Immigration-Related Medicaid Eligibility Updates

See below for two important updates regarding immigration-related Medicaid eligibility in Kentucky:

- **90-Day Soft Pend**: Immigration status must be verified with federal sources. When that status cannot be confirmed, Medicaid is approved and a Request for Information (RFI) is issued. Currently, all immigration-related RFIs have a 90-day soft pend, which means Medicaid benefits are approved and Individuals have 90 days to return verification. Due to the ongoing Public Health Emergency, Medicaid will continue to be approved even if the verification returned shows the Individual is not eligible.

- **Manual Verification of Immigration Status**: If an Individual has documentation that demonstrates they are clearly not eligible for Medicaid and they do not want to receive Medicaid for the 90 days, the documentation should be uploaded to their case. An email must then be sent to DFS.Medicaid@ky.gov with a request for manual verification of immigration status and to discontinue the Medicaid.

Manual ID Proofing Process

It is critical for kynectors, Agents, and Department for Community Based Services (DCBS) Staff to confirm the identity of Individuals using kynect to apply for benefits.

There are two reasons Manual ID Proofing may need to be used:

1. There was a failed attempt with Experian Identity Proofing when creating a Kentucky Online Gateway (KOG) account.
2. Remote Identity Proofing (RIDP) failed or is not triggered for phone-in applications. Currently, RIDP is only done by DCBS for phone-in interviews.

If an Individual cannot verify their identity offline through Experian, they must go through the Manual ID Proofing process.

kynectors, Agents, or DCBS Staff should complete the following Manual ID Proofing process:

1. Obtain a copy of a photo ID or one of the acceptable forms of ID.
2. Gather contact information, including the email address used for the Individual’s KOG account.
3. Email the needed information to DMS.ID.Proofing@ky.gov and attach the ID Proofing Cover Letter.

Please allow 2-3 business days for the process to be completed. After finalizing the manual process, the Individual may continue completing the application. A Quick Reference Guide which includes the cover letter and additional details regarding the Manual ID Proofing process is attached to this newsletter email.

21.11.2 Release Updates

As of December 4, 2021, the following updates were made to kynect health coverage:

- Prescreening Tool now assesses Medicaid eligibility (ID #461094) and is no longer looping (ID #462267)
- Agent Portal using FPL percentage to correctly calculate Cost-Sharing Reduction (ID #461600)
- Duplicate enrollment creation is eliminated (ID #461490)

Did You Know?

December 15, 2021 is less than one week away! That is the last day Residents can enroll in a Qualified Health Plan if they want a coverage effective date of January 1, 2022. Enrollments after this date will have an effective date of February 1, 2022 unless the Resident qualifies for a Special Enrollment Period.

Reminder - Issue Tracker Survey

Please complete the Issuer Tracker Survey to help KHBE gain a better understanding of how kynectors and Agents feel about using the Open Enrollment Issue Tracker. Click here to access the survey and provide your input.