



Insight Newsletter



a part of



For kynectors and Agents

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Enrolling in Coverage Outside of Open Enrollment

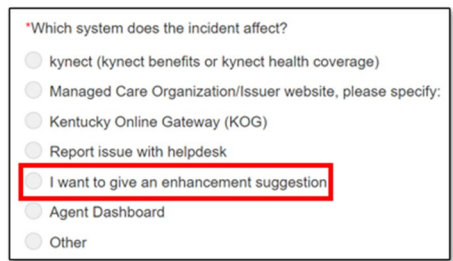
As you know, Open Enrollment ends on **January 31, 2022**. However, Residents can still enroll in a Qualified Health Plan (QHP) outside of Open Enrollment **IF** they experience a qualifying life event that makes them eligible for a Special Enrollment Period (SEP). Many SEP reasons will require verification.

Depending on the type of SEP, Residents may have 60 days before or 60 days following the qualifying event to enroll in a QHP. Remember, Residents can apply and enroll in Medicaid and KCHIP (if eligible) at any time during the year.

Please click [here](#) to view the *KHBE Special Enrollment Fact Sheet*, which provides additional SEP specifics and includes a list of the most common qualifying life events (not a comprehensive list).

Self Service Portal Enhancement Suggestions

Agents and kynectors can submit enhancement suggestions for Self Service Portal (SSP) using the Open Enrollment Incident Tracker until it closes on January 31, 2022. When submitting an enhancement suggestion using the Incident Tracker, please select ***I want to give an enhancement suggestion*** for the question ***Which system does the incident affect?***



Your suggestions help us improve the tracker and other relevant resources for future Open Enrollment periods.

Enrollments Pending Verification Status

There are currently some enrollments in SSP that have a pending verification status due to the selection of an incorrect SEP reason, or not enrolling through the extended Open Enrollment Period. Agents and kynectors should call the PSL to confirm enrollment status. DCBS has been given specific guidance on how to work and verify these pending enrollments. After Open Enrollment and the current Natural Disaster/Technical Issue SEP end on January 31, 2022, the standard practice of requiring verification for a qualifying event that enables Residents to enroll through an individualized SEP will remain.

Did You Know?

Over 74,000 Residents have enrolled in a Qualified Health Plan through kynect health coverage since the beginning of Open Enrollment and nearly 83% of those enrollments are receiving Payment Assistance!

Congratulations on your role in making **Plan Year 2022 Open Enrollment** a success and helping tens of thousands of Kentuckians gain access to affordable health coverage! There are only a few days left before Open Enrollment ends, keep up the great work to ensure a strong finish.

Plan Year 2023 Open Enrollment will begin on November 1, 2022, that is only 278 days away! February is a wonderful time to reflect on this Open Enrollment and begin the planning process for the next Open Enrollment to make it even better.

Issue #23 | January 27, 2022

Key Dates

- kynect health coverage Open Enrollment**
November 1, 2021 – [January 31, 2022](#)
- Special Enrollment Period**
Extended through [January 31, 2022](#)
- Open Enrollment Incident Tracker**
October 25, 2021 – [January 31, 2022](#)

Helpdesk Contacts

Mon-Fri 8am-7pm / Sat 8am-5pm (EST)

- 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**
844-407-8398
- 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](#)**

Release 22.01 Updates

- On February 5, 2022, the following updates will be deployed as part of Release 22.01:
- Multiple pages can now be uploaded and merged as one document using SSP document upload flows (*CR 1329*).
 - Medicare number format position for numeric and alphabetic values (*ID 464426*)

