Open Enrollment Office Hour

November 9, 2023

Office Hour Features

kynect
Together for a better Kentucky

① Chat

Can Participants Talk?

- All attendees will be muted for this webinar.

- The Chat should be used for help with technical issues. Send messages to All panelists.
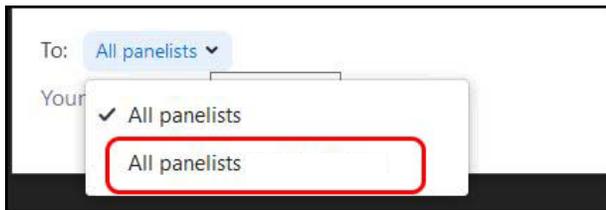
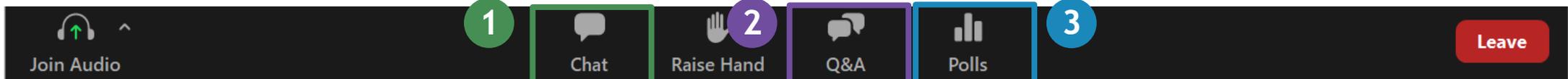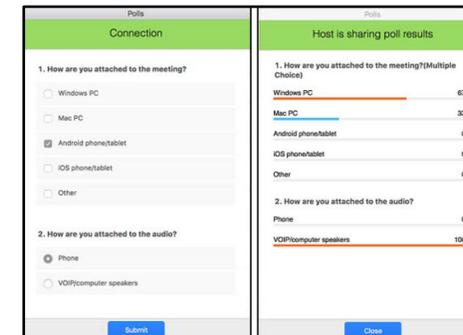## ② Q&A

How to Ask Questions?

- The Q&A should be used for asking all questions.

- Click Q&A in the Zoom toolbar and type your question.

③ Polls

What is the Poll Feature?

- The Poll feature will allow us to interact during the webinar. When it is time for a Poll question, it will appear on your screen.

- Poll responses are anonymous.

Agenda

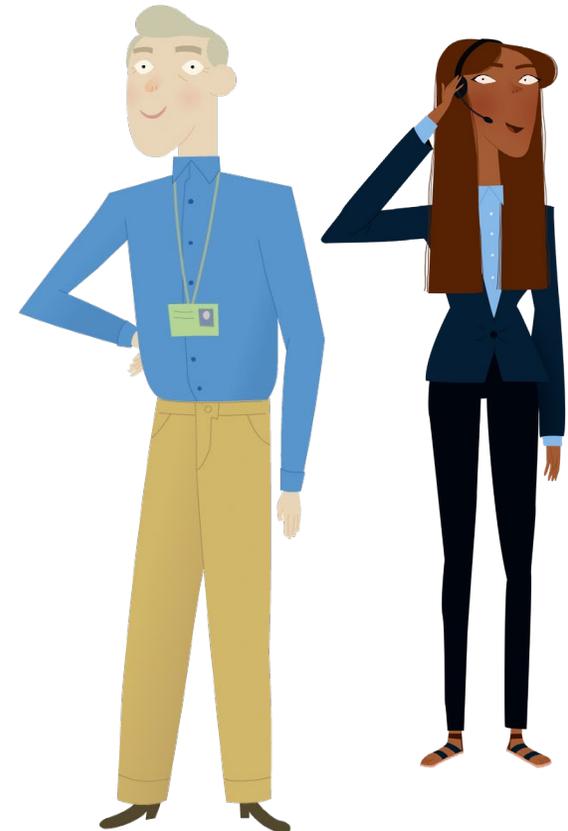Today's Office Hour will consist of the following topics.

01 kynector Dashboard Additions

02 Income Verification

03 Agent Help Line

04 Qualified Health Plans for Plan Year 2024

05 Questions and Answers (Q&A)

kynector
Dashboard
Additions

kynector Dashboard: Cases Requiring Action

The Cases Requiring Action view allows kynectors to view their caseload and identify cases that require urgent action (RFIs expiring, Renewals, and Pending Cases).

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Welcome, ANDREW

Profile: **kynector**

Start Benefits Application

Your ID	Organization	Coverage Area	Public	Program Access
5651	FIVETWENTYTWO	Bath, Bell, Boone		Medicaid/APTC/QHP, SNAP, CCAP

View More

Cases Requiring Action

Select the type of case action to view the most recent 100 cases which require that action in the near future.

Cases Requiring Action

RFIs Expiring (4)		Renewals (1)	Pending Cases (10)

#	Case Number	HoH Name	Status	
1	113210228	DOUG POWELL	Pending Plan Selection	View Benefits Page
2	113210233	DOUG SMITH	Pending Plan Selection	View Benefits Page
3	113210743	EVERT VERT	Pending Plan Selection	View Benefits Page
4	113211368	ASDGAS ASHDAS	Pending Plan Selection	View Benefits Page
5	113208793	TpwjjcJDSYNI tWkbeHGDYvNvG	Pending Interview	View Benefits Page

| 1 | 2 | Previous | Next | **Export to Excel** |

Cases matching the filter on each tab display the Head of Household (HoH) name and key details.

The total number of cases for each tab displays at the top of the header columns in the table.

Click **Export to Excel** to export cases on each tab to an Excel file.

Up to five (5) cases display at once. A maximum of 100 cases will display in the list for each tab.

Cases Requiring Action: Request for Information (RFIs) Expiring

The *RFIs Expiring* tab includes cases with RFIs expiring within the next 30 days which have not had a document submitted or cases in which a document was submitted, then rejected.

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View More

Cases Requiring Action

Select the type of case action to view the most recent 100 cases which require that action in the near future.

Cases Requiring Action

RFIs Expiring (4)	Renewals (0)	Pending Cases (11)

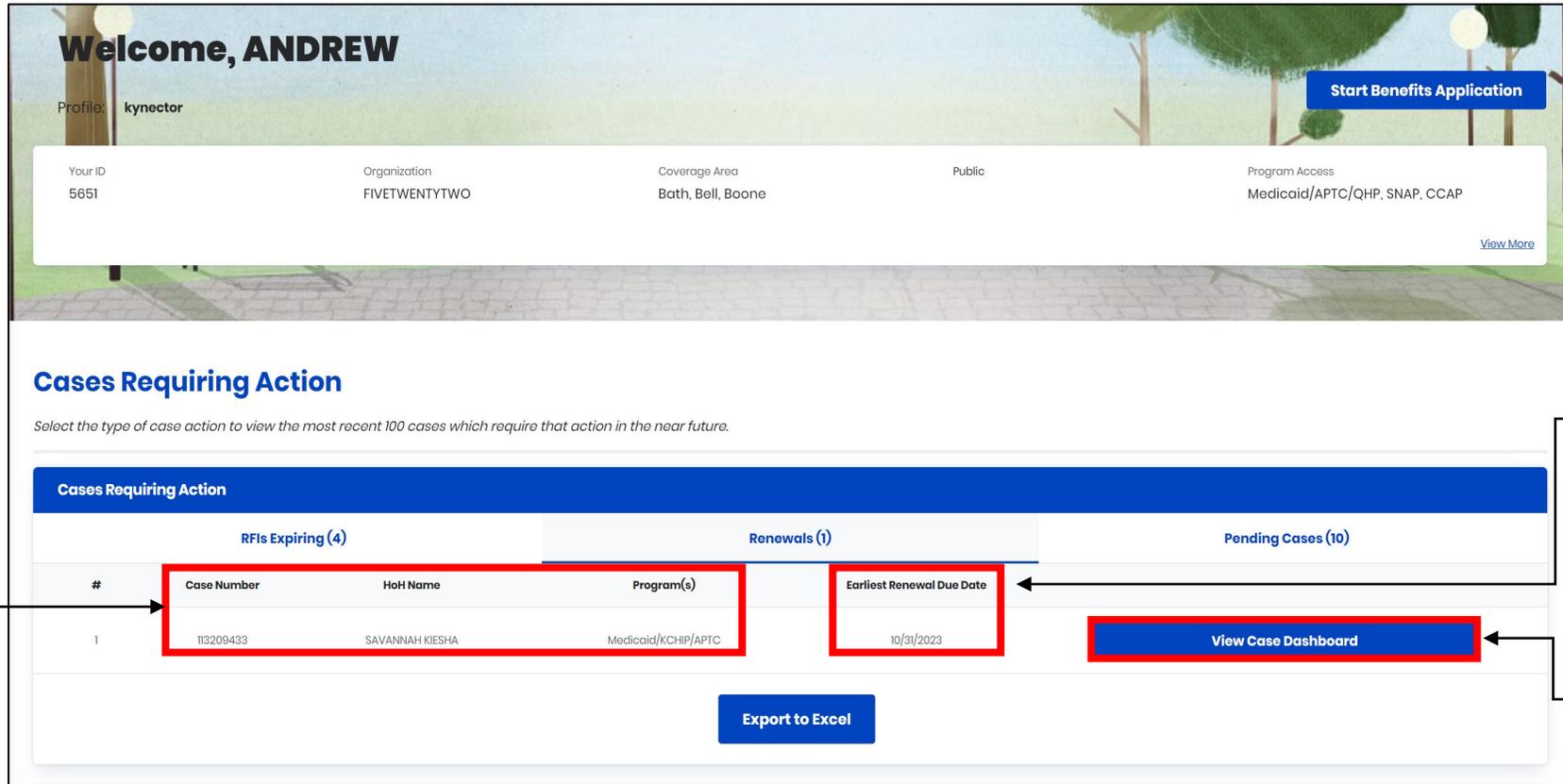| #	Case Number	HoH Name	RFI Type	Earliest RFI Due Date	
1	113210228	DOUG POWELL	Multiple	10/18/2023	View Case Document Center
2	113210233	DOUG SMITH	Multiple	10/18/2023	View Case Document Center
3	113210743	EVERT VERT	Income Verification	10/23/2023	View Case Document Center
4	113210961	MARIA KRYSTLE	Multiple	10/23/2023	View Case Document Center

Export to Excel

The *RFIs Expiring* tab columns include Case Number, HoH Name and RFI Type. If multiple RFIs are present, the RFI Type will display as "Multiple."

Within the *Earliest RFI Due Date* tab, open RFIs are listed from earliest to latest due dates. If multiple RFIs exist, the earliest due date is shown and any RFI due within the next 15 days displays in red.

Click **View Case Document Center** to access the *Document Center* tab for the respective case.

6

Cases Requiring Action: Renewals

The *Renewals* tab includes a kynector's associated SNAP, Medicaid, and QHP cases which are eligible for renewal within the next 30 days but have not yet had their renewal initiated.

The *Renewals* tab columns include Case Number, HoH Name and Program(s). If more than one program is eligible for renewal in the case, each program is displayed and is separated by a slash (/).

Under the *Renewals* tab, cases are ordered earliest to latest. Only renewals that have not been initiated are considered.

Click **View Case Dashboard** to access the Resident's Dashboard.

Please note: SNAP cases will appear in these tabs if the kynector has the correct role and program access.

Cases Requiring Action: Pending Cases

The *Pending Cases* tab includes cases that have transitioned into a Pending Verification, Pending Review, Pending Plan Selection, or Pending Interview status within the last 30 days.

Cases Requiring Action

Select the type of case action to view the most recent 100 cases which require that action in the near future.

Cases Requiring Action

	RFIs Expiring (4)		Renewals (0)		Pending Cases (11)
#	Case Number	HoH Name	Status		
1	113209433	SAVANNAH KIESHA	Pending Plan Selection	View Benefits Page	
2	113209437	MARCY ELAYNE	Pending Plan Selection	View Benefits Page	
3	113208814	JOHN DOE	Pending Plan Selection	View Benefits Page	
4	113210228	DOUG POWELL	Pending Plan Selection	View Benefits Page	
5	113210233	DOUG SMITH	Pending Plan Selection	View Benefits Page	

1 2 3   Previous   Next   **Export to Excel**

In the *Pending Cases* tab, cases are ordered by the date they were transitioned into the pending status. The oldest case displays first.

If a case falls into more than one status, only the first status (in order of importance) displays.

Click **View Benefits Page** to navigate to the *Benefits* page for the respective case.

Poll Question

?

True or False: The *Cases Requiring Action* Dashboard displays cases by their associated due date.

Answer using the Polls box!

Income Verification

Medicaid and Advance Premium Tax Credit Income Verification

Medicaid has a higher standard of income verification compared to Advance Premium Tax Credit (APTC). Below are examples of acceptable income verification documents for Medicaid and APTC.

Medicaid Income Verification

- Award letter
- Written statement
    - Personal records or a written statement showing income from Self Employment
- Employer statement
- Income tax return
- PAFS 700 form
- Pay stubs
    - Generally speaking, three (3) months of pay stubs are required

APTC Income Verification

- Award letter
- Business/rental income records
- Collateral contact
- Court document
- Employer statement
- IRS Income Reporting Form (i.e., 1099, etc.)
- Pay stubs
- Tip log
- Tax return
- Tribal statement regarding income
- Written statement
- Statement from person/agency/financial institution

Generally speaking, Medicaid examines monthly income while APTC looks at annual income.

⚠ If income information differs by 25% or more from income records gathered through data sources, an RFI is generated which requires additional documentation to verify a Resident's income.

Please note: For APTC, an acceptable written statement verification should explain why income is different from the previous year. A written statement can be used instead of other forms of income verification listed above.

Printable Forms of Income Verification

The Printable Forms resource provide Agents and kynectors the ability to print common income verification forms. Below are instructions for accessing printable forms on the kynect website.

1. Navigate to kynect health coverage or kynect benefits.

2. Scroll to the bottom of the webpage and click **Printable Forms**.
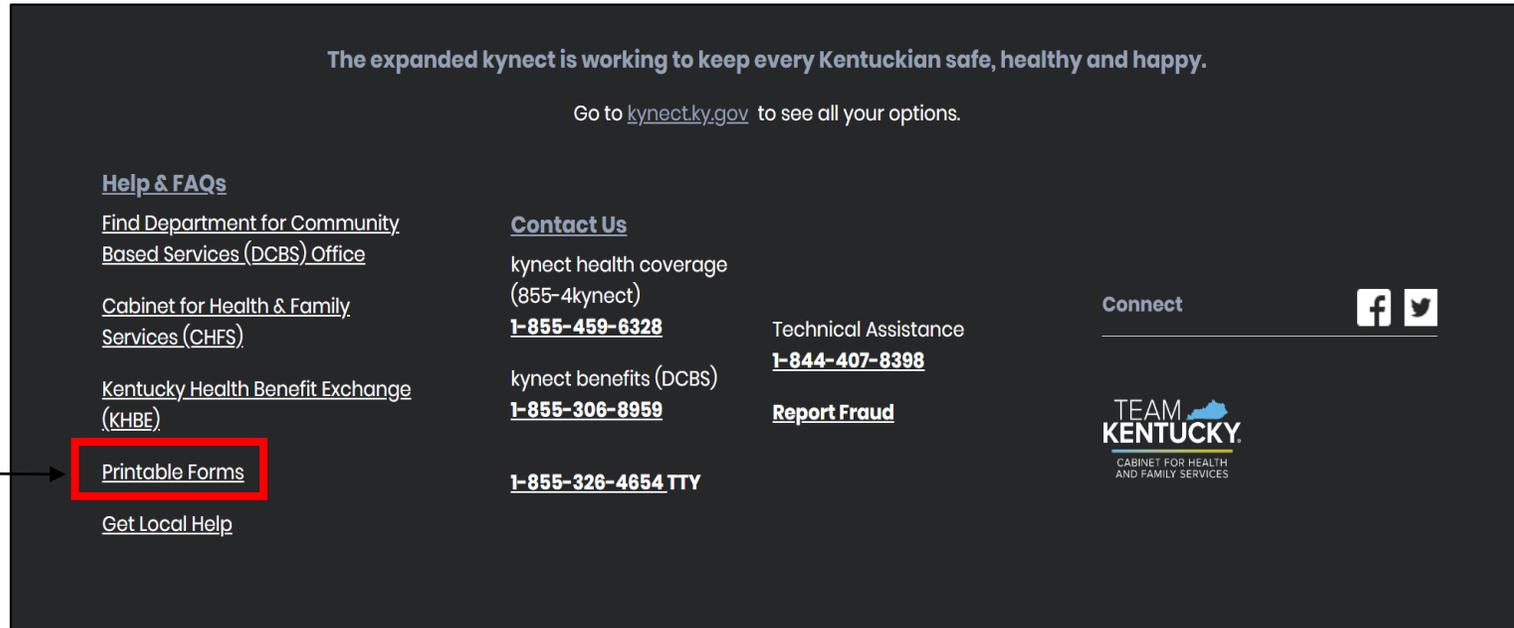
The expanded kynect is working to keep every Kentuckian safe, healthy and happy.

Go to kynect.ky.gov to see all your options.

Help & FAQs

Find Department for Community Based Services (DCBS) Office

Cabinet for Health & Family Services (CHFS)

Kentucky Health Benefit Exchange (KHBE)

Printable Forms

Get Local Help

Contact Us

kynect health coverage (855-4kynect)
1-855-459-6328

kynect benefits (DCBS)
1-855-306-8959

1-855-326-4654 TTY

Technical Assistance
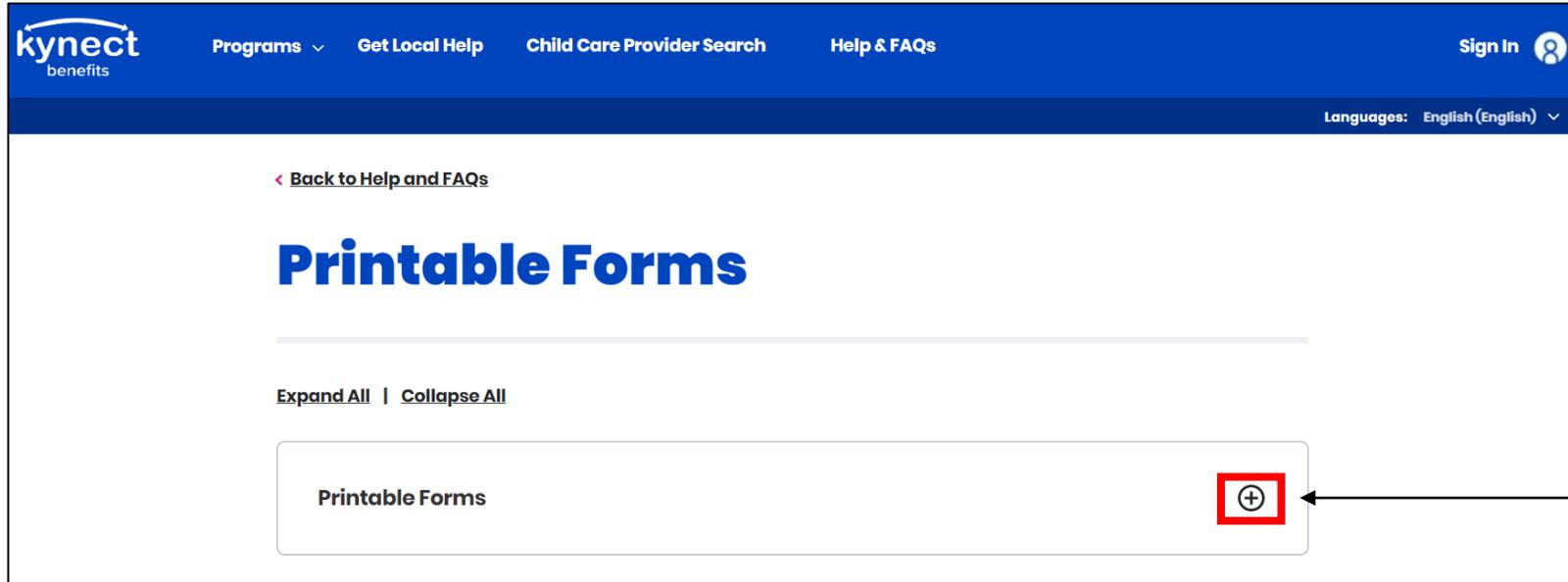**1-844-407-8398**

Report Fraud

Connect

TEAM KENTUCKY
CABINET FOR HEALTH AND FAMILY SERVICES

Printable Forms of Income Verification

The Printable Forms resource provide Agents and kynectors the ability to print common income verification forms. Below are instructions for accessing printable forms on the kynect website.

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Together for a better Kentucky

kynect benefits

Programs ⌄   Get Local Help   Child Care Provider Search   Help & FAQs   Sign In

Languages: English (English) ⌄

‹ **Back to Help and FAQs**

Printable Forms

Expand All | Collapse All

| Printable Forms | ⊕ |

3. Click **(+)** to access the list of printable forms.
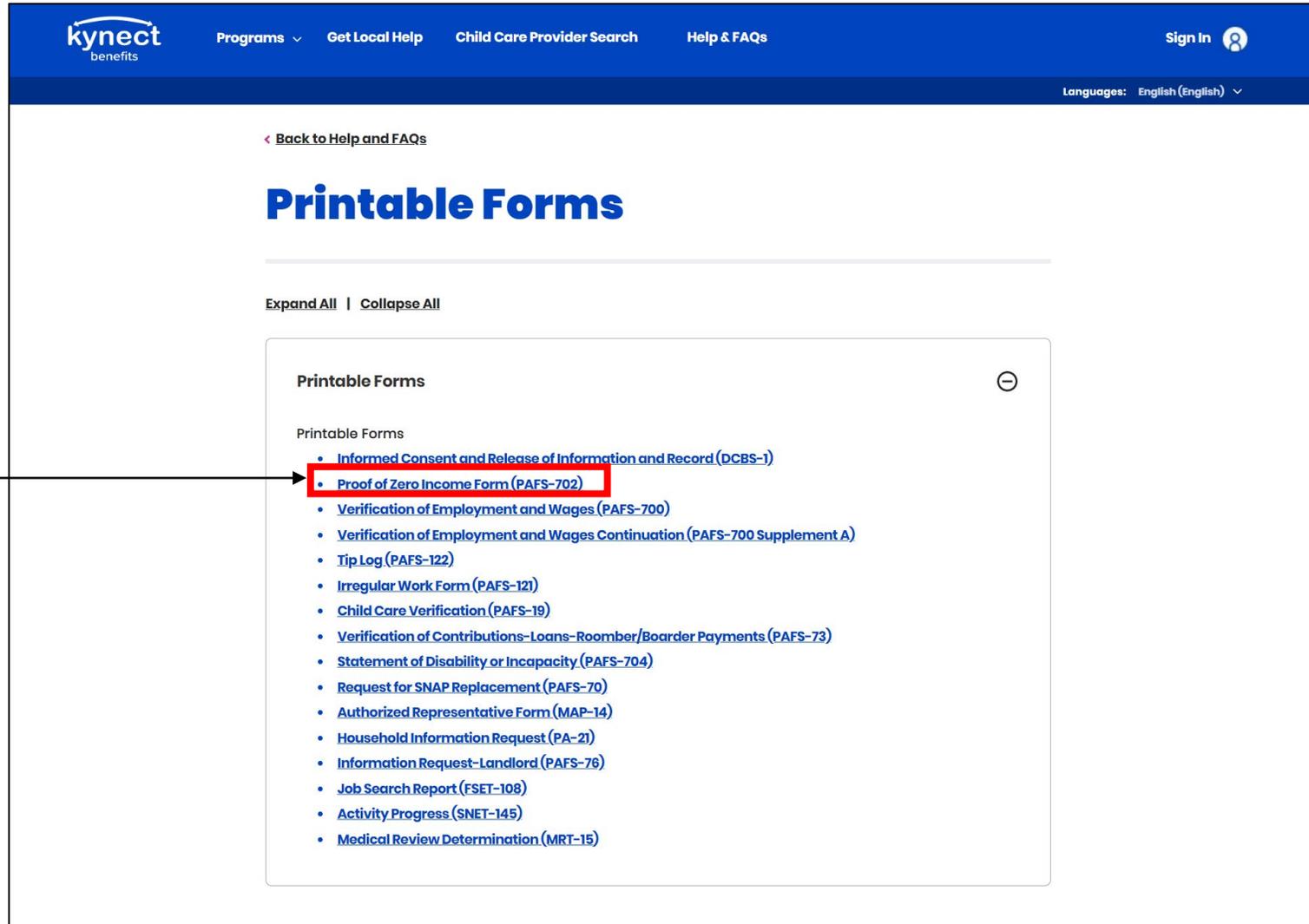
Printable Forms of Income Verification

The Printable Forms resource provide Agents and kynectors the ability to print common income verification forms. Below are instructions for accessing printable forms on the kynect website.

4. Click the **hyperlink** to download a printable form.

Printable Forms screenshot:

‹ **Back to Help and FAQs**

Printable Forms

Expand All | **Collapse All**

Printable Forms ⊖

Printable Forms

- Informed Consent and Release of Information and Record (DCBS-1)
- **Proof of Zero Income Form (PAFS-702)**
- Verification of Employment and Wages (PAFS-700)
- Verification of Employment and Wages Continuation (PAFS-700 Supplement A)
- Tip Log (PAFS-122)
- Irregular Work Form (PAFS-121)
- Child Care Verification (PAFS-19)
- Verification of Contributions-Loans-Roomber/Boarder Payments (PAFS-73)
- Statement of Disability or Incapacity (PAFS-704)
- Request for SNAP Replacement (PAFS-70)
- Authorized Representative Form (MAP-14)
- Household Information Request (PA-21)
- Information Request-Landlord (PAFS-76)
- Job Search Report (FSET-108)
- Activity Progress (SNET-145)
- Medical Review Determination (MRT-15)

Poll Question

When verifying income, an RFI is generated if income differs greater than what percentage?

Answer using the Polls box!

Agent
Help Line

Agent Call Center/Help Line

Agents may sign up for the Agent Help Line to receive calls directly from Residents to assist with their health coverage enrollment.

The Agent Help Line is an optional service Agents may sign up for to receive calls directly from Residents. To sign up, please reach out to the Conduent Helpdesk at kyhbe.support@conduent.com and include your First and Last name, County, Email Address, and Phone Number.

Case Number: 113208814

Medical Plan Search

🖨 Print

Talk to a Licensed Insurance Agent Live !*
833-597-8778
Absolutely Free Assistance Enrolling in a Quality Health Plan
*subject to agent availability

Your household has qualified for a category B Cost-Sharing Reduction (CSR) ⓘ , which can be applied to silver plans.

Collectively, your household is qualified for maximum Advance Premium Tax Credit (APTC) in the amount of: **$347**

Maximum Payment Assistance Available: **$347**

You selected the qualifying event as "Does anyone in the household have Medicaid that recently ended or will end soon?", your coverage will start from 10/01/2023.

Please note: Refer to the Agent Job Aid for step-by-step guidance on how to request access and support from Genesys Cloud.

PDF
Agent Job Aid

How to Request Cloud Access

Below provides instructions for Agents on how to request Genesys Cloud access required to take calls from Residents.

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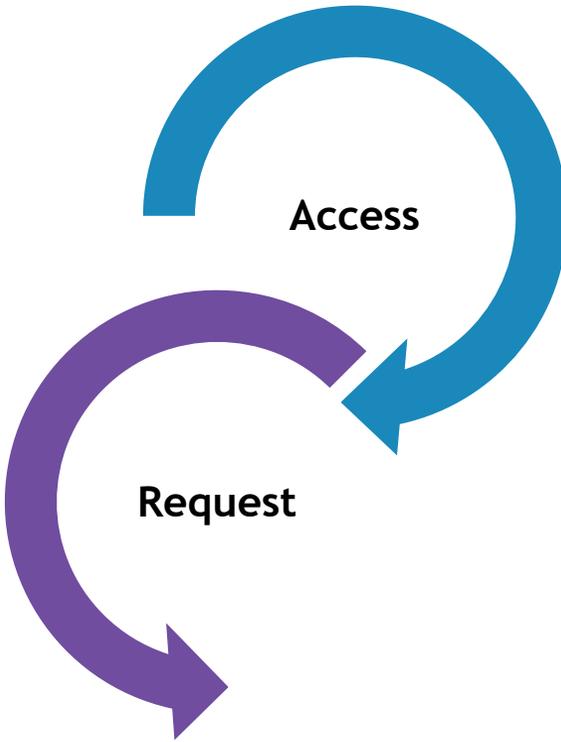
Access

Request

Access and Verification for Agents

- Agents must contact the Conduent Helpdesk to be verified and have a Genesys Cloud account created.
  - o Agents may have Individuals in their office who are not registered in kynect as an Agent but need Conduent Cloud access. In such cases, Agents should request access on behalf of the unregistered users.

Contact the Conduent Helpdesk

- The Agent contacts the Conduent Helpdesk via email at KYHBE.Support@conduent.com with the following information included in the email:
  - ❑ Agent's first and last name
  - ❑ Agent's email address
  - ❑ County where the Agent is located (or specify if out-of-state Agent)
  - ❑ Agent's phone number
- Conduent will attempt to verify the Agent's identity via the Get Local Help Tool.

How to Request Cloud Support
Below provides instructions for Agents on how to request Cloud support from Conduent.

If needed, Agents may request Cloud support via:

Phone at **(855)-637-6575**

Email at **KYHBE.Support@conduent.com**

Agents should include the following information in their Cloud support request:

❑ Name of the Agent reporting the issue

❑ Email address of the impacted Agent

❑ County where the impacted Agent is located

❑ Brief description of the issue including symptoms of the issue, time of the occurrence, and any troubleshooting steps already taken

❑ Conversation of call (if applicable)

❑ Screenshot(s) of error(s) (if applicable)

Please note: Conduent business hours are Monday through Friday: 8AM-7PM EST and Saturday: 8AM-5PM EST.

Poll Question

True or False: The Agent Help Line is an optional service Agents may sign up for to receive calls directly from Residents.
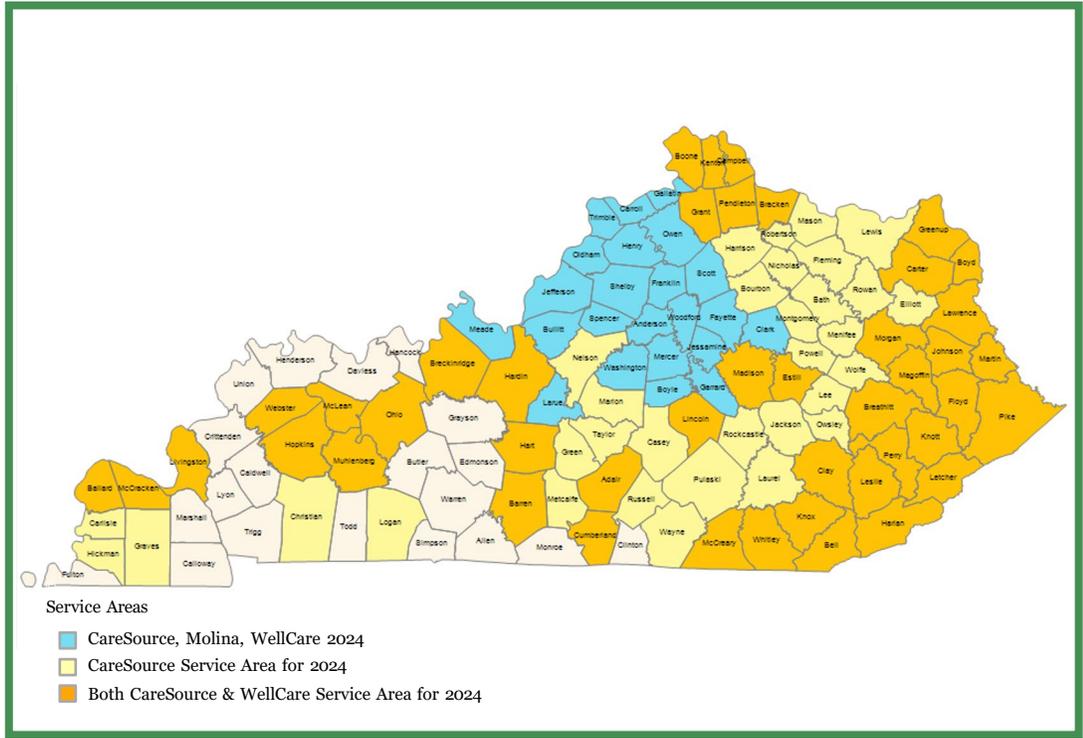
Answer using the Polls box!
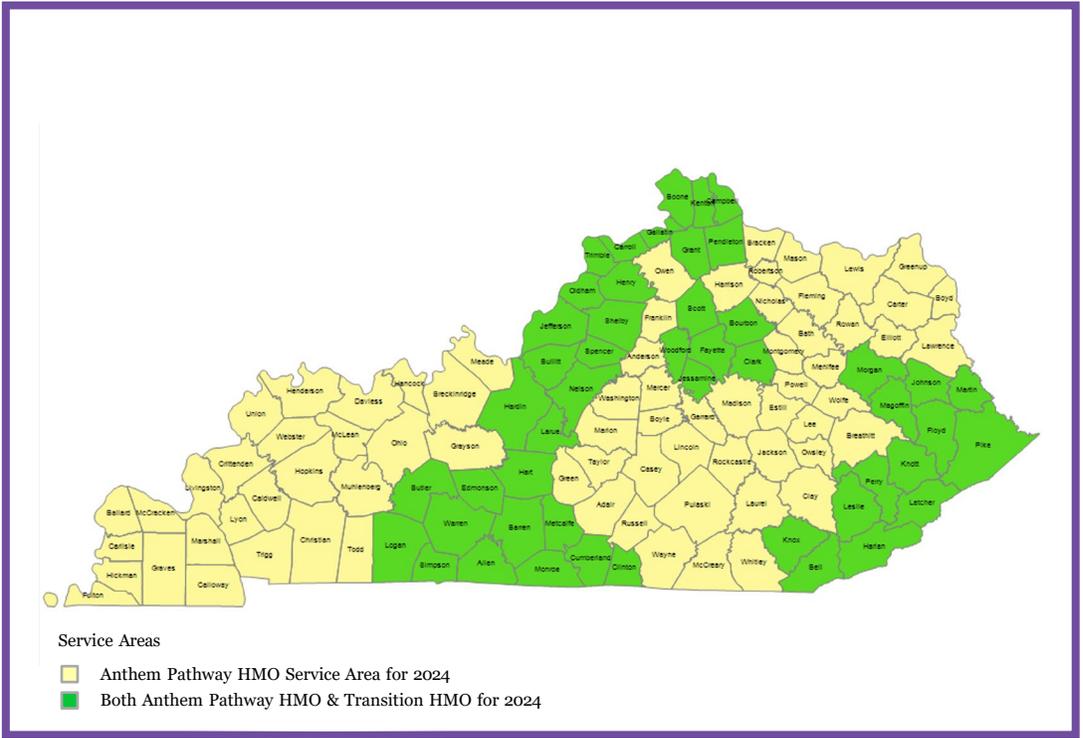
Qualified Health Plans for PlanYear 2024

Qualified Health Plan (QHP) Service Coverage

Some Issuer service areas have been expanded for Plan Year 2024. The kynect health coverage Prescreening Tool allows Residents to anonymously browse available plans.

2024 CareSource, Molina, & WellCare Service Areas

Service Areas
- CareSource, Molina, WellCare 2024
- CareSource Service Area for 2024
- Both CareSource & WellCare Service Area for 2024

2024 Anthem Service Areas

Service Areas
- Anthem Pathway HMO Service Area for 2024
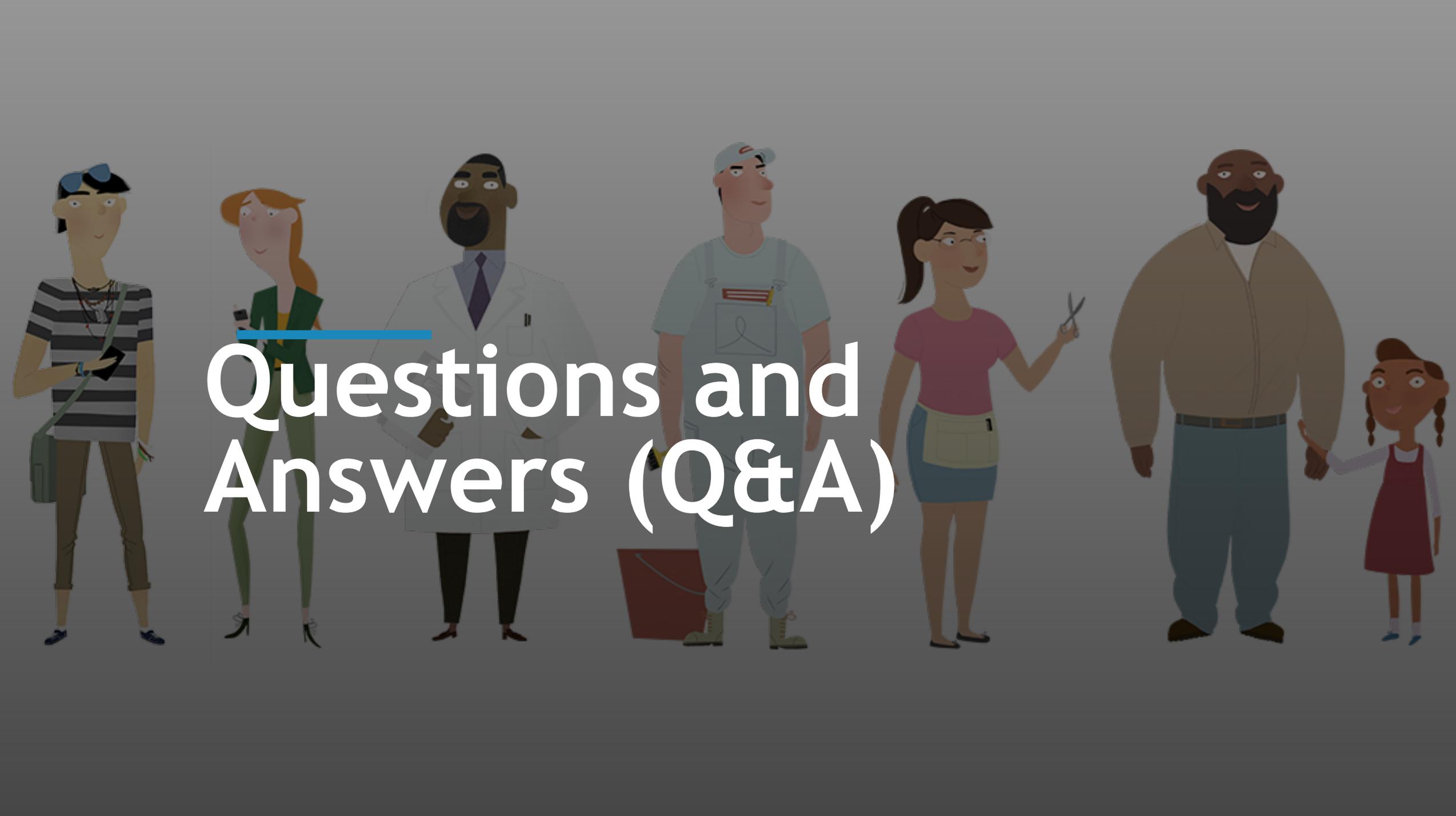- Both Anthem Pathway HMO & Transition HMO for 2024

For Plan Year 2024, Anthem and VSP Vision Care will offer Vision Plans for all counties in Kentucky.

Qualified Health Plan (QHP) Service Coverage
See below for BestLife and Anthem Dental Marketplace Service Areas.

2024 Dental Market Service Area

■ BestLife & Anthem
□ Anthem

Questions and Answers (Q&A)

Questions and Answers (Q&A)

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Please ask any Open Enrollment questions using the **Q&A Icon** located at the bottom of your Zoom screen.

Question and Answer

Type your question here...

Join Audio   Chat   Raise Hand   Q&A   Polls   Leave