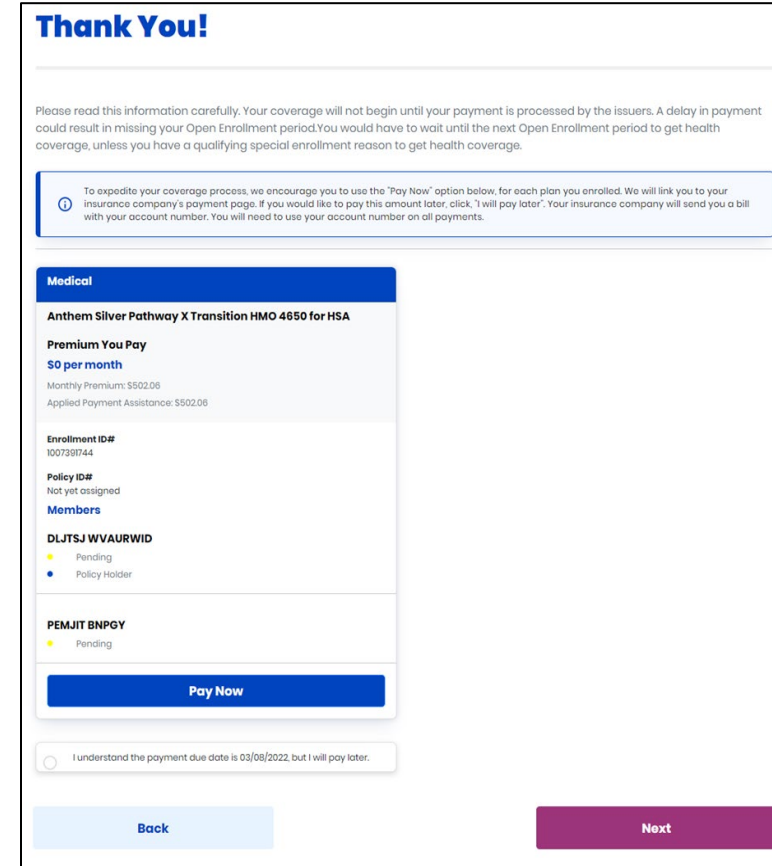
- Pending
- Policy Holder

**Date**  
03/01/2022 - 12/31/2022

**Member ID#**  
23534

[Add/Remove Member](#)  
[Change Plan](#)  
[Disenroll/Cancel](#)  
**Make Initial Payment**

**Add Plan**  
**Update APTC**



**Thank You!**

Please read this information carefully. Your coverage will not begin until your payment is processed by the issuers. A delay in payment could result in missing your Open Enrollment period. You would have to wait until the next Open Enrollment period to get health coverage, unless you have a qualifying special enrollment reason to get health coverage.

To expedite your coverage process, we encourage you to use the "Pay Now" option below, for each plan you enrolled. We will link you to your insurance company's payment page. If you would like to pay this amount later, click, "I will pay later". Your insurance company will send you a bill with your account number. You will need to use your account number on all payments.

**Medical**

**Anthem Silver Pathway X Transition HMO 4650 for HSA**

**Premium You Pay**  
\$0 per month  
Monthly Premium: \$502.06  
Applied Payment Assistance: \$502.06

**Enrollment ID#**  
1007391744

**Policy ID#**  
Not yet assigned

**Members**

**DLJTSJ WVAURWID**

- Pending
- Policy Holder

**PEMJIT BNPQY**

- Pending

**Date**  
03/01/2022 - 12/31/2022

**Member ID#**  
23534

[Add/Remove Member](#)  
[Change Plan](#)  
[Disenroll/Cancel](#)  
**Make Initial Payment**

**Pay Now**

I understand the payment due date is 02/08/2022, but I will pay later.

**Back** | **Next**

**Please note:** The initial premium payment must be made for coverage to be effectuated.

## CareSource/St. Elizabeth Update

St. Elizabeth Healthcare system will remain in the CareSource network for 2023.

KHBE received an update from the Department of Insurance (DOI) that St. Elizabeth and CareSource have reached an agreement regarding CareSource's network for 2023. Assurance has been given that there will not be any disruption for any of CareSource members since the provider contract was executed in plenty of time.



CareSource will be sending out a notice informing enrollees and updating their website with a notification.



St. Elizabeth Healthcare will be sending out a letter to all CareSource policyholders in their records as patients/former patients.





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# Knowledge Check

## Knowledge Check #1

**True or False:** Due to PHE rules, kynectors should email [DFS.Medicaid@ky.gov](mailto:DFS.Medicaid@ky.gov) to manually remove Medicaid from the case if a Resident wants to withdraw Medicaid enrollment.

True

False

Answer using the Polls box!



## Knowledge Check #1 - Answer

**True or False:** Due to PHE rules, kynectors should email [DFS.Medicaid@ky.gov](mailto:DFS.Medicaid@ky.gov) to manually remove Medicaid from the case if a Resident wants to withdraw Medicaid enrollment.

True



## Knowledge Check #2

Should kynectors create a new application or RAC if a Resident reports a change in income (e.g., loss of employment)?

Create a New  
Application

RAC

Answer using the Polls box!





## Knowledge Check #2 - Answer

Should kynectors create a new application or RAC if a Resident reports a change in income (loss of employment)?

RAC



We would like to hear from you!

*When considering new job aides/QRGs, what topics would you like additional information on?*

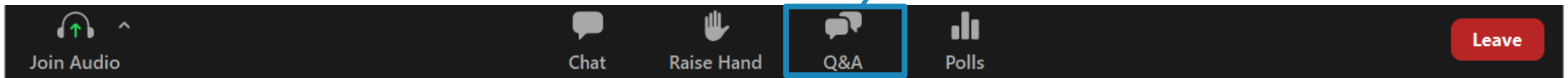
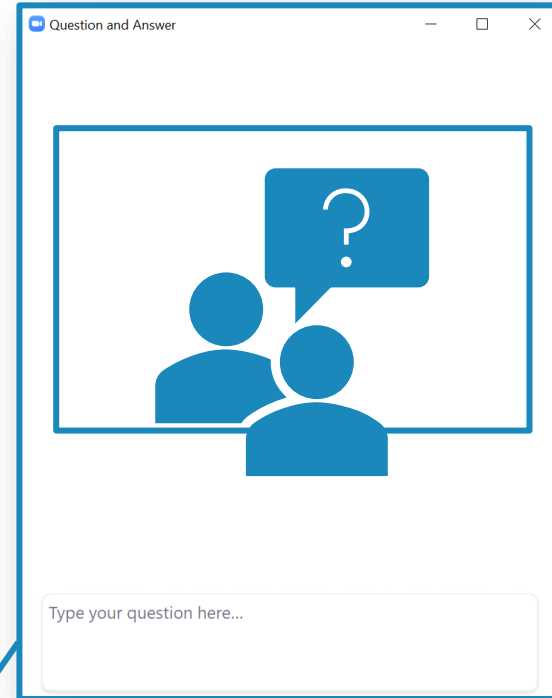
Answer using the Polls box!



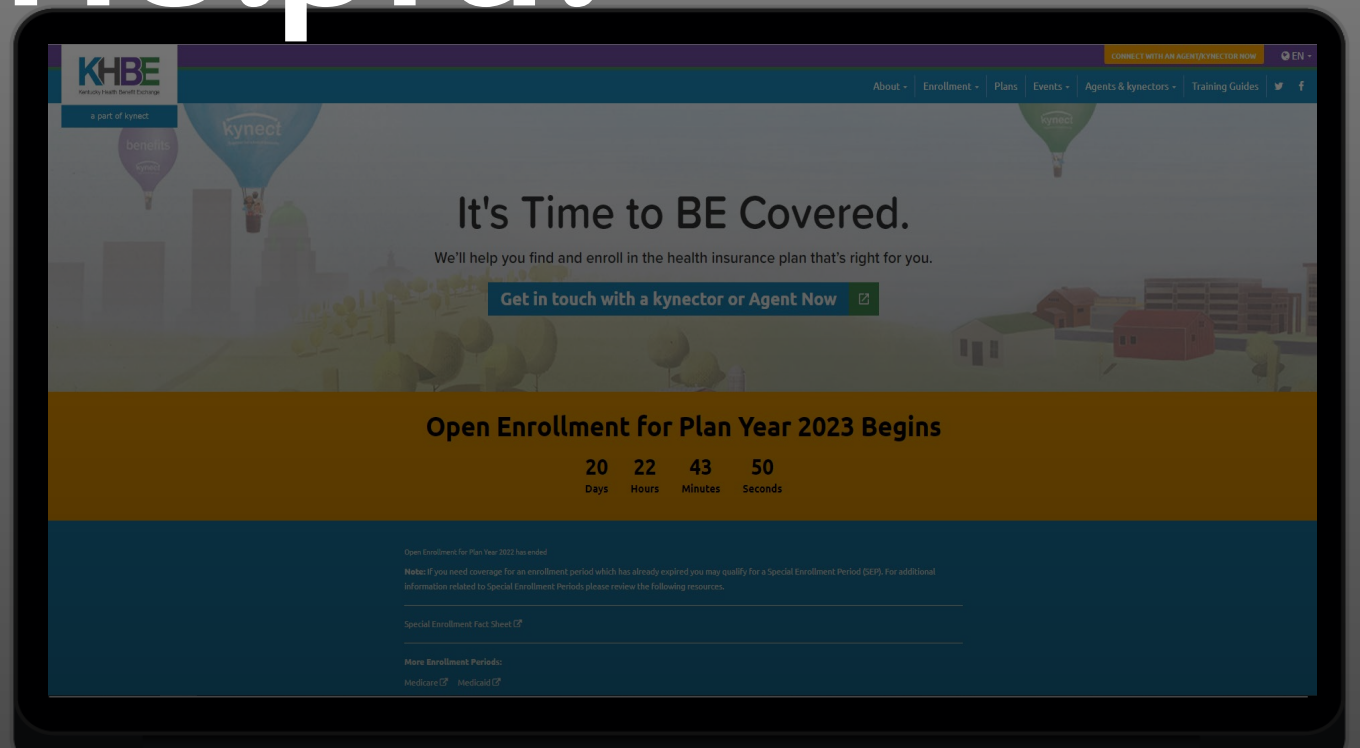


# Questions and Answers

Please ask any Open Enrollment related questions using the **Q&A Icon** located at the bottom of your Zoom screen. All questions asked today will be shared at a later date in a Frequently Asked Questions (FAQs) document.



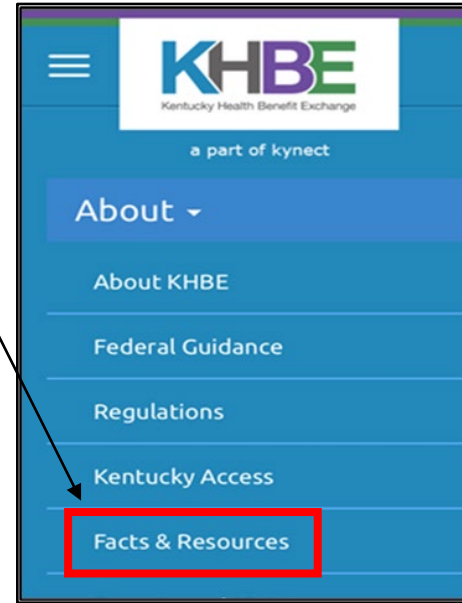
# Appendix/Helpful Resources



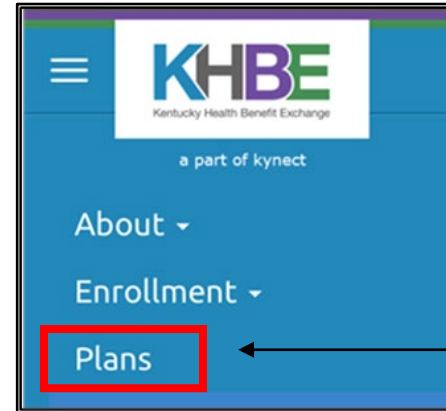
# Helpful Resources: KHBE Website

Fact Sheets are found on the **Facts & Resources** screen under the *About* tab.

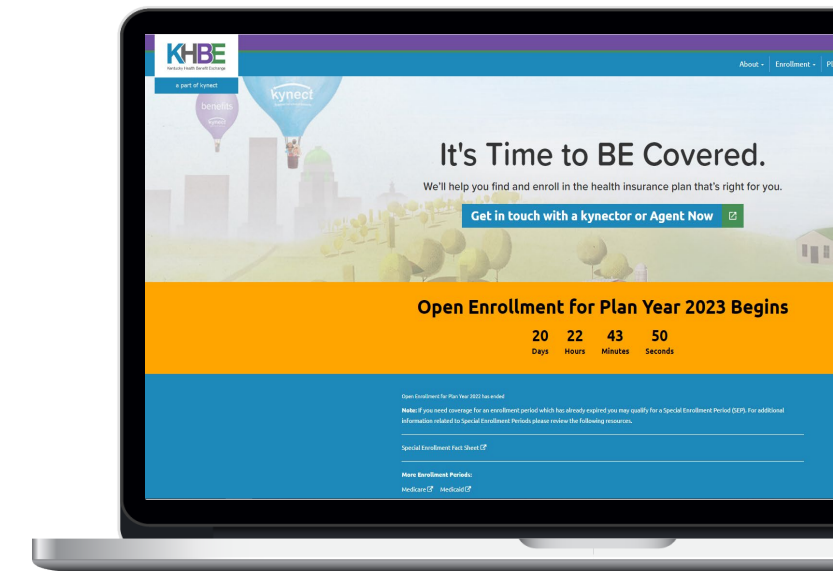
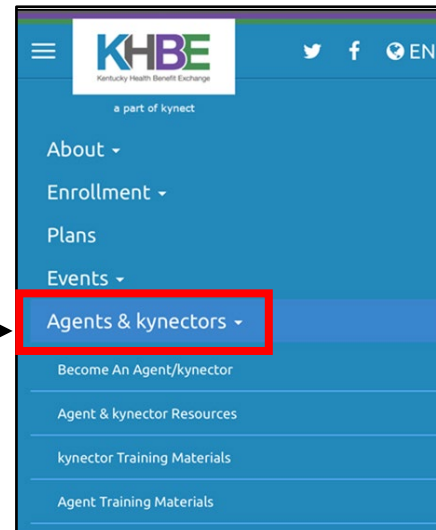
Please use the Fact Sheets to educate and assist Residents. They contain useful information that can be helpful during the transition and Open Enrollment.



Issuer coverage maps are found on the **Plans** screen.



Numerous resources, including the Open Enrollment Toolkit, Style Guides, and logos, are found on the **kynector & kynector Portal** screen under the *kynectors & kynectors* tab.



## Helpful Resources: Additional Websites

The websites below provide additional information during Plan Year 2023 Open Enrollment.

<b><u>Department for Community Based Services (DCBS)</u></b>	Provides policy manuals, updated regulations, programs/services information, contact information for DCBS offices, and additional resources.
<b><u>kynect</u></b>	Helps Applicants complete the OE application process, determines eligibility for a variety of insurance affordability programs, including Medicaid, QHPs, and KCHIP.
<b><u>Department for Medicaid Services (DMS)</u></b>	Provides training documents, policy documents, DMS contact information, news, resources, and general updates about Kentucky Medicaid for kynectors and Residents.
<b><u>Kentucky Health Benefit Exchange (KHBE)</u></b>	Offers kynectors general resources, Job Aids, Quick Reference Guides, as well as webinars, Fact Sheets, flyers, posters, and other useful information.
<b><u>Centers for Medicare and Medicaid Services (CMS)</u></b>	kynectors can find training and supplemental materials about Medicaid, KCHIP, and Medicare.
<b><u>Health and Human Services (HHS)</u></b>	Resources for kynectors to learn the most up-to-date information on COVID-19, public health, and human services. Additional resources for kynectors to learn about health equity, frequently asked questions about healthcare, and enhancing the health and well-being of Residents.
<b><u>Health Reform: Beyond the Basics</u></b>	A project by the Center on Budget and Policy Priorities designed to provide training and resources that explain health coverage available through Medicaid, KCHIP, and the Insurance Marketplace.
<b><u>Healthy at Work</u></b>	This site shares the most up-to-date information on Kentucky’s COVID-19 precautions and guidelines, including the current incidence rate, COVID-19 hotline information, and daily reports.
<b><u>Regtap.info</u></b>	This portal serves as an information hub for CMS technical assistance related to Marketplace and Premium Stabilization programs. Registered users can access the library, FAQs, training resources, and the inquiry tracking and management system.