### Key Dates

<table>
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<th>kynect health coverage</th>
<th>Open Enrollment</th>
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<td>November 1, 2021 – January 31, 2022</td>
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| Special Enrollment Period | Extended through | January 31, 2022 |
|---------------------------|------------------|

| Open Enrollment Incident Tracker | October 25, 2021 – January 31, 2022 |

**Helpdesk Contacts**

- **DCBS Inbox for Manually Withdrawing Medicaid or for Correcting Clients’ Names**
  - DFS.Medicaid@ky.gov

- **Professional Services Line (PSL)**
  - 855-326-4650

- **Dept. for Medicaid Services (DMS)**
  - 855-459-1245

- **Contact Center (Public)**
  - 855-4kynect (459-6328)

- **Self Service Portal (SSP) Helpdesk**
  - 844-497-8398

- **kynect benefits/DCBS**
  - 855-306-8959

- **KHBE Program Inbox**
  - KHBE.Program@ky.gov

- **Open Enrollment Incident Tracker**

- **Agent & kynector Escalation Path**

- **kynect health coverage Prescreening Tool**

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### 21.12.3 Release Updates

As of January 10, 2022, the following update was deployed as part of Release 21.12.2:

- **SSP now displays a banner message with the updated Open Enrollment end date.**
- **All metal levels now display on the Medical Plan Search screen when changing plan enrollments (ID #46636G).**

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### Accessing Alternative Effective Dates

For kynectors and Agents who may be working with Residents who want (or need) a start date other than March 1, 2022, here is how to enroll using the current Special Enrollment Period (SEP):

1. **On the Resident Dashboard**, click Enrollment Manager.
2. **Click Add Plan** to display the Report a Qualifying Life Event pop-up.
3. **Click Report** to navigate to the Special Enrollment screen.
4. Select the appropriate qualifying event in the Please select a qualifying event that applies to you or someone in your household: field.
5. Enter a date* in the When did this change happen? field.
6. **Enter the desired effective date** (either January 1, 2022 or February 1, 2022) in the Enter the coverage date for the plan to start field.
7. **Enter details** in the Please provide details field.
8. **Check the box** in the I am eligible for a Special Enrollment Period based on the reason and event date I have checked above. I confirm the information I have given is correct. I understand that misrepresentation could cause coverage to be terminated or rescinded. field. Click Next.

*If you were impacted by severe weather in 2021, the date must be prior to December 15, 2021.

**Please note:** The current SEP (due to the natural disaster/technical issues) ends January 31, 2022. Residents receiving alternative start dates may be billed for multiple months of premium at one time and be responsible for paying those premiums.

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### kynector & Agent Login Guidance

As we enter the final days of Open Enrollment, KHBE wanted to provide a brief refresher on how Residents, Agents, and kynectors log in to kynect and how they initiate an application:

- **Residents** apply for benefits by visiting
  - kynect.ky.gov/healthcoverage,
  - clicking Sign In, and logging in to their Kentucky Online Gateway (KOG) account. They start an application by clicking Apply for Benefits on their Resident Dashboard.

- **Agents and kynectors** must also sign in to KOG to access kynect health coverage. However, Agents and kynectors initiate an application from different points:
  - Agents access the application after signing into KOG and clicking Launch on the Self-Service Portal (SSP) tile. Agents are navigated to the Agent Portal screen in SSP and then click Initiate an Application for Individual.
  - kynectors initiate the application after logging into KOG through the kynector Dashboard and clicking Start Benefits Application.

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### Did You Know?

**Retirement, Survivors and Disability Insurance (RSDI)** is **countable** and **Supplemental Security Income (SSI)** is **non-countable** when calculating Modified Adjusted Gross Income (MAGI) to determine eligibility for most of Kentucky's health insurance affordability programs.

- **RSDI** is a Social Security benefit and **is included** when calculating MAGI. **SSI is not a Social Security benefit**, therefore, it should always be excluded from MAGI. Make sure the income is entered accurately so the system will exclude it as necessary.

**Tip:** SSI is typically around $850 or less. A person that has SSI also has Medicaid.