

The Commonwealth of Kentucky
kynect State-Based Marketplace



**Member Match Tasks
Quick Reference Guide
for Agents and kynectors**

Updated: February 15, 2022

Introduction

This document is intended to provide quick access to key information related to MCI Member Match tasks for Agents and kynectors in kynect. These tasks include Partial and Full MCI Member Match tasks.

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1 What is a Member Match?

During an application, the application performs Member Match for all members added in the application once their basic demographic information is saved. This information consists of First Name, Last Name, Date of Birth, Gender and SSN. Based on the match status of the Head of Household and added members of the application, the Agent or kynector is either allowed to complete the application or is blocked until the member match is resolved. Below sections describe the behaviors for the three different match scenarios: Full, Partial, and No Match.

1.1 Full Member Match

All identifying information perfectly matches an Individual on an existing case in kynect, and the application is automatically absorbed into that existing case. If a full match is experienced, Agents and kynectors may continue with the application.

1.2 Partial Member Match

A partial match is made when not all the identifying information exactly matches to an individual in an existing case, but MCI recognizes the Individual may already exist. DCBS Caseworkers must determine if the Individual exists in kynect or not. Submitting the application creates a task for the DCBS Caseworker to verify the members on the application and resolve the partial match. The Individual is notified that their eligibility results will be available once the DCBS Caseworker has reviewed the application in the **Eligibility Results** page. Application is removed from the Agent or kynector's dashboard.

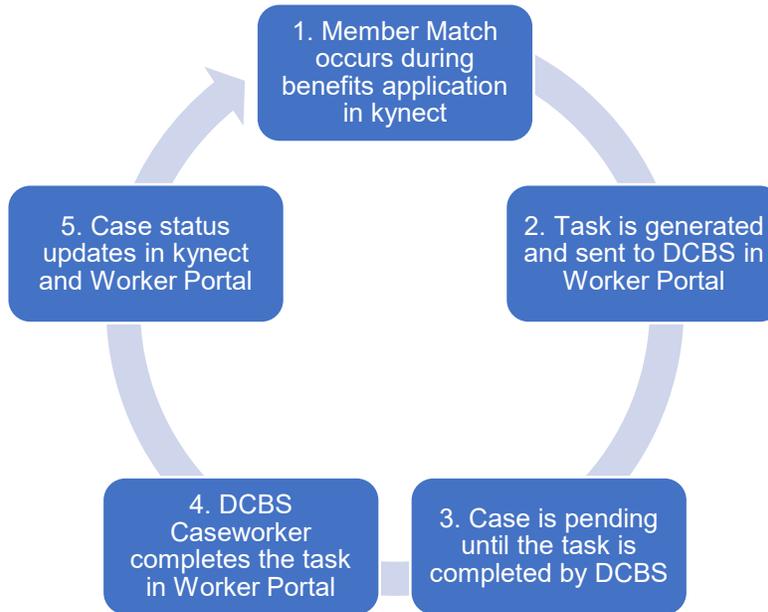
1.3 No Member Match

There is no potential that the Individual already exists in kynect and the Agent or kynector is able to complete the application from start to finish.

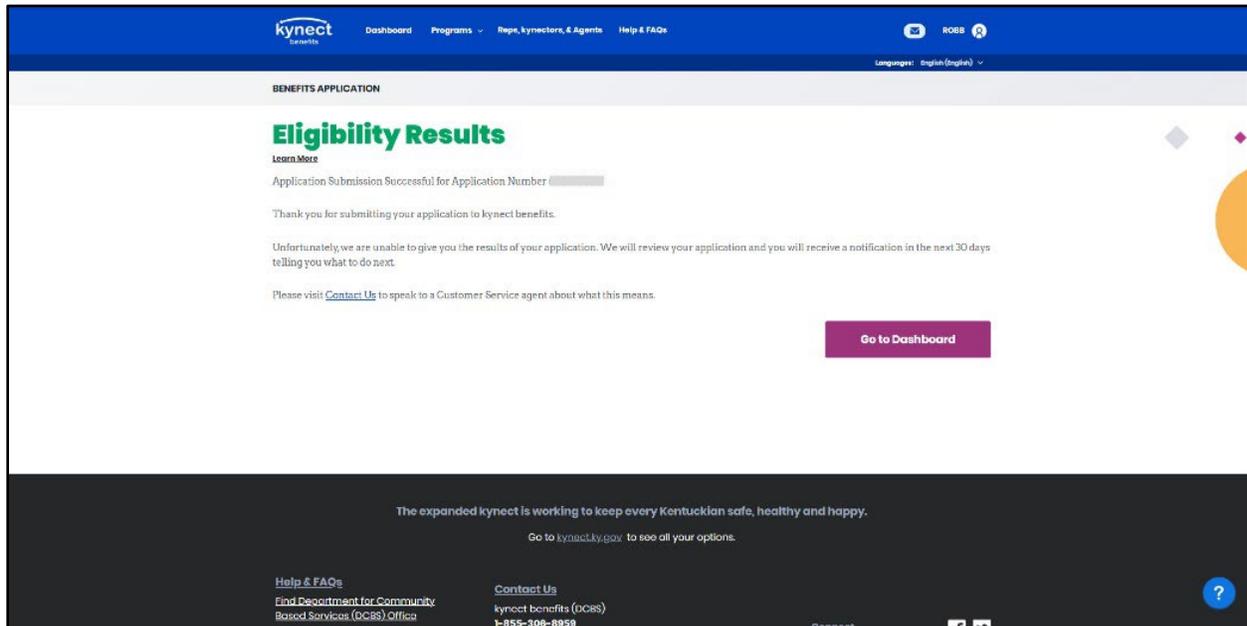
Please note: After the information is merged with a person known to the system, the application may need to be updated with current or correct information.

2 Member Match Process/Lifecycle

See below the high-level process lifecycle for Member Match tasks:



1. When a Partial or Full Member Match occurs in kynect, it appears as shown below:



2. A task is generated in Worker Portal to a DCBS Caseworker's Dashboard. The Caseworker has **two business days** to take action on the task. Tasks are worked by Caseworkers in the order in which they are received.

3. The application is in "Pending" status in kynect Self-Service Portal and Worker Portal until the task is completed by the DCBS Caseworker.

4. The DCBS Caseworker takes action on the task in Worker Portal within **two business days**.
5. After action is taken by the Caseworker on the task in Worker Portal, the case status updates in kynect and Worker Portal. Agents and kynectors may then continue the application. After three days if unable to find the application/case number, call the Professional Services Line (PSL) to verify association to the case. An [Appendix B](#), or other written statement, may be needed if the Agent or kynector wants to be associated with the case or they can gain consent from the Individual while on the phone with PSL.

3 Additional Resources

Agents or kynectors who need additional assistance or have questions about member matches may call the Professional Services Line (PSL) at: 1-855-326-4650.

For applications needing attention within 24 hours (also referred to as “Dire Need” cases), Agents and kynectors may email the kynectdireneed@ky.gov mailbox.