

The Commonwealth of Kentucky


kynect

**Quick Reference Guide
Resident Basic Navigation**





This Quick Reference Guide is designed to help Residents navigate the Resident Dashboard in kynect benefits.

Table of Contents

Quick Reference Guide Resident Basic Navigation	1
Table of Contents	2
kynect benefits Home Page.....	3
Resident Dashboard Overview	5
Basic Navigation	7
Top Navigation Menu	7
Mobile-Friendly Design.....	10



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



kynect benefits Home Page

The kynect benefits home page is an online self-service portal designed for Kentucky residents to apply for and manage their public benefits including health, food, household expenses, and childcare benefits.

- Residents can **Sign Up** as an *Individual Applicant* using their KYID credentials to create an account to apply or manage benefits for themselves and their households.
- The **Prescreening Tool** is a way to get an estimate of programs and benefits residents may be eligible for before deciding to apply.
- If needed, residents can **Get Contacted** by a kynector to assist with questions regarding kynect benefits.
- **Program tiles** provide information about available assistance programs for qualified individuals and families.
- Residents can select **Learn More** for additional details for each program.

kynect benefits
Sign In

Programs Get Local Help Child Care Provider Search Help & FAQs

Language: English (English)

Welcome to kynect benefits

The Commonwealth's space for you to connect with Kentucky benefits

Sign Up

Apply and manage your health, food, household expenses, and child care benefits online anywhere

Prescreening Tool

See if your household may be potentially eligible for benefits.

Get Contacted

Need help on kynect benefits? Get contacted by a kynector.

Programs

kynect offers Kentucky state benefits for qualified individuals and families. Below are the Kentucky assistance programs that you can apply for:

Medicaid and KCHIP

Medicaid, Kentucky Children's Health Insurance Program (KCHIP) and Time-limited Medicaid

These programs help cover medical and preventive health care costs.

Learn More

Premium Assistance

Kentucky Integrated Health Insurance Premium Payment Program (KI-HIPP)

The Kentucky Integrated Health Insurance Premium Payment Program helps pay for employer-sponsored insurance (ESI) health premiums.

Learn More

Qualified Health Plan

Qualified Health Plan with or without premium payment assistance (APTC) and Cost Sharing Reduction depending on eligibility

This program allows residents to buy a qualified health plan through the State-Based Marketplace.

Learn More

Food Assistance

Supplemental Nutrition Assistance Program (SNAP)

The Supplemental Nutrition Assistance Program allows participants to buy healthy Kentucky food options

Learn More

Cash Assistance

Kentucky Transitional Assistance Program (KTAP)

KTAP helps families with children pay for basic household expenses.

Learn More

Child Care Assistance

Child Care Assistance Program

The Child Care Assistance Program helps working families pay for child care.

Learn More

Employee Child Care Assistance Partnership

Employee Child Care Assistance Partnership (ECCAP) Program

Supports working families by assisting employers in providing affordable child care to their qualifying employees

Learn More

Student Summer Food Assistance

Summer Electronic Benefits Transfer (SEBT)

The Summer Electronic Benefits Transfer (SEBT) program provides grocery-buying benefits to low-income families with school-aged children when schools are closed for the summer.

Learn More

Dolly Parton's Imagination Library

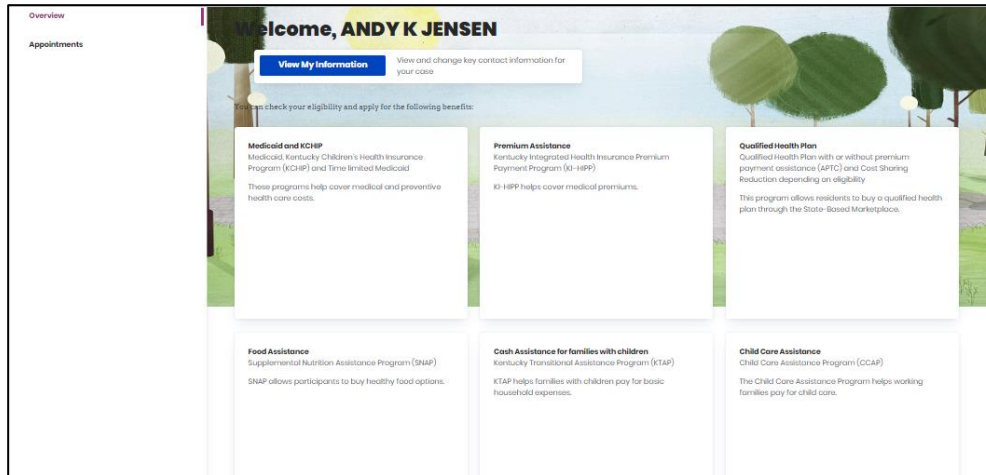
Dolly Parton's Imagination Library

Dolly Parton's Imagination Library mails free high-quality, age-appropriate books to children from birth to age five!

Learn More

Resident Dashboard Overview

Residents use their KYID account information to log into kynect benefits. When Residents log into kynect benefits, they are presented with the **Resident Dashboard**. The **Resident Dashboard** provides an Overview of important benefits information.



Please Note: After a **Benefits Application** has been completed, the **Resident Dashboard** displays the **Benefits, Message Center, Health Plans, and Authorized Representatives, kynectors, & Agents** dashboard tiles. Reference the **Resident Dashboard Quick Reference Guide** for more information.

- If the Resident is new to kynect benefits and does not have a case, the **Dashboard**



Please Note: If local assistance is needed to enroll in a plan or help applying, Individuals may select **Get Local Help** at the top of the screen, at the foot of the page, or on the **Need Help** screen. Selecting **Get Local Help** navigates the Individual to the **Get Local Help** screen. Individuals may also select **Get Contacted**. Selecting **Get Contacted** directs Individuals to the **kynect on Demand** screen.

displays a link to **Apply for Benefits** at the bottom of the page.

- Residents can also select **Prescreening Tool** to take a quick survey to learn if their household is potentially eligible for benefits before they submit an application. The Prescreening Tool does not guarantee eligibility for benefits, as eligibility may change once more information is captured. Residents are encouraged to complete a benefits application regardless of the prescreening results.

Apply for Benefits

Get benefits for health, food, household expenses, and child care.

Apply for Benefits

See If I May Be Eligible

See if your household may be potentially eligible for benefits.

Prescreening Tool

Basic Navigation

When using kynect benefits, there are two important features that help users successfully use the kynect benefits system.

- ✓ The **Top Navigation** Menu
- ✓ The **Side Navigation** Menu

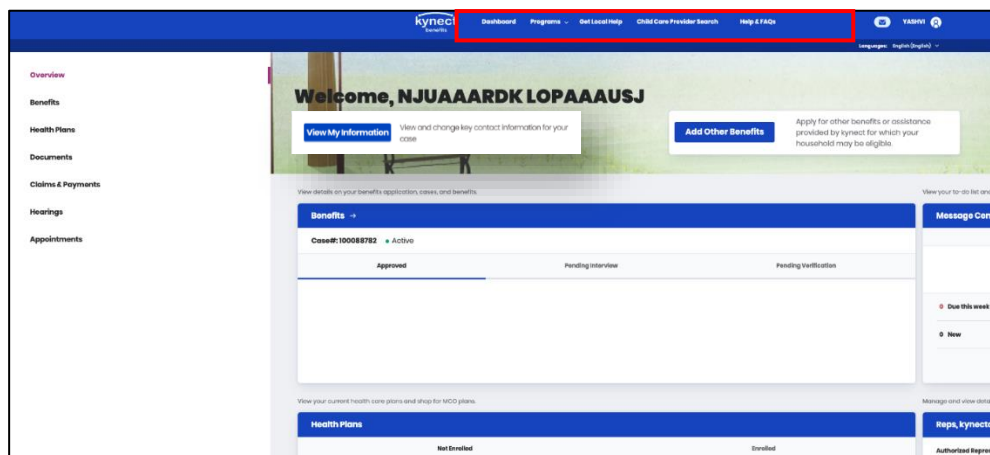


Please Note: If you are using a mobile device the **top** and **side** menus are found in the **menu** icon in the top left of your screen. The **menu** icon can be accessed from any screen while logged into kynect benefits on a mobile device.

The **Top Navigation** Menu can be accessed from any screen in kynect benefits. Below are the features found on the **top** menu on a computer or from the **menu** button on a mobile device.

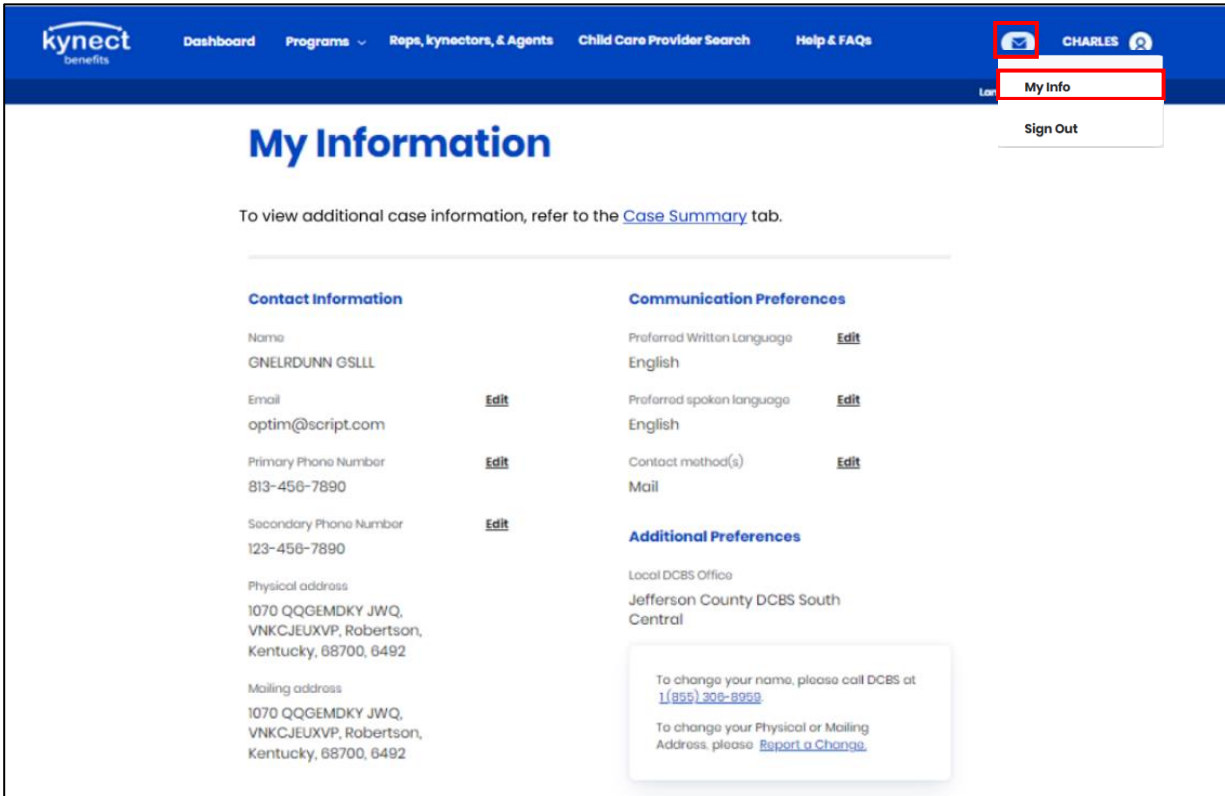
Top Navigation Menu

- ✓ Select **Dashboard** to return to the **Resident Dashboard**.
- ✓ Select **Programs** to find more information about the **Benefit Programs** offered.
- ✓ Select **Get Local Help** to contact a local Insurance Agent or kynector, or to add an Authorized Representative, kynector, or Insurance Agent on your case.
- ✓ Select **Child Care Provider Search** to search for a local Child Care Provider.
- ✓ Select **Help & FAQ's** to view general kynect benefits information and find answers to **Frequently Asked Questions**

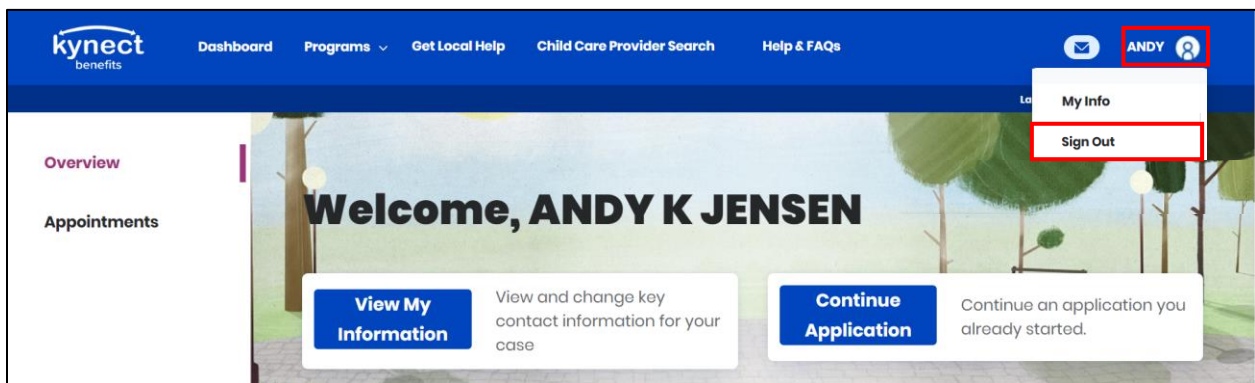


- ✓ Select the **mail** icon to view messages and notifications.

- ✓ Select the **View My Information** button or hover over the **profile** icon and select **My Info** to complete the following:
 - View and Edit Personal Contact Information
 - View and Edit Communication Preferences
 - View Local DCBS Office

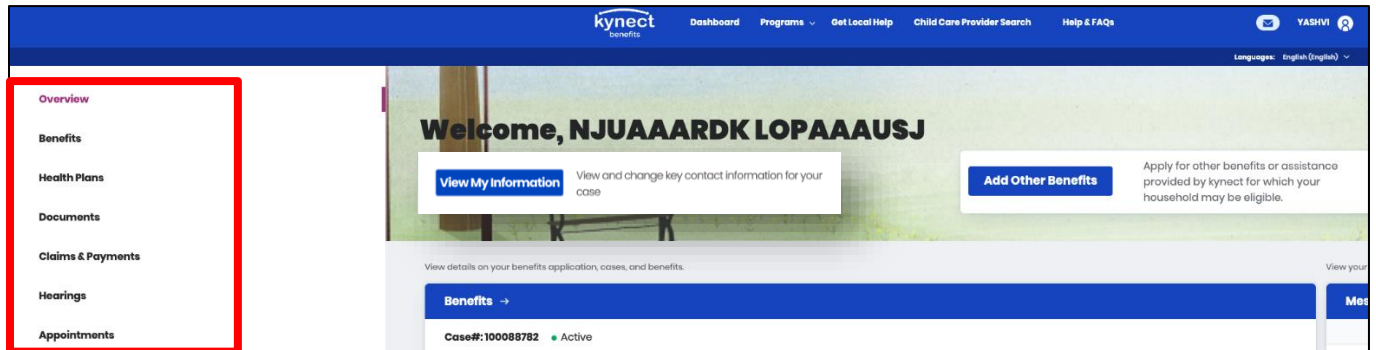


- ✓ Hover over the **profile** icon and select **Sign Out** to log out of kynect benefits.



The **Side Navigation** Menu can be accessed from any screen in kynect benefits. Below are the features found on the **side** menu on a computer or from the **menu** button on a mobile device.

Side Navigation Menu



- ✓ Select **Overview** to return to the **Resident Dashboard**.
- ✓ Select **Benefits** to view and manage your approved programs.
 - **Report a Change** is also available from this screen.
- ✓ Select **Health Plans** to navigate to the **Enrollment Manager**.
 - This option will only be available once a **Benefits Application** has been completed.
- ✓ Select **Documents** to visit the **Document Center**.
 - The **Document Wizard** is a tool that helps Residents identify correct forms of proof when there is a **Request for Information**. The **Document Wizard** gives a step by step walk through to complete a document upload for every request.
- ✓ Select **Claims & Payments** to review **Amount Owed** for claims.
- ✓ Select **Hearings** to **Request a Hearing with CHFS** to appeal eligibility, enrollment and benefit decisions for any kynect benefits program.
- ✓ Select **Appointments** to manage appointments.



Please Note: The **Case Summary** link appears on the left side for active cases that currently or previously had Medicaid (MA) or Qualified Health Plan (QHP) present, where the individual is the Head of Household. If the case is not active, or the individual is not the Head of Household, the link is not available.

Mobile-Friendly Design

kynect benefits has a mobile friendly, mobile first design for easy navigation and connections to benefits and community resources. Residents, kynectors, and additional users can complete all available actions in kynect benefits from any mobile device. Some of these actions include:

- ✓ **Apply for Benefits**
- ✓ **Upload Documents**
- ✓ **Report a Change**

