

The Commonwealth of Kentucky



**Quick Reference Guide
Document Upload**





This Quick Reference Guide is designed to help users complete the steps required to upload a document into kynect.

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Please note: Residents who still need help after referencing this Quick Reference Guide can call **(855) 459-6328** for additional assistance.



Document Upload Overview

The Document Upload process provides Residents with simple and guided instructions for uploading documents to meet their Requests for Information (RFIs) and other information requests. The Documents screen also provides Residents with a list of needed documents, due dates, recently submitted documents, and submit dates.

Residents can log into kynect and access the Document Center to upload documents for their application in either of the following ways:

- Select **Go to the Document Center** from the **Next Steps** screen after they have submitted an application if documentation is required.
- Select **Documents** from the side menu on the **Resident Dashboard** or the menu icon on a mobile device.



Please note: Now, any mobile device with a camera can be used to take a picture of a document and submit it into kynect!

Consider the following tips to ensure that documents are uploaded correctly into kynect.

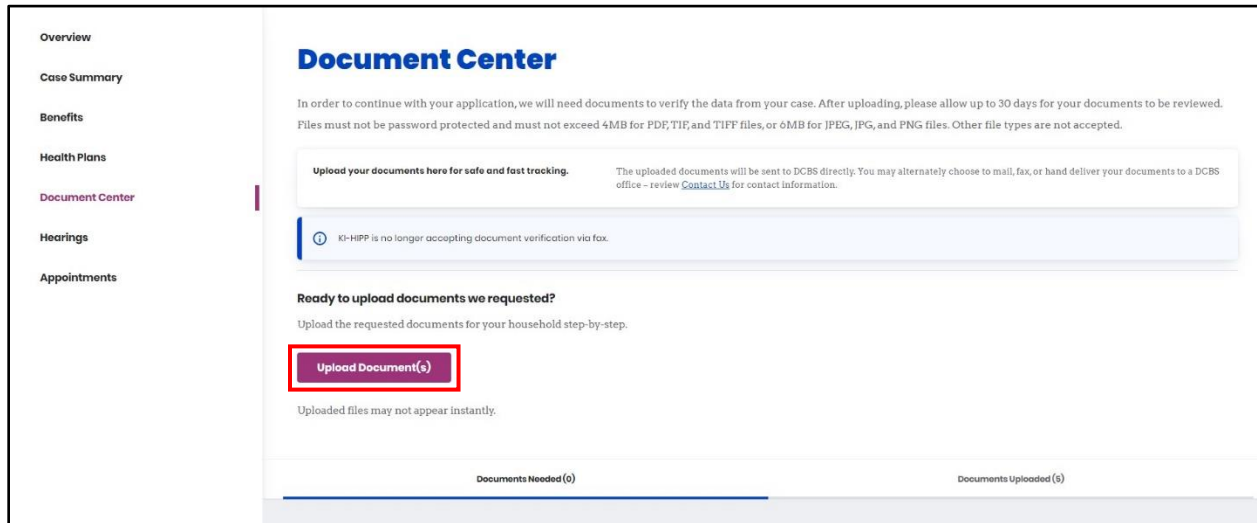
Tips for Document Upload

1. Make sure the image is clear and it captures all information on the document when taking a picture for a mobile upload.
2. Files must not be password protected.
3. Image Files must not exceed 6MB and document files must not exceed 4MB. The accepted document file types include: *.PDF, *.TIF, *.TIFF and the accepted image file types include *.JPEG, *.JPG, and *.PNG. Other file types are not accepted. In case the file exceeds the limit, the following options can be considered:
 - a. Use the "crop" tool to remove any remaining background or empty space around the image. This will reduce the size of the image.
 - b. Use a smaller image format. Different image formats have varying file sizes; PNG files are typically the largest and JPG files are the smallest.
 - c. To keep the size of PDF files as small as possible for faster uploading and to keep within the required size limit: After saving the completed PDF, select on File > Save As Other > Reduced Size PDF.
 - d. While scanning a paper document, choose the scanner setting of black and white (not gray scale or color) and set the resolution to 300 dpi.
4. View required documents under "Documents Needed" in the Document Center before beginning the Document Wizard.



Using the Document Center to Upload a Document

The **Upload Document(s)** button navigates users through the requested document upload process for each household member. A **Proof** screen displays for each required verification, along with the recommended forms for upload. A link is provided to view all accepted forms of proof, in addition to the recommended form.



Selecting the **Upload Document(s)** button guides users to complete the following steps in kynect:

- ✓ Identify the correct documents by viewing the recommended and accepted forms of proof for each request.
- ✓ Upload one or more documents for each RFI (Requests for Information)
- ✓ Skip a document request and come back later
- ✓ Snap a picture and submit documents on-the-go with any mobile device



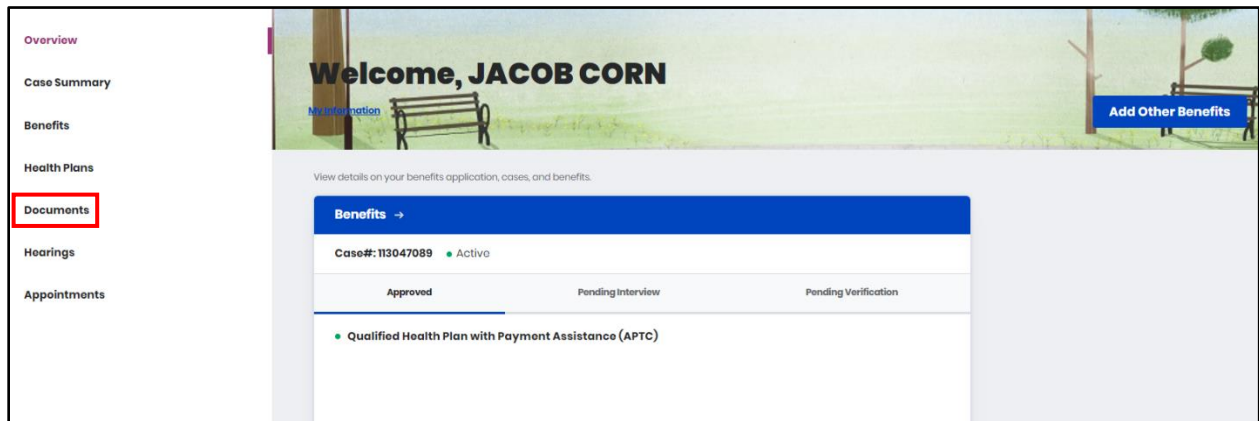
Navigating to the Document Center to Upload a Document

Residents, kynectors, and additional kynect users can begin the Document Upload process from the **Resident Dashboard** in kynect. An application must be signed and submitted before kynect allows users to submit documents as forms of proof.

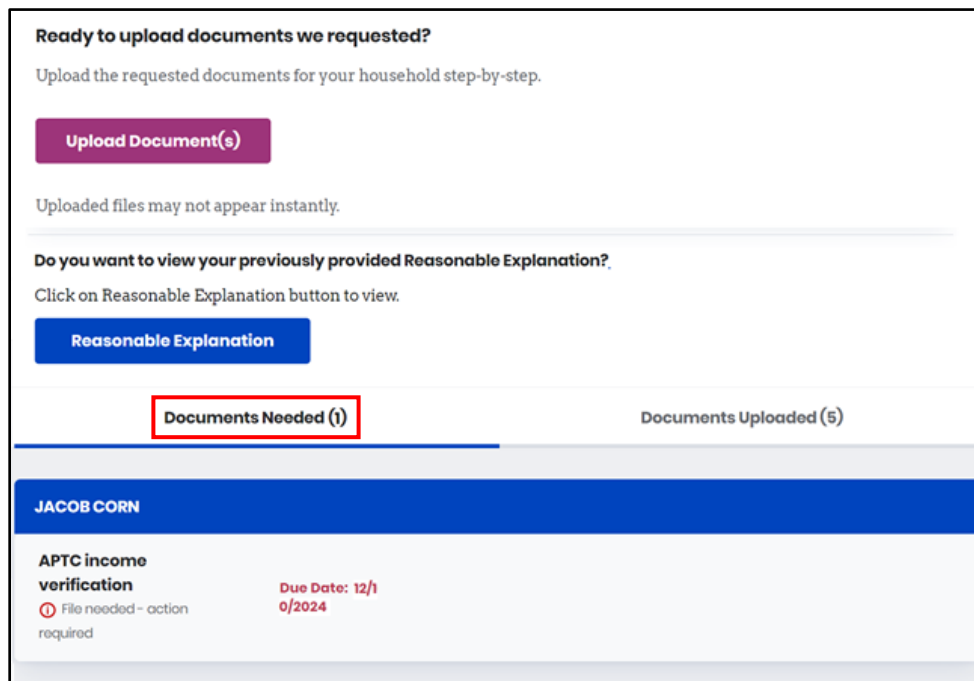
Below are the steps to complete the Document Upload process from the **Resident Dashboard**.

Steps to Starting a Document Upload

1. Select **Documents** on the side menu of the **Resident Dashboard** or the menu icon on a mobile device to be taken to the **Document Center**.



2. View the required documents under the **Documents Needed** tab.





Please note: Documents remain under **Documents Needed** as pending until they are accepted.



Please note: Individuals can select the **Reasonable Explanation** button to view any previously provided Reasonable Explanations uploaded for their APTC Income verification based on the coverage year. **This reasonable explanation cannot be used for Medicaid or other programs.**

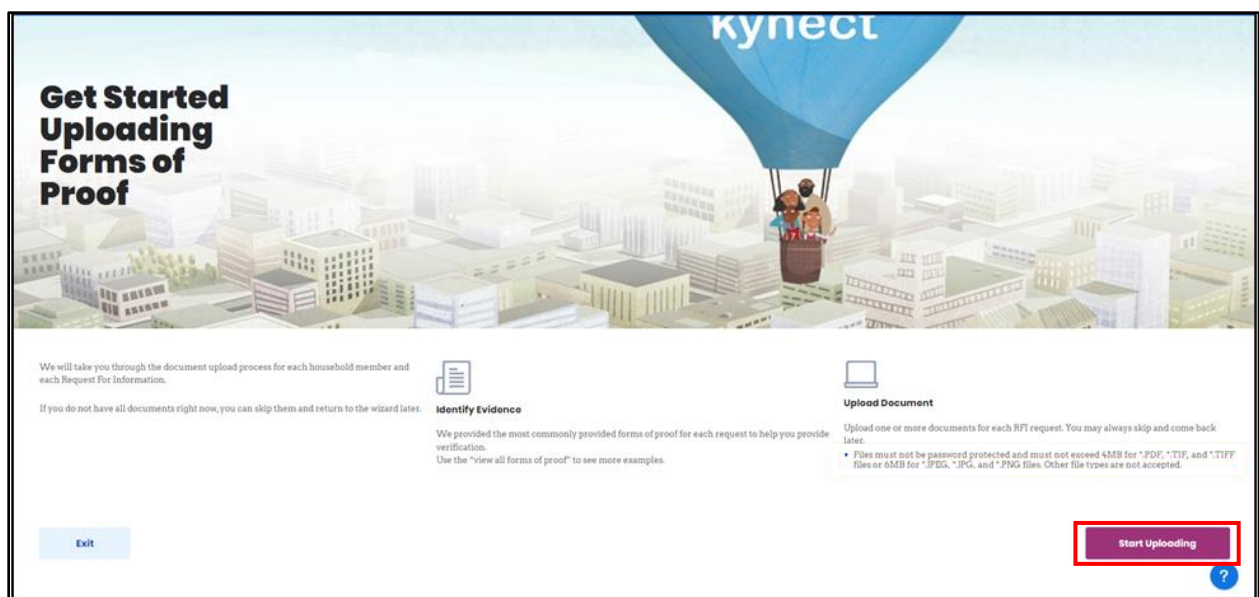


Please note: When an Individual is required to submit verification for **Special Enrollment – Permanent Move to Kentucky**, there are two separate requests seen in the **Document Center**.

3. Select **Upload Document(s)** to begin uploading documents for open requests.



4. Select **Start Uploading** after reviewing the information on the **Get Started Uploading Forms of Proof** screen.





5. Select **Yes** or **No** to *Do you have proof* question on the **Proof** screen.
6. Select **Next**.
 - If **Yes** was selected for the *Do you have proof* question, then the document's **Upload** screen displays.
 - If **No** was selected for the *Do you have proof* question, then the **Proof** screen for the next request displays.



Please Note: Select “View Accepted forms of proof” to view a list of all accepted documents.

The screenshot shows a web interface titled "Proof" for "1 of 2 Requests". The request is for "JACOB CORN's APTC income verification". There is a link to "View accepted forms of proof". A question asks "Do you have proof of JACOB CORN's APTC income verification?" with "Yes" and "No" buttons. At the bottom, there are "Exit" and "Next" buttons.

7. Select the type of document being uploaded in the “Form of proof” dropdown menu.



Please Note: A hyperlink to download a template appears if there is a template document to help satisfy the need of the request.



Please note: If a Resident checked the Please check this box if you have moved from a foreign country or U.S. territory checkbox after selecting either the **Someone in my household has moved to a new coverage area in last 60 days** or **I or a dependent will move to a new coverage area in next 60 days** as the **SEP** reason on the **EMM Special Enrollment** screen, then the Resident is required to provide two different types of verification.

- Residents are required to upload documentation of **Proof of Permanent Move** and **Proof of Previous Address** if they previously selected the **Please check this box if you have moved from a foreign country or U.S. territory** checkbox.
- Residents that did not check this checkbox, are required to upload documentation of **Proof of Permanent Move** and **Proof of Qualifying Health Coverage**.



Please note: If an Individual has an open APTC Income Verification Request for Information (RFI), the **Proof** screen displays the following verbiage:

“You can verify your APTC income proof by selecting the appropriate reasonable explanation or uploading an acceptable forms of proof document.”

The Individual is then prompted to select **Yes** or **No** to the following question:

“Do you have proof or the reasonable explanation to verify <FIRST NAME MIDDLE INITIAL LAST NAME SUFFIX>’s APTC income?”

If **Yes** is selected, the Individual selects either **Upload form of proof** or **Reasonable Explanation**. If **Reasonable Explanation** is selected, the Individual will select **Next** to proceed to the **Reasonable Explanation** screen where they will select the Reasonable Explanation from the drop-down and select **Save**. If **Upload Form of Proof** is selected, the Individual will select **Next** and proceed to the **Upload** screen where they will upload their proof forms and select **Save**.



Please note: If the Individual is verifying their approved or pending APTC Income with a Reasonable Explanation during Open Enrollment the **Reasonable Explanation** screen view will ask to provide a Reasonable Explanation for both years, the current year, or the next year, depending on when the Individual receives APTC benefits. The Individual will then select **Save** and be navigated back to the **Document Center** screen.

8. Select the **Upload** icon to search and select the document to upload from the computer or mobile device.

Upload


JACOB CORN's APTC income verification: JACOB CORN

Files must not be password protected and must not exceed 4MB for *.PDF, *.TIF, and *.TIFF files or 6MB for *.JPEG, *.JPG, and *.PNG files. Other file types are not accepted.

You do not need to upload the same document more than once. If you have already uploaded this document as proof of something else please use the 'Skip' button below instead of uploading the same document again.

Form of proof ⓘ

Pay Stubs ⌵



Please upload a file within the allowable size. File size should be no more than 6 MB.

If you'd like to add another form of proof, please attach it here

[Add new form of proof](#)

Please ensure that all forms of proof have been added above before you proceed


[Skip](#) [Upload & Continue](#)





9. Select **Add a new form of proof** to add an additional document if there is more than one document for this proof.
10. If the document has not been submitted, select the **Trash** can icon to remove the document and complete the steps to select a new document.
11. Select **Upload & Continue** to continue to the **Proof** screen for the next screen.


Upload


JACOB CORN's APTC income verification: JACOB CORN

 Files must not be password protected and must not exceed 2MB for *.PDF, *.TIF, and *.TIFF files or 5MB for *.JPEG, *.JPG, and *.PNG files. Other file types are not accepted.

 You do not need to upload the same document more than once. If you have already uploaded this document as proof of something else please use the 'Skip' button below instead of uploading the same document again.

 **Pay Stubs**

[Pay Stubs.pdf](#) 



If you'd like to add another form of proof, please attach it here

Add new form of proof

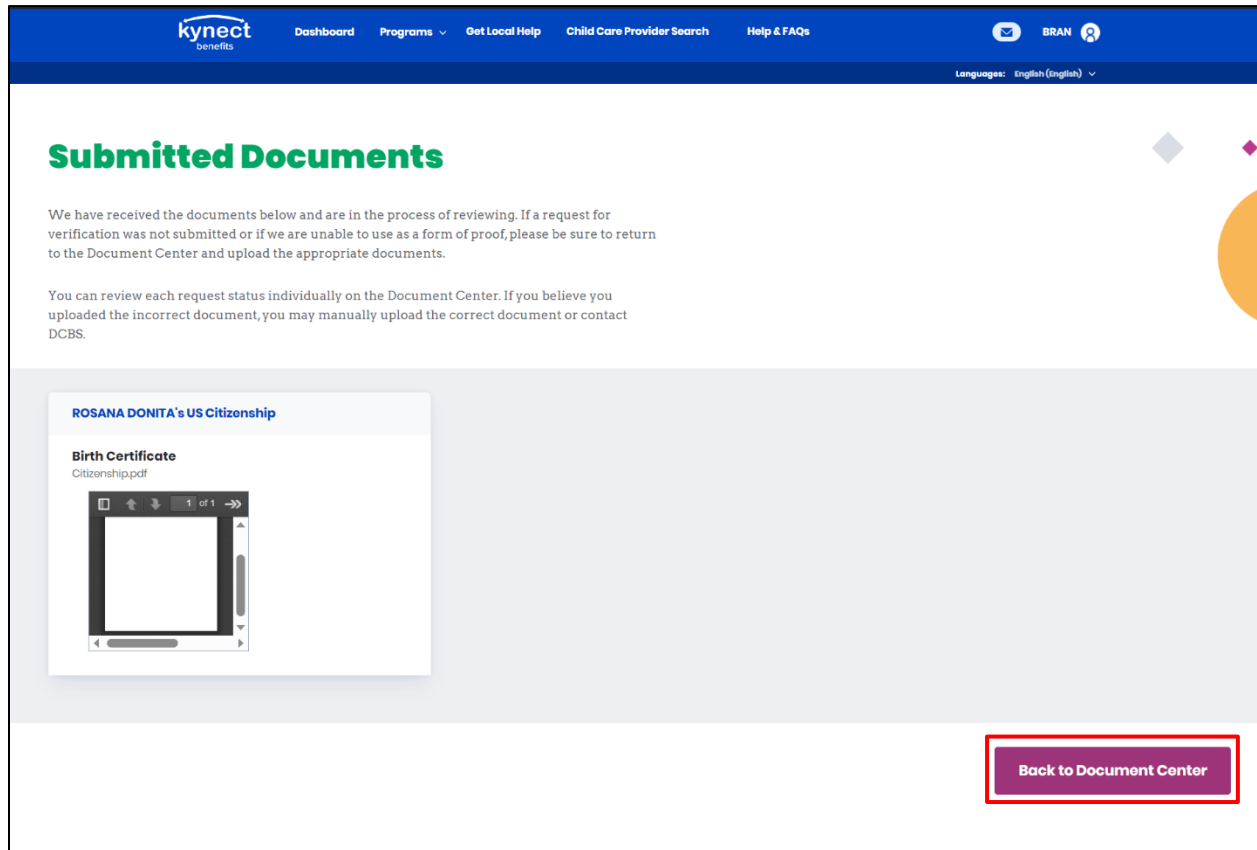
Please ensure that all forms of proof have been added above before you proceed

Skip **Upload & Continue**



12. The Document Center walks the user through the steps to upload a document for each request. After all documents have been submitted, the **Submitted Documents** screen displays.

13. Select **Back to the Document Center**.





14. If there are any uploaded documents that are still pending in the **Documents Uploaded** tab that need to be removed for any reason, select on the **Trash** icon on the right of the **Document source** column.



Please note: If a document is not in pending status, the **Trash** icon will not be enabled.

Document Center




In order to continue with your application, we will need documents to verify the data from your case. After uploading, please allow up to 30 days for your documents to be reviewed.

Files must not be password protected and must not exceed 4MB for PDF, TIF, and TIFF files, or 6MB for JPEG, JPG, and PNG files. Other file types are not accepted.

Upload your documents here for safe and fast tracking. The uploaded documents will be sent to DCBS directly. You may alternately choose to mail, fax, or hand deliver your documents to a DCBS office – review [Contact Us](#) for contact information.

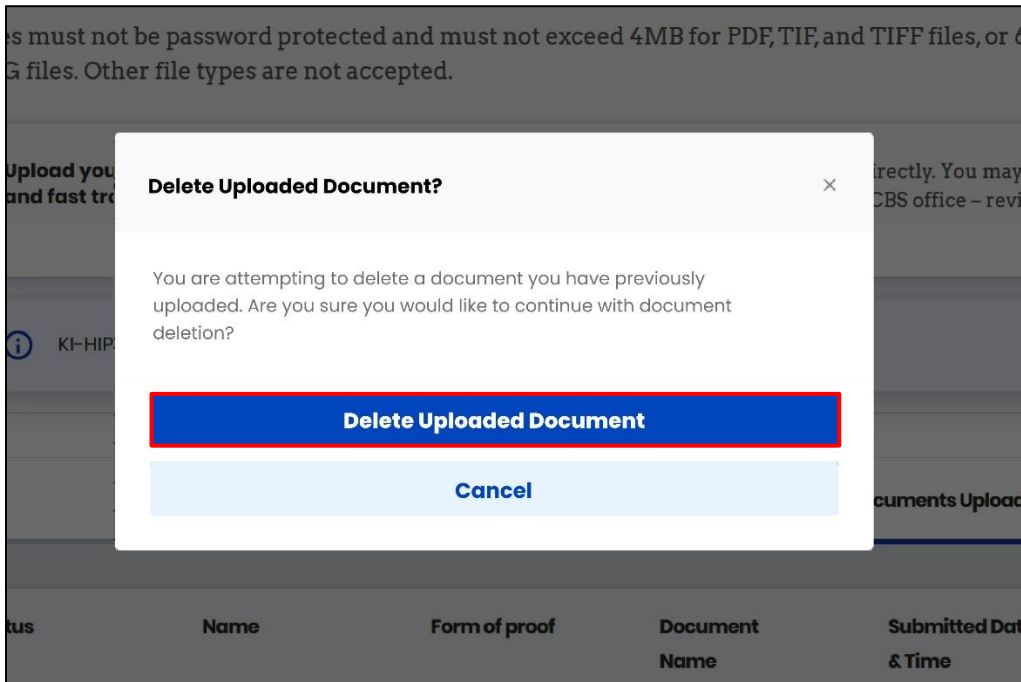
Info KI-HIPP is no longer accepting document verification via fax.

Documents Needed (1) | Documents Uploaded (23)

| Status | Name | Form of proof | Document Name | Submitted Date & Time | Document source | |
|---------------------|---------------|-----------------|------------------------------|-----------------------|-----------------|---|
| Documents Uploaded. | JASON K JAMES | PAFS-76 | IMG_0910.pdf | 04/26/2024 4:02 PM | kynect |  |
| Documents Uploaded. | JASON K JAMES | Drivers License | IMG_0906.pdf | 04/26/2024 3:56 PM | kynect |   |
| Valid | TINA | UNDM | Undeliverable | 06/01/2023 7:15 | DCBS Office | |

Give Feedback

15. If the **Trash** icon is selected, a pop-up box appears asking the following question to verify that the uploaded document should be deleted: “You are attempting to delete a document you have previously uploaded. Are you sure you would like to continue with the document deletion?” Select the **Delete Uploaded Document** button in the pop-up to delete the document. The document and its corresponding row will no longer appear in the **Documents Uploaded** tab. Select the **Cancel** button or the “x” at the top right of the pop-up to keep the document and be brought back to the **Document Center** screen.



16. Once an uploaded document has been deleted, the **Documents Needed** tab will revert to the original status and remove indication of any previously uploaded documents that have been deleted.
17. If an uploaded file does not contain the required proof of information needed, Field Staff can mark its status as **Insufficient** from the **Electronic Case File (ECF) screen** in IEES/Worker Portal; the status is shown on the **Documents Needed** tab of the Document Center as “File Needed- previous document(s) rejected”.
 - a. Selecting the **View Comments** link opens the **Rejection Comments** pop-up that describes the insufficient or missing information (i.e, “Missing signature – Please provide the lease agreement including the signature page signed by the landlord”).
 - b. This status remains in the **Documents Needed** tab until sufficient proof of document is uploaded.
18. Select **Return to Document Center**.

Documents Needed (3)

KAILEY WILLIAMS

Utility - Allowance Internet standard
Received, under review - no action required.

Shelter Rent
File needed - previous document(s) rejected.
[View Comments](#)

Utility - Allowance Sua
File needed - action required.

Submitted Date: 2025-02-04,00:53:08.000Z 7:53 PM
Submitted Date: 2025-02-05,17:40:30.000Z 12:40 PM

Rejection Comments

Missing signature - Please provide the lease agreement including the signature page signed by the landlord

[Return to Document Center](#)



Please note: For verifications regarding any Request for Information or Special Enrollment Period (SEP), Field Staff have the ability to link documents that are not deemed sufficient. These documents will then appear within the Document Center's **Documents Needed** tab under the same Request for Information or under the same Special Enrollment Verification, regardless of whether the document was originally uploaded from the Self-Service Portal or IEES/Worker Portal.

For a single SEP that requires multiple proofs of information, each proof is shown separately in the Document Center.