



Contact Center Role in kynect health coverage

Contact Center staff serve as the first line of support for Residents who have questions regarding Qualified Health Plans and related eligibility for payment assistance, and for Small Business Owners with questions about the Small Business Health Options Program (SHOP). Contact Center staff may access the following, with varying levels of access, to assist Residents and Small Business Owners with questions and concerns.*



*level of access within each system depends on Contact Center staff assignment



kynect.ky.gov

1-855-459-6328 (TTY) 1-855-326-4654

