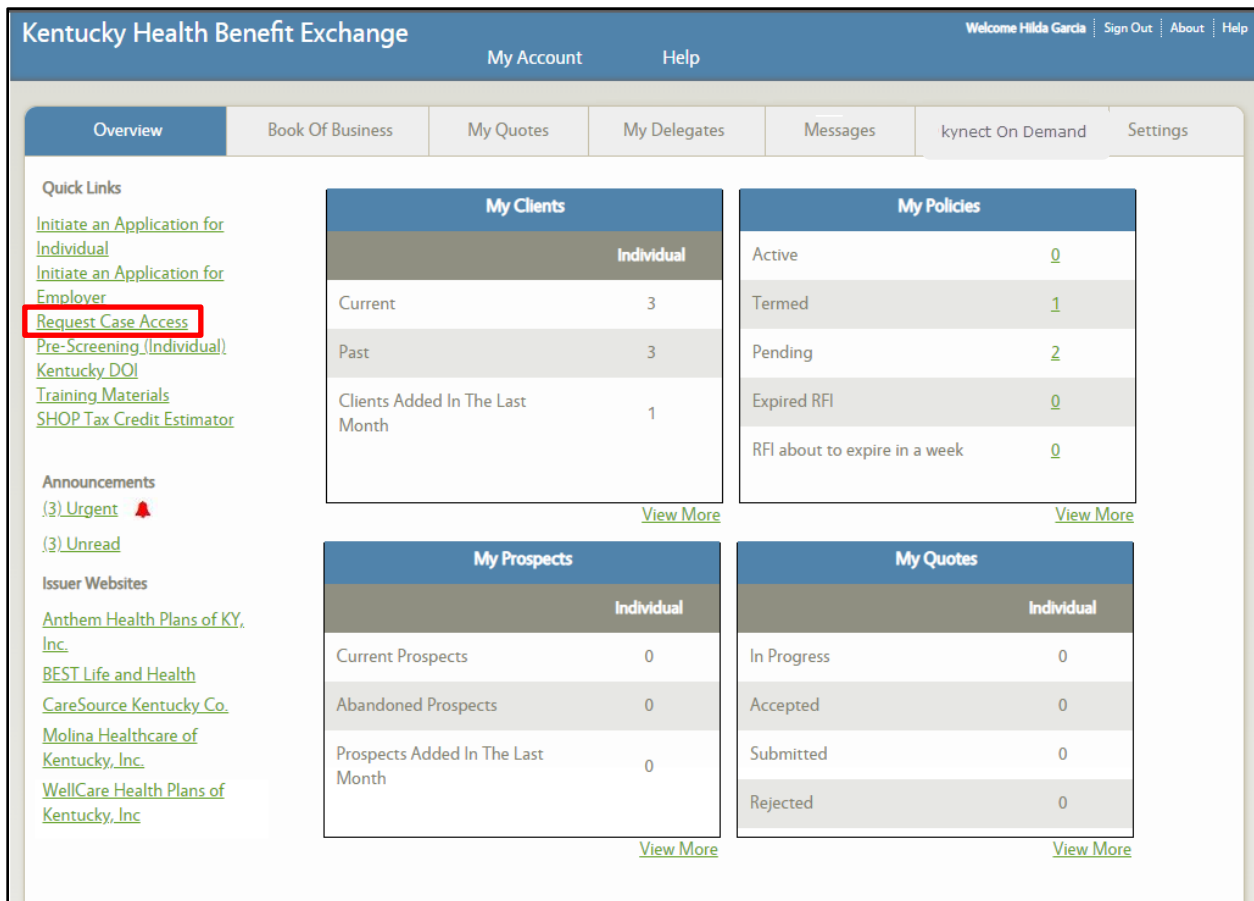


## Agent Portal: Agent Association to Client Cases

If an Agent is not associated to an existing case, they may request access through Agent Portal. Access to an existing case may be requested electronically or verbally. Electronic consent sends a message to the Client through their preferred communication method, and they have 90 seconds to accept. If the Client fails to accept electronic consent within 90 seconds, the banner notification will expire and should not appear in the dashboard. Agents may continue with verbal consent by reading through the acknowledgments with the client.

### Request Case Access:

1. On the **Agent Portal Dashboard**, click **Request Case Access** under **Quick Links**.



**Kentucky Health Benefit Exchange** | Welcome Hilda Garcia | Sign Out | About | Help

My Account | Help

Overview | Book Of Business | My Quotes | My Delegates | Messages | kynect On Demand | Settings

**Quick Links**

- [Initiate an Application for Individual](#)
- [Initiate an Application for Employer](#)
- [Request Case Access](#)**
- [Pre-Screening \(Individual\)](#)
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- [SHOP Tax Credit Estimator](#)

**Announcements**

- (3) Urgent
- (3) Unread

**Issuer Websites**

- [Anthem Health Plans of KY, Inc.](#)
- [BEST Life and Health](#)
- [CareSource Kentucky Co.](#)
- [Molina Healthcare of Kentucky, Inc.](#)
- [WellCare Health Plans of Kentucky, Inc.](#)

My Clients	
	Individual
Current	3
Past	3
Clients Added In The Last Month	1

[View More](#)

My Policies	
Active	0
Termed	1
Pending	2
Expired RFI	0
RFI about to expire in a week	0

[View More](#)

My Prospects	
	Individual
Current Prospects	0
Abandoned Prospects	0
Prospects Added In The Last Month	0

[View More](#)

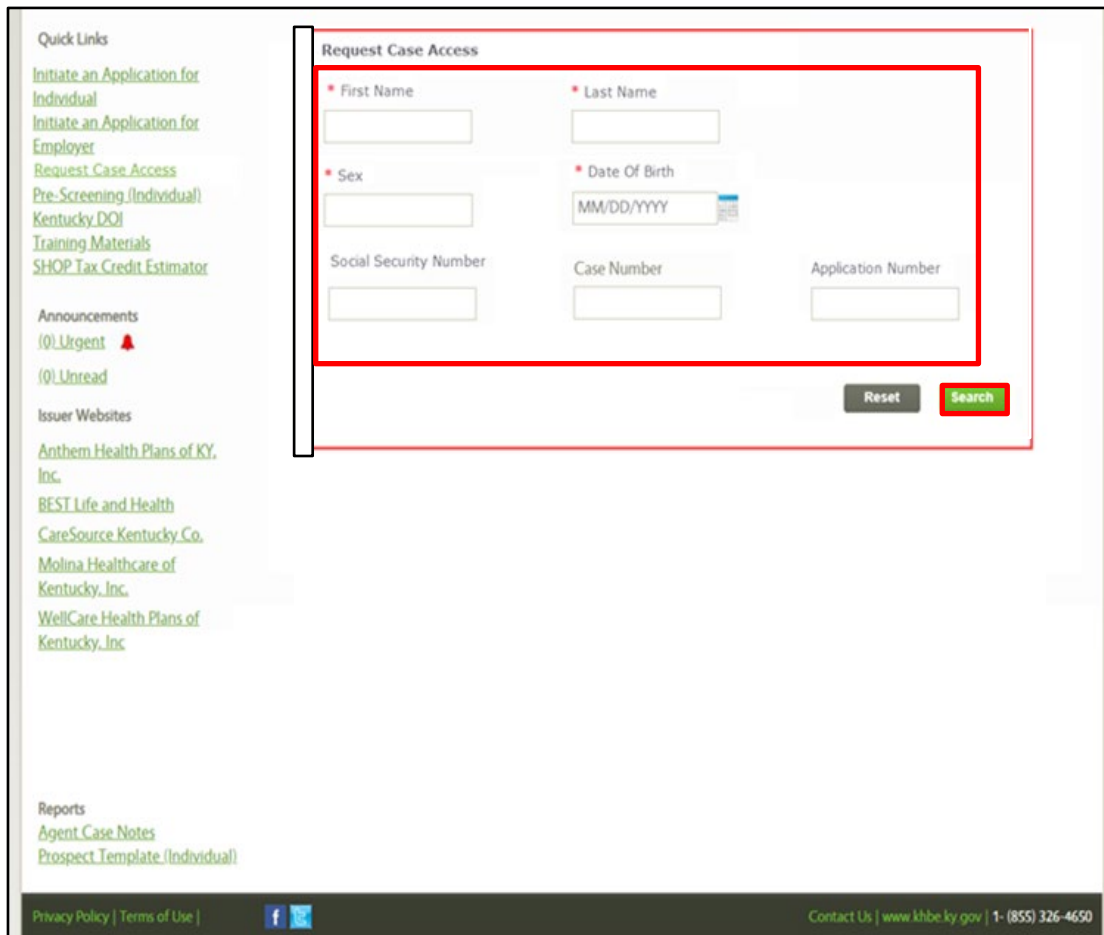
My Quotes	
	Individual
In Progress	0
Accepted	0
Submitted	0
Rejected	0

[View More](#)

**Please note:** Agents should not associate with Clients by creating a Prospect or by completing a new benefits application if there is an existing enrollment or benefits application.



2. Agents are redirected to the Request Case Access screen. Fill out the Client's **First Name**, **Last Name**, **Sex**, **Date of Birth**, and optionally their **Social Security Number**, **Case Number**, and **Application Number**.
3. Click **Search**.



The screenshot shows the 'Request Case Access' form on the kynect website. The form is highlighted with a red border. It contains the following fields:

- \* First Name:
- \* Last Name:
- \* Sex:
- \* Date Of Birth:
- Social Security Number:
- Case Number:
- Application Number:

At the bottom of the form are two buttons: 'Reset' (grey) and 'Search' (green). The 'Search' button is highlighted with a red border.

On the left side of the page, there are sections for 'Quick Links', 'Announcements', 'Issuer Websites', and 'Reports'. The footer contains 'Privacy Policy | Terms of Use', social media icons, and contact information: 'Contact Us | www.khbe.ky.gov | 1-(855) 326-4650'.

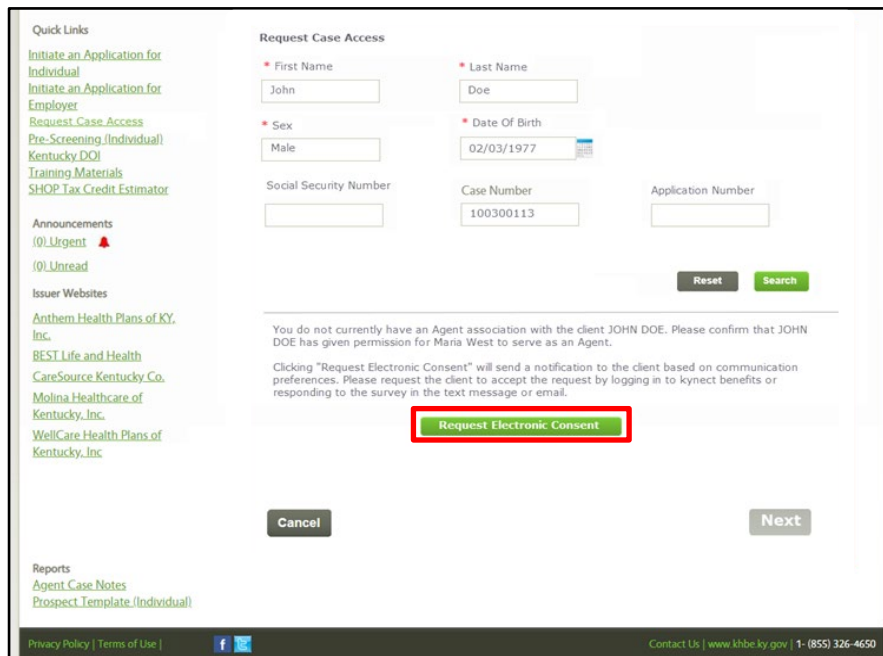


The system will validate whether the case is or is not associated with another Agent. If the Agent does not have an Agent association with the Client, the Agent needs to receive consent from the Client. There are two ways to submit a consent:

1. Electronic Consent
2. Verbal Consent

### Electronic Consent:

1. A screen displays explaining that the Agent does not have association with the Client. Click **Request Electronic Consent**. This sends a notification to the Client based on their preferred communication method. The Client must accept the request by logging in to kynect benefits or responding to the survey in the text message or email within 90 seconds. Agents can request a maximum of 3 electronic consents to the same Client if the access to case is not processed.



**Please note:** If an Agent navigates to a different screen within Agent Portal, the requested electronic consent will expire.



2. If the Client accepts the consent, a Client Consent Received message displays notifying the Agent they consented to association. Click **Next**.

You do not currently have an Agent association with the client JOHN DOE. Please confirm that JOHN DOE has given permission for Maria West to serve as an Agent.

Clicking "Request Electronic Consent" will send a notification to the client based on communication preferences. Please request the client to accept the request by logging in to kynect benefits or responding to the survey in the text message or email.

Request Electronic Consent

Client consent received!

Cancel **Next >**

3. Upon clicking **Next**, the following pop-up displays to capture the kynect On Demand reference response. Once the response is provided, click **Continue** to proceed.

\*kynect On Demand Association

Could you please tell us if this case is related to a kynect On Demand referral?

YES  NO

**Continue**

4. A confirmation message will display. Click **OK** to complete association and view the Client's case.

Confirmation Message

You have been given access to this individual's case as their Agent. You may manage this individual's case information by accessing this individual from your dashboard.

**OK**








## Verbal Consent:

Verbal Consent will be triggered if:

- There is a technical failure in processing the electronic consent
  - The Client's communication preference is not electronic
  - Electronic consent is not responded by the Client
1. If the Client does not respond, a *Client did not respond* message displays. If this is the case, Agents need to receive verbal consent from the Client. Click **Confirm Verbal Consent**.



You do not currently have an Agent association with the client JOHN DOE. Please confirm that JOHN DOE has given permission for Maria West to serve as an Agent.

Clicking "Request Electronic Consent" will send a notification to the client based on communication preferences. Please request the client to accept the request by logging in to kynect benefits or responding to the survey in the text message or email.

Request Electronic Consent

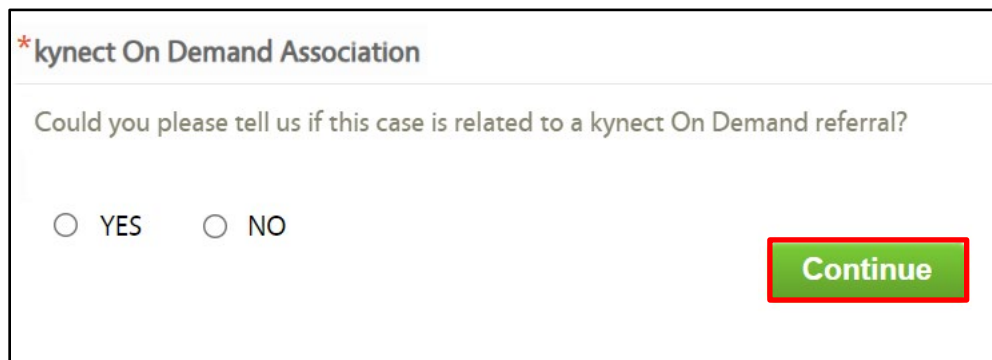
**Client did not respond**

Confirm Verbal Consent

Verbal Consent

Please agree to the following to confirm consent from the client. If you do not agree to the below

2. A **Verbal Consent** pop-up displays. Read through the acknowledgements and click **Accept**.
3. Upon clicking **Accept**, the following pop-up displays to capture the kynect On Demand reference response. Once the response is provided, click **Continue** to proceed.



\*kynect On Demand Association

Could you please tell us if this case is related to a kynect On Demand referral?

YES  NO

Continue

4. A confirmation pop-up displays. Click **OK**.

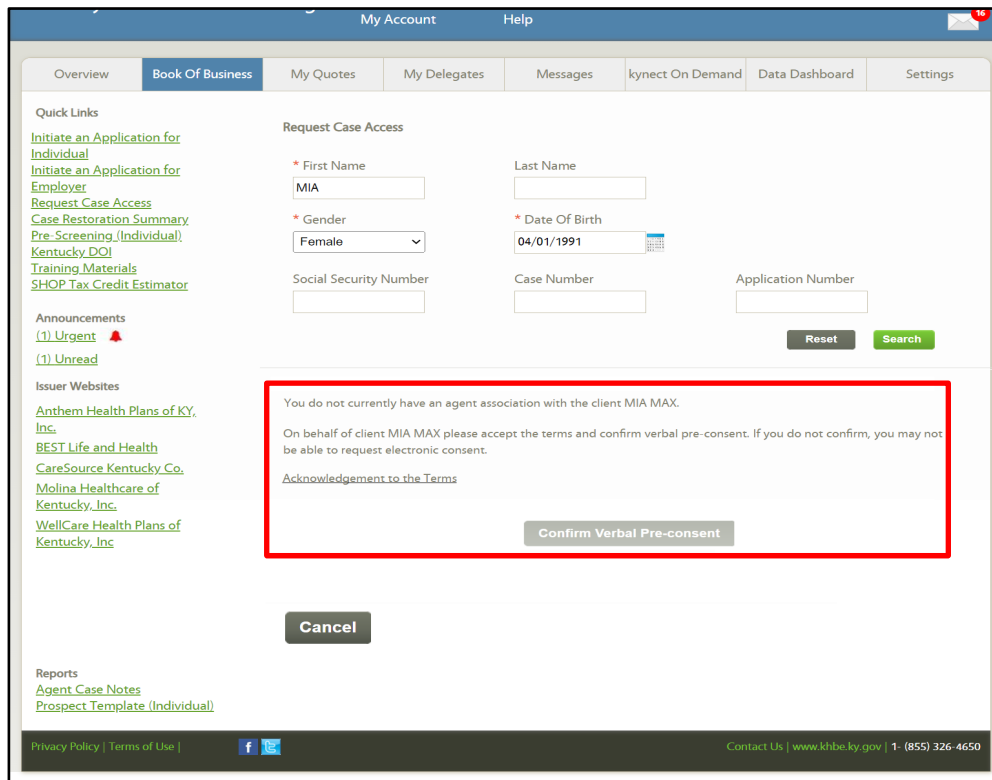
**Please note:** If the Client does not have an electronic communication method or they are not known to the system, a message displays information to the Agent of next steps.



The Agent 'Request Case Access' process flow allows Agents to request additional consent when Clients select paper as the preferred method of communication.

## Request Case Access Process Flow for Additional Consent if Client Email Address or Phone Number is Available:

1. The Agent clicks **Confirm Verbal Pre-Consent** to begin the 'Electronic Consent' process. Agent may view **Acknowledgement to the Terms** details by clicking the link to display the **Verbal Pre-consent** acknowledgement.



My Account Help

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Quick Links

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- [Pre-Screening \(Individual\)](#)
- [Kentucky DOI](#)
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- [SHOP Tax Credit Estimator](#)

Announcements

- (1) Urgent
- (1) Unread

Issuer Websites

- [Anthem Health Plans of KY, Inc.](#)
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- [CareSource Kentucky Co.](#)
- [Molina Healthcare of Kentucky, Inc.](#)
- [WellCare Health Plans of Kentucky, Inc.](#)

Reports

- [Agent Case Notes](#)
- [Prospect Template \(Individual\)](#)

Request Case Access

\* First Name: MIA Last Name: \_\_\_\_\_

\* Gender: Female Date Of Birth: 04/01/1991

Social Security Number: \_\_\_\_\_ Case Number: \_\_\_\_\_ Application Number: \_\_\_\_\_

Reset Search

You do not currently have an agent association with the client MIA MAX.

On behalf of client MIA MAX please accept the terms and confirm verbal pre-consent. If you do not confirm, you may not be able to request electronic consent.

[Acknowledgement to the Terms](#)

Confirm Verbal Pre-consent

Cancel

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### Verbal Pre-consent

**Acknowledgment of Roles and Responsibilities of Agents**

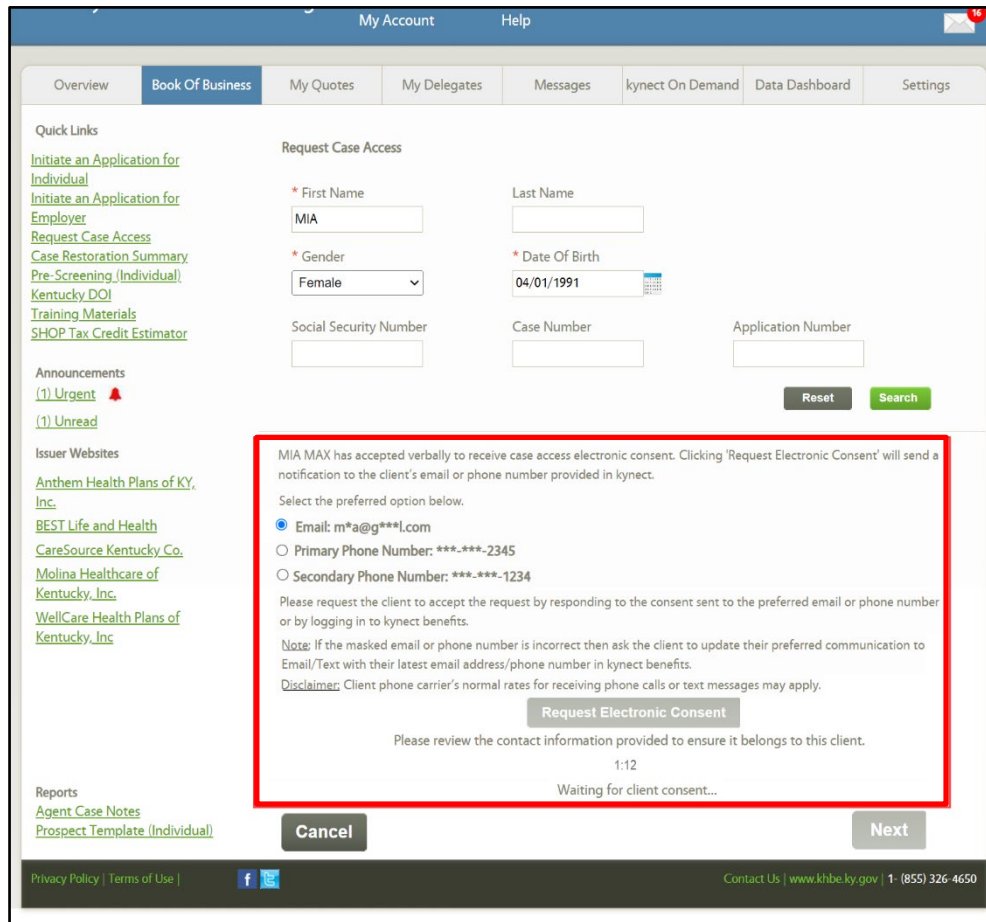
The client has been informed about and understands the agent's roles and responsibilities listed below and has been given the opportunity to discuss them.

1. The agent shall comply with the provisions of 900 KAR 10:125 and 45 C.F.R. Sections 155.220 and 155.260;
2. The agent shall maintain an active license with a health line of authority through the Kentucky Department of Insurance (DOI);
3. The agent shall comply with Kentucky state law applicable to agents, including applicable state law related to confidentiality and conflicts of interest;
4. The agent shall maintain an appointment with QHP issuers offering coverage through kynect. Unless specifically exempt from this





2. The Agent selects the preferred communication option from **Email**, **Primary**, or **Secondary Phone Number**, then clicks the **Request Electronic Consent** button which enables the 90-second Client response window. This button is green until clicked then turns grey to indicate the timer is running.



My Account Help

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- [WellCare Health Plans of Kentucky, Inc.](#)

Reports

- [Agent Case Notes](#)
- [Prospect Template \(Individual\)](#)

Request Case Access

\* First Name: MIA Last Name: \_\_\_\_\_

\* Gender: Female \* Date Of Birth: 04/01/1991

Social Security Number: \_\_\_\_\_ Case Number: \_\_\_\_\_ Application Number: \_\_\_\_\_

Reset Search

MIA MAX has accepted verbally to receive case access electronic consent. Clicking 'Request Electronic Consent' will send a notification to the client's email or phone number provided in kynect.

Select the preferred option below.

Email: m\*a@g\*\*\*l.com

Primary Phone Number: \*\*\*-\*\*\*-2345

Secondary Phone Number: \*\*\*-\*\*\*-1234

Please request the client to accept the request by responding to the consent sent to the preferred email or phone number or by logging in to kynect benefits.

Note: If the masked email or phone number is incorrect then ask the client to update their preferred communication to Email/Text with their latest email address/phone number in kynect benefits.

Disclaimer: Client phone carrier's normal rates for receiving phone calls or text messages may apply.

Request Electronic Consent

Please review the contact information provided to ensure it belongs to this client.

1:12

Waiting for client consent...

Cancel Next

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**Please note:** If the Client does not have a phone number listed in their account, the Phone Number options display **Primary/Secondary Phone Number: Not Available** and the Agent can only send electronic consent via email. If the Client does not have an email address listed in their account, the Email option displays **Email: Not Available** and the Agent can only send electronic consent via Primary or Secondary Phone Number text message.

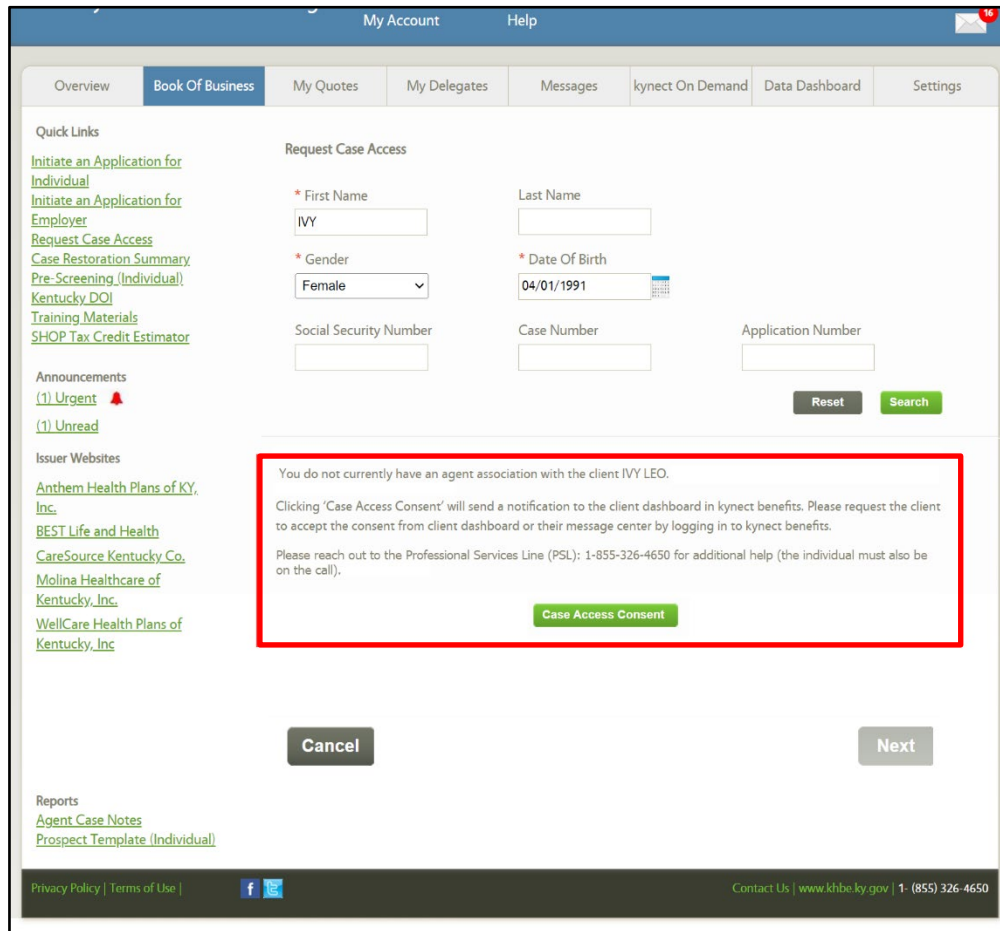
3. The Client receives the Email or Text survey notification based on Agent's selection.
  - a. If the Client selects **Accept** to the Electronic Consent before the 90-second expiration window, the Agent receives the message "Client consent received!" in the Agent Portal.
  - b. If the Client selects **Reject**, the Agent receives the message "Client did not consent!" in the Agent Portal. The Agent can request Electronic Consent up to two more times.
  - c. If the Client did not respond within the 90-second expiration window, the Agent receives the message "Client did not respond" in the Agent Portal and the Agent may request consent again without restriction until Client responds.





## Request Case Access Process Flow for Additional Consent if Client Email Address and Phone Number is not Available:

1. The Agent clicks the **Case Access Consent** button which sends a notification message to the Client's kynect benefits dashboard and Message Center.



My Account Help

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Announcements



- (1) Urgent
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Reports

- [Agent Case Notes](#)
- [Prospect Template \(Individual\)](#)

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Request Case Access

\* First Name: IVY Last Name:

\* Gender: Female \* Date Of Birth: 04/01/1991

Social Security Number:  Case Number:  Application Number:

Reset Search

You do not currently have an agent association with the client IVY LEO.

Clicking 'Case Access Consent' will send a notification to the client dashboard in kynect benefits. Please request the client to accept the consent from client dashboard or their message center by logging in to kynect benefits.

Please reach out to the Professional Services Line (PSL): 1-855-326-4650 for additional help (the individual must also be on the call).

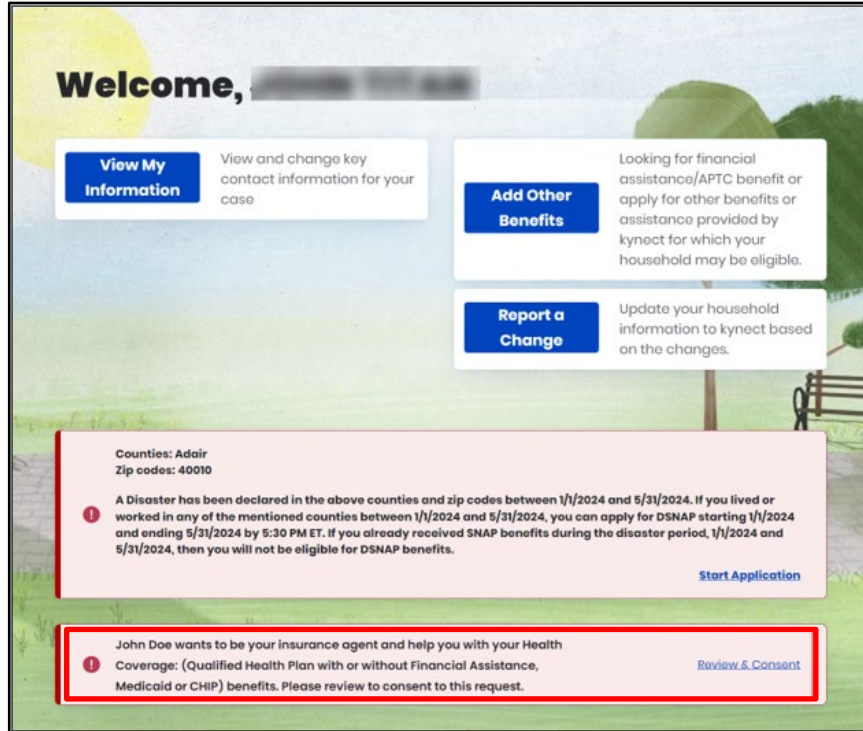
Case Access Consent

Cancel Next





- The Client receives a notification message in their kynect benefits dashboard and Message Center. When the Client clicks the **Review & Consent** link on the dashboard or **Review & Consent** button in the Message Center, a pop-up opens with the options to click **Accept** or **Reject**.



**Welcome,** [REDACTED]

**View My Information** View and change key contact information for your case

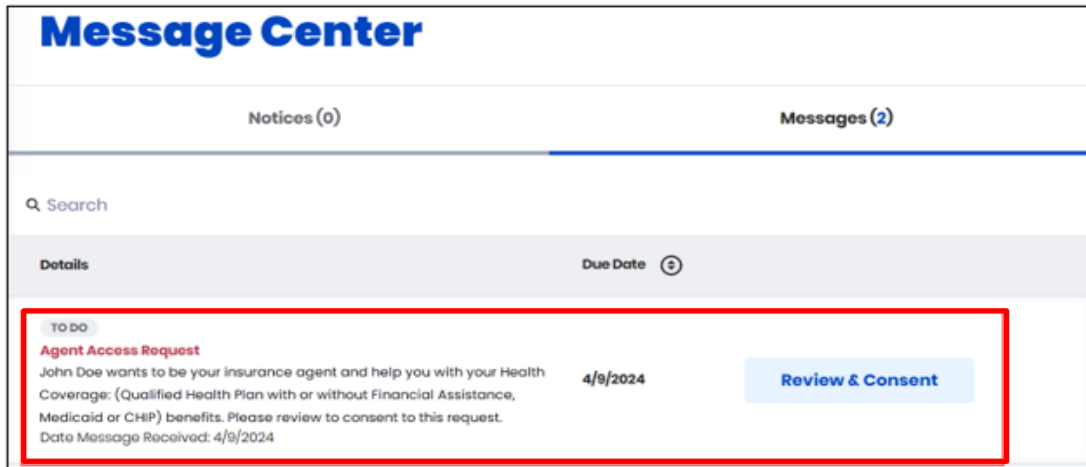
**Add Other Benefits** Looking for financial assistance/APTC benefit or apply for other benefits or assistance provided by kynect for which your household may be eligible.

**Report a Change** Update your household information to kynect based on the changes.

Counties: Adair  
Zip codes: 40010

**i** A Disaster has been declared in the above counties and zip codes between 1/1/2024 and 5/31/2024. If you lived or worked in any of the mentioned counties between 1/1/2024 and 5/31/2024, you can apply for DSNAP starting 1/1/2024 and ending 5/31/2024 by 5:30 PM ET. If you already received SNAP benefits during the disaster period, 1/1/2024 and 5/31/2024, then you will not be eligible for DSNAP benefits. [Start Application](#)

**i** John Doe wants to be your insurance agent and help you with your Health Coverage: (Qualified Health Plan with or without Financial Assistance, Medicaid or CHIP) benefits. Please review to consent to this request. [Review & Consent](#)



## Message Center

Notices (0) Messages (2)

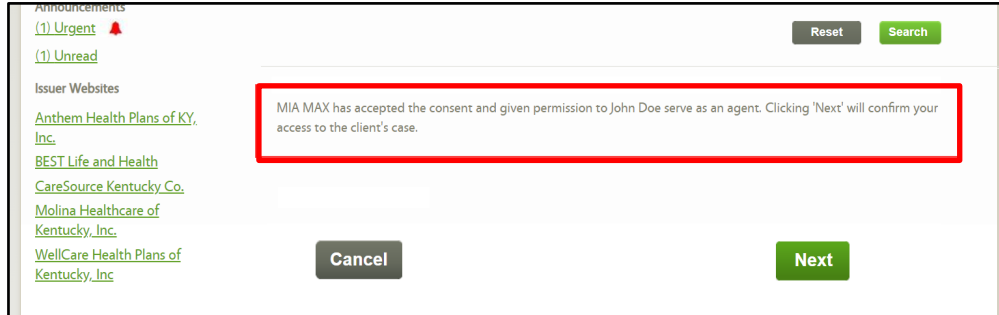
Search

Details Due Date

Details	Due Date	
<p><b>TO DO</b></p> <p><b>Agent Access Request</b></p> <p>John Doe wants to be your insurance agent and help you with your Health Coverage: (Qualified Health Plan with or without Financial Assistance, Medicaid or CHIP) benefits. Please review to consent to this request.</p> <p>Date Message Received: 4/9/2024</p>	4/9/2024	<a href="#">Review &amp; Consent</a>



3. If the Client selects **Accept**, a notification displays on the Agent Portal **Book of Business** tab on the **Request Case Access** screen and **Message Center** tab.



4. The Agent also receives a case association pop-up message when the Client accepts the Agent's case access consent request. Agent association is enabled upon click of the **OK** button.





- If the Client selects **Reject**, a notification message displays on the **Request Case Access** screen and Agent Portal **Message Center** tab. The message includes information about the number of attempts left for the Agent to request consent.

Issuer Websites

- [Anthem Health Plans of KY, Inc.](#)
- [BEST Life and Health](#)
- [CareSource Kentucky Co.](#)
- [Molina Healthcare of Kentucky, Inc.](#)
- [WellCare Health Plans of Kentucky, Inc](#)

We see that you have requested case access consent, but the client has rejected it. You have 2 tries remaining to re-send the case access consent.

Clicking 'Case Access Consent' will send a notification to the client dashboard in kynect benefits. Please request the client to accept the consent from client dashboard or their message center by logging in to kynect benefits.

Please reach out to the Professional Services Line (PSL): 1-855-326-4650 for additional help (the individual must also be on the call).

[Case Access Consent](#)

[Cancel](#)
[Next](#)

Announcements

(1) Urgent ▲

(1) Unread

[Reset](#)
[Search](#)

Issuer Websites

- [Anthem Health Plans of KY, Inc.](#)
- [BEST Life and Health](#)
- [CareSource Kentucky Co.](#)
- [Molina Healthcare of Kentucky, Inc.](#)
- [WellCare Health Plans of Kentucky, Inc](#)

We see that you have requested case access consent, but the client has rejected it. You have exceeded your 3 attempts to request case access consent.

Please reach out to the Professional Services Line (PSL): 1-855-326-4650 for additional help (the individual must also be on the call).

[Cancel](#)
[Next](#)

Business		My Quotes	My Delegates	Messages	kynect On Demand	Data Dashboard	Settings
Market Segment:	Individual Market			Last 3 Months			
<input type="checkbox"/>	Type	Description	Received	Actions			
<input type="checkbox"/>	KHBE System	<a href="#" style="color: green;">A client has rejected your consent request to access their case</a>	04/08/2024 11:00 PM	<a href="#" style="color: blue;">✉</a>			





**Message Center**

**From:** KHBE System  
**To:** Jane Doe  
**Subject:** A client has rejected your consent request to access their case  
**Date:** 04/08/2024 11:00 PM


Dear Jane Doe,

Ivy Leo has rejected your consent request. If this was done in error by the client, you will have to send another consent request. Remember! you can resend consent request for a maximum of 3 times

Thank You  
KHBE System

[◀ Back To Inbox](#)

6. If the Client does not respond, a notification message displays in the **Request Case Access** screen which includes information regarding the consent expiration. The Client has up to three calendar days to respond to the notification in their kynect benefits' dashboard.

Announcements  
(1) Urgent   
(1) Unread

Reset [Search](#)

Issuer Websites  
[Anthem Health Plans of KY, Inc.](#)  
[BEST Life and Health](#)  
[CareSource Kentucky Co.](#)  
[Molina Healthcare of Kentucky, Inc.](#)  
[WellCare Health Plans of Kentucky, Inc](#)

We see that you have requested case access consent, but we are awaiting on the response from the client. The consent will expire after 3 days if the client does not respond to it. You can re-request the consent after the expiration.

Please reach out to the Professional Services Line (PSL): 1-855-326-4650 for additional help (the individual must also be on the call).

[Cancel](#) [Next](#)







## Request Case Access Notification in Other Scenarios:

1. When the Client was found in a search, but does not have a Medicaid/QHP case, the following verbiage displays in the Agent Portal Message Center:

“The details you entered match an individual in the system, but they are associated with a program other than Medicaid or QHP. Because of this, we cannot associate you to this individual’s case at this time. Please reach out to the Professional Services Line (PSL): 1-855-326-4650 for additional help (the individual must also be on the call).”
2. When more than one Client matches the Agent's search, the following verbiage displays in the Agent Portal Message Center:

'The details you entered match more than one individual in the system. Please provide additional details in your search criteria and try again. If you are still facing issues after entering additional details or you do not have this information, please reach out to the Professional Services Line (PSL): 1-855-326-4650 for additional help (the individual must also be on the call).'

**Please note:** If the Client prefers paper communication, does not have an email address or phone number listed in the application, and has not set up a kynect benefits account, they will not be able to receive any message notifications. In this case, the Agent must contact the Client using the same method the Client initially used to reach out to the Agent to inform them about creating a kynect benefits account.

