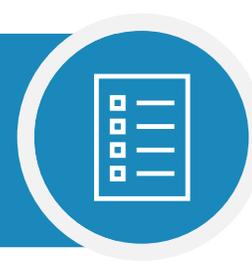


# Welcome to Plan Year 2025 Open Enrollment Office Hour: Session One

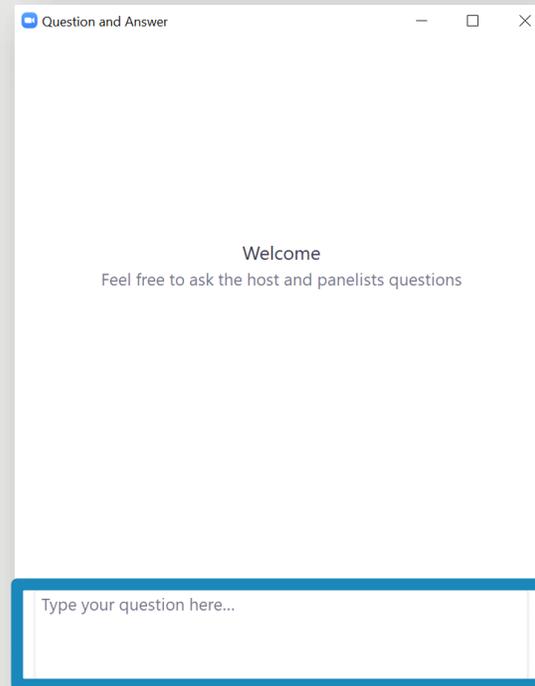
Please review the Zoom tips below while you wait.



## How to Ask Questions

During Office Hours, all Agents and kynectors are muted. If you would like to ask a question related to the covered topics:

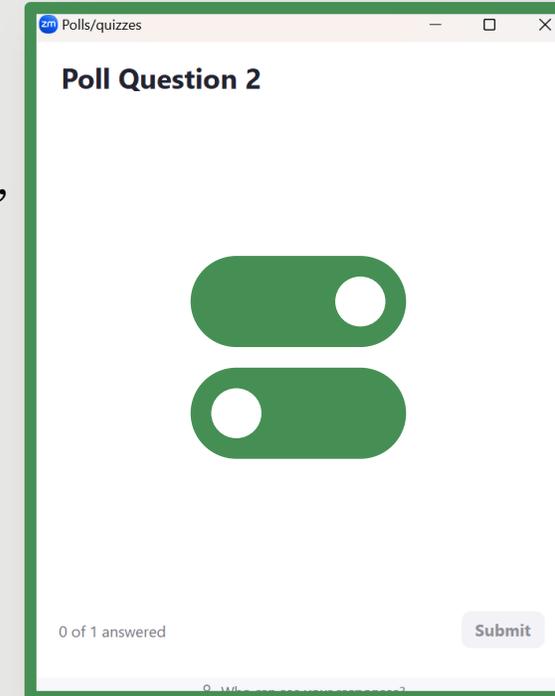
- Select the **Q&A Icon** (not the Chat Icon).
- Type your question and select **Enter** on your keyboard.



## Poll Questions

When it is time to answer a Poll Question, it will **automatically appear on your screen**.

Poll responses are anonymous.



**Refrain from selecting the Raise hand Icon. Agents and kynectors are muted and should ask questions using the Q&A Icon.**



Chat



React



Raise hand



Q&A



Show captions



Polls/quizzes

The background features a stylized illustration of school buildings. On the left, a portion of a light green building with several windows is visible. On the right, a larger, multi-story tan building with many windows stands prominently. In the foreground, there is a grey parking lot with white lines and a green lawn area. The sky is a clear, light blue.

SESSION ONE

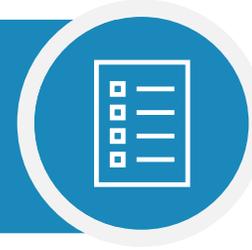
# Plan Year 2025 Open Enrollment Office Hour

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**November 21, 2024**

# Agenda

Below outlines topics covered during Session One.



1

Special Enrollment Periods (SEPs):  
Deferred Action for Childhood Arrivals  
(DACA) and Pregnancy

4

kynect resources

2

Understanding Cost-Sharing

5

Case Association

3

Plan Year 2025: Qualified Health Plan  
(QHP) Service Areas

6

Q&A and What is Next?



**TOPIC ONE**

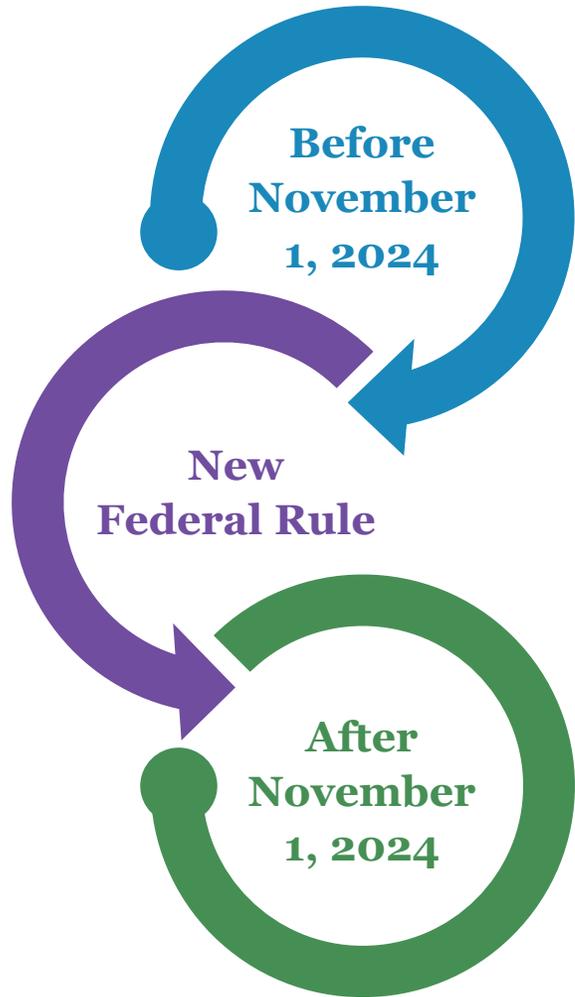
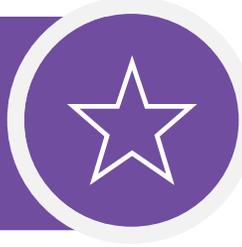
**Special Enrollment Periods (SEPs): Deferred Action for Childhood Arrivals (DACA) and Pregnancy**



01

## SEP: Deferred Action for Childhood Arrivals (DACA)

As of November 1, 2024, DACA recipients are eligible for Qualified Health Plans (QHPs) and Advance Premium Tax Credit (APTC).



Prior to November 1, 2024, DACA recipients were **not eligible** to apply for health insurance due to their Immigration status.

A new federal rule amended the definition of “**lawfully present**” to include DACA recipients for the purposes of APTC and QHP programs.

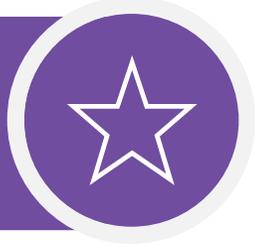
DACA recipients now qualify for a **SEP** and may enroll in a QHP through kynect during the **60 days following the effective date** of the final rule.

As of November 1, 2024, DACA recipients **may be eligible for QHPs and APTC** so long as they meet all other eligibility requirements.

### PLEASE NOTE



The five types of Immigrants now QHP/APTC eligible are: Applicant for asylum, Deferred Action for Childhood Arrivals (DACA), family unity beneficiaries, granted employment authorization, and pending application for adjustment of status.



**01** SEP: Deferred Action for Childhood Arrivals (DACA)  
As of November 1, 2024, DACA recipients are eligible for QHPs and APTC.

**Steps to Process a Special Enrollment in kynect**

1. Navigate to the **Enrollment Manager** and select **Add Plan**.
2. On the **Special Enrollment** screen, select the **household member(s)** who are eligible to enroll in coverage during the SEP.
3. Select the **checkbox** outlined in red in the screenshot on this slide.
4. Enter the **date** of the change.
5. Select the **Attestation checkbox** at the bottom of the **Special Enrollment** screen and select **Next**.
6. On the **Add New Plan** screen, select the appropriate **Tax Group** and **Coverage Type**.
7. Select **Shop for Plans**.



**Please note:** For Special Enrollments performed at the end of the calendar year, Individuals may need to select a plan for both Plan Year 2024 and Plan Year 2025.

[Back to Worker Portal](#)
[Back to Enrollment Manager](#)

## Special Enrollment

---

If there has been a major change in your life, you may be eligible for special enrollment. Please select the reason that applies to you or a member of your household.

You are auto qualified for the below special enrollment reason

You or someone in your household are Deferred Action for Childhood Arrivals (DACA) Recipient and Certain Other Noncitizens, as defined in 801(a)(1)(B)(i) through (iv) of title 5, may enroll in a QHP or change to another.

When did this change happen?

11/01/2024

Please select a qualifying event that applies to you or someone in your household:

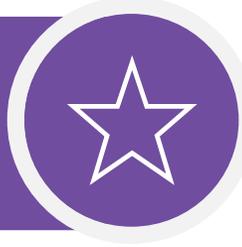
A qualified individual or enrollee demonstrated to the Exchange, in accordance with guidelines issued by HHS, that the individual meets other exceptional circumstances as the Exchange may provide

A qualified individual's enrollment or non-enrollment in a QHP was unintentional, inadvertent, or erroneous and

01

## SEP: Pregnancy

Pregnant Individuals may use the Exceptional Circumstance to enroll in QHPs.



Once the SEP is submitted, pregnant Individuals' eligibility can be backdated to the date of the pregnancy determination (retroactive coverage).



This SEP allows a pregnant Individual, and any Individual who is eligible for coverage because of a relationship to a pregnant Individual, to enroll in a QHP at any time during the pregnancy.

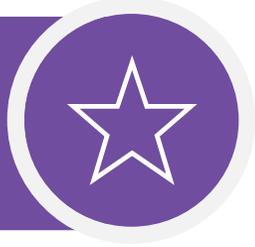


Coverage effective date is the **first day of the first calendar month** in which a medical professional determines that the pregnancy began or a later date if directed by the enrollee.

### REFERENCE MATERIAL



For additional information, review the [Exceptional Special Enrollment](#) and [Special Enrollment Fact Sheet](#).



# 01 SEP: Pregnancy

At this time, Agents and kynectors can use the following steps to qualify for a pregnancy Special Enrollment.

## Steps to Process a Special Enrollment in kynect

1. Navigate to the **Enrollment Manager** and select **Add Plan**.
2. On the **Special Enrollment** screen, select the **household member(s)** who are eligible to enroll in coverage during the SEP.
3. Select the **Exceptional Circumstance checkbox** outlined in red in the screenshot on this slide.
4. Enter the **date** of the change and select the desired **coverage start date**.
5. Enter applicable **details** for the Special Enrollment.
6. Select the **Attestation checkbox** at the bottom of the **Special Enrollment** screen and select **Next**.
7. On the **Add New Plan** screen, select the appropriate **Tax Group** and **Coverage Type**.
8. Select **Shop for Plans**.



**Please note:** For more information on the Pregnancy SEP, please visit the [KHBE website](https://www.khbe.ky.gov).

**i** If anyone in your household is pregnant, you are eligible to enroll in a qualified health plan using the Special Enrollment reason for exceptional circumstance. Please visit <https://khbe.ky.gov/Enrollment/Pages/PregnancySpecialEnrollmentReason.aspx> for more information and how to use the Special Enrollment Periods.

## Special Enrollment

If there has been a major change in your life, you may be eligible for special enrollment. Please select the reason that applies to you or a member of your household.

Please select a qualifying event that applies to you or someone in your household:

A qualified individual or enrollee demonstrated to the Exchange, in accordance with guidelines issued by HHS, that the individual meets other exceptional circumstances as the Exchange may provide

When did this change happen?

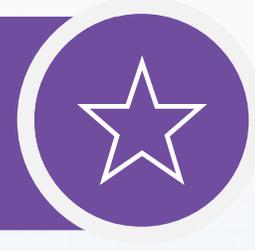
mm/dd/yyyy 

Enter the coverage date for the plan to start

mm/dd/yyyy 

Please provide details

This SEP reason can only be used if you or someone in your household is pregnant and that pregnancy has been confirmed by a medical professional.



01

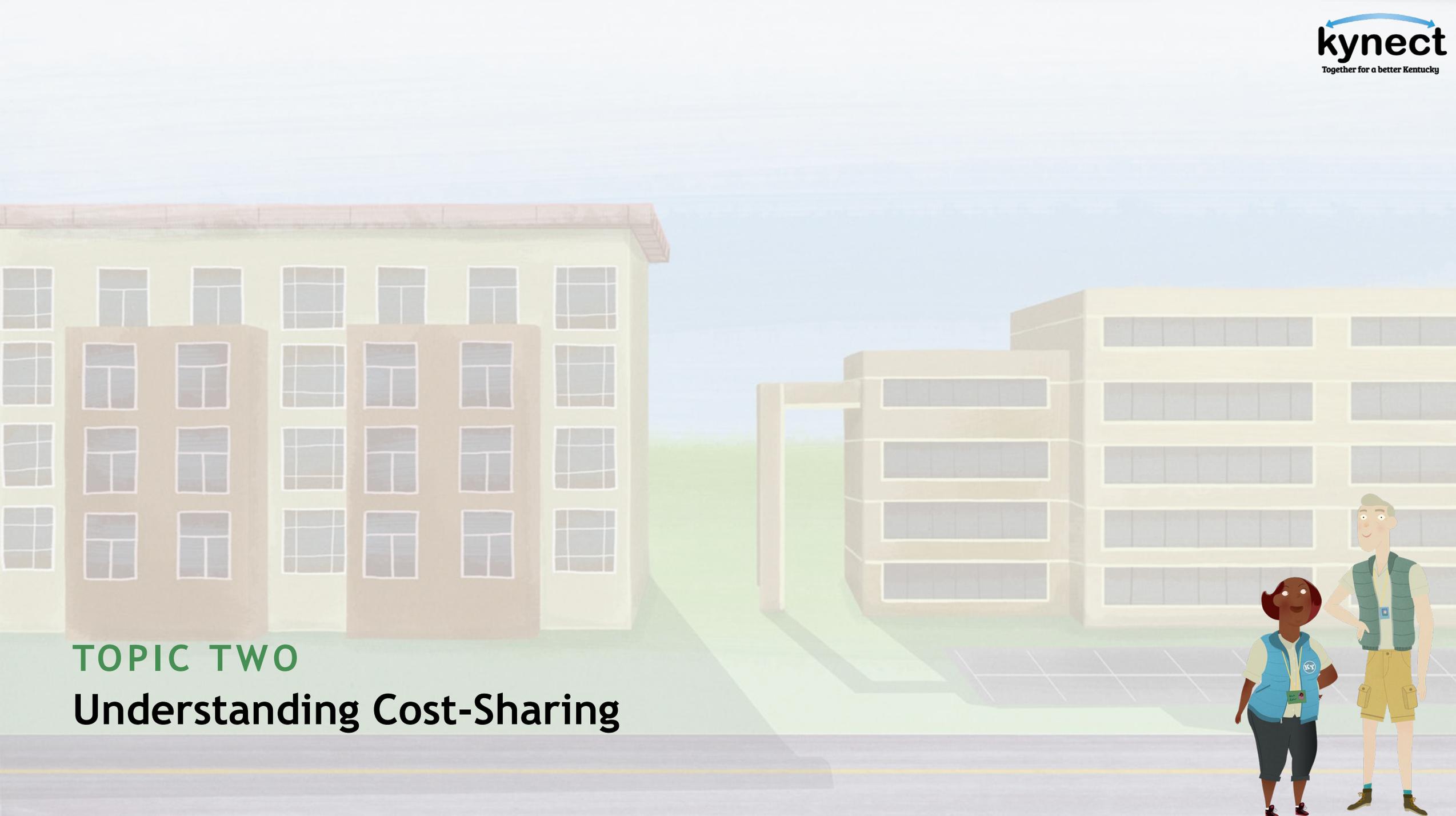
## Poll Question

Please answer the poll question below.

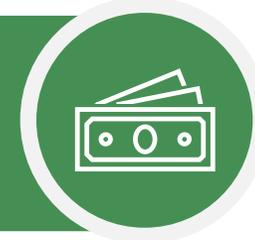


**True or False: DACA recipients and other specified Immigrants are now eligible for Medicaid.**

**Answer anonymously using the Polls box!**



**TOPIC TWO**  
**Understanding Cost-Sharing**



# 02

## Understanding Cost-Sharing

The information below highlights the key distinctions between copays, coinsurance, and deductibles.

A thorough understanding of the differences between copays, coinsurance, and deductibles is integral to assisting Residents shop for and compare coverage plans. Educating Residents on how copays, coinsurance, and deductibles affect their out-of-pocket costs is crucial for helping them make informed decisions about their health coverage.

**Copay** 

Copay (or copayments) is an amount Residents pay for a covered healthcare service **typically before paying the deductible**, such as when visiting the doctor, hospital, or getting a prescription.

Usually, the copay is a fixed amount, such as \$30 for a visit to the doctor.

**Coinsurance** 

Coinsurance is an amount Residents pay that is their share of the cost of healthcare **after meeting the deductible**.

Coinsurance is usually a percentage of the cost of the covered service(s), such as 30% of the visit.

**Deductible** 

A deductible is the amount an insured **Resident must pay out-of-pocket before their insurance coverage begins**.

For instance, with a \$1,000 deductible, the Residents pays the first \$1,000 of covered expenses.



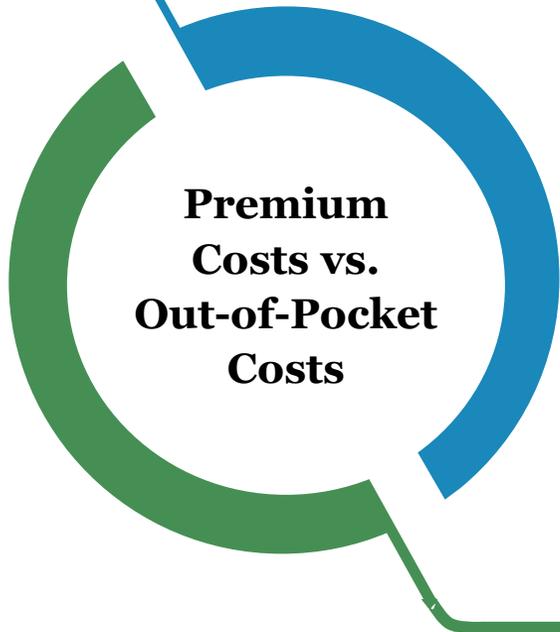
# 02

## Understanding Cost-Sharing

The information below highlights the relationship between premiums and out-of-pocket costs.

### Premium Costs

Premium costs are charged monthly and vary based on location, age, and tobacco status. Generally, as plans upgrade (from Bronze to Platinum) premium costs will increase.



**Premium  
Costs vs.  
Out-of-Pocket  
Costs**

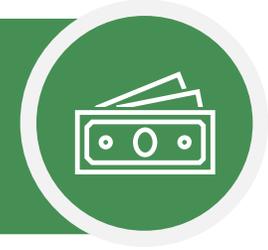
### Out-of-Pocket Costs

Out-of-Pockets costs are expenses for medical care that are not reimbursed by insurance. Out-of-pocket costs include deductibles, coinsurance, and copayments for covered services plus all costs for services that aren't covered.

### BEST PRACTICE



The lower the premium, the higher the out-of-pocket costs when care is needed, and the higher the premium, the lower the out-of-pocket costs when care is needed. Agents and kynectors should consider the costs of Residents' monthly premium as compared to their out-of-pocket costs based on their unique needs during the coverage year.



# 02

## Understanding Cost-Sharing

The chart below showcases the relation of Premiums and Max Out-of-Pocket (MOOP) costs for coverage plans at their respective metal levels.

### Comparing Different Metal Level QHPs

**1**

#### Bronze Plan



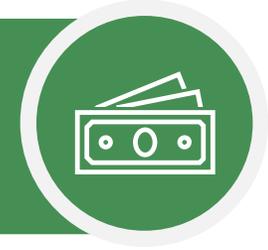
- A Bronze Plan provides the lowest premium cost and potentially the highest out-of-pocket costs.
- Bronze Plans are ideal for those with limited healthcare needs who do not wish to pay high monthly premiums.

**2**

#### Expanded Bronze Plan



- An Expanded Bronze Plan provides lower premium costs and higher out-of-pocket costs.
- An Expanded Bronze Plan will cover at least one major medical service before the deductible is met.



# 02

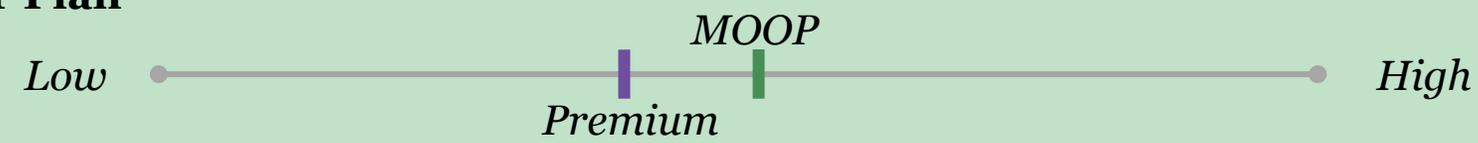
## Understanding Cost-Sharing

The chart below showcases the relation of Premiums and Max Out-of-Pocket (MOOP) costs for coverage plans at their respective metal levels.

### Comparing Different Metal Level QHPs

#### 3

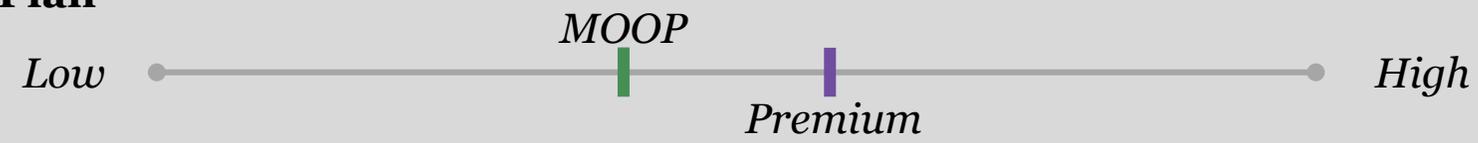
#### Silver Plan



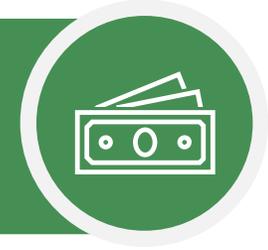
- A Silver Plan provides lower premium costs and higher out-of-pocket costs.
- Silver Plans are ideal for those who have a range of healthcare needs who do not wish to pay high monthly premiums.
- CSRs can generally only be applied to Silver Plans and help reduce copays, coinsurance, deductibles, and MOOP costs. For additional information on the benefits of Silver Plans, review [slide 15](#).

#### 4

#### Gold Plan



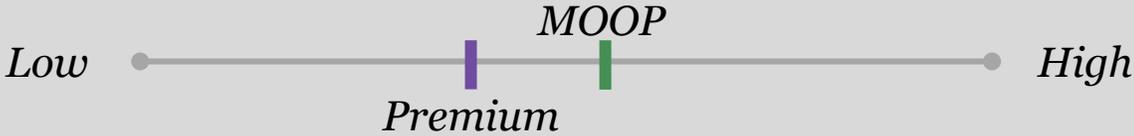
- A Gold Plan provides higher premium costs and lower out-of-pocket costs.
- Gold Plans are ideal for those with a range of healthcare needs who do not wish to pay substantial out-of-pocket costs.



# 02 Benefits of Silver Plans

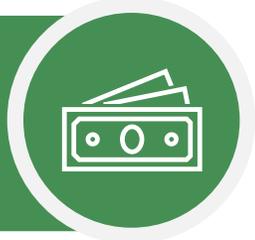
CSRs can be applied to Silver plans and help reduce associated costs.

### Silver Plan Benefits



- Silver plans are highly beneficial to Individuals who qualify for CSRs.
- In most cases, CSRs can only be applied to Silver plans.
- CSRs help reduce copays, coinsurance, deductibles, and out-of-pocket costs.
- Some Silver Plans with CSRs perform better than Gold or Platinum Plans.
- CSRs are determined by family size and income.

Export All Plans		Export Selected Plans		Compare Selected Plans	
Insurance Company Name	Total Monthly Premium	Your Monthly Payment	Individual Deductible	Individual Out-Of-Pocket Maximum	Actions
<b>Anthem</b> Anthem Silver Pathway X HMO 400 (\$0 Virtual PCP + \$0 Select Drugs + Incentives) S05	\$605.87	\$206.87	\$400	\$2,600	<input type="radio"/> Compare
Silver <b>S</b> <b>P</b>					
Summary (In-Network) <input type="checkbox"/>					
Premium Details <input type="checkbox"/>					
Payment Assistance Details <input type="checkbox"/>					
<b>Anthem</b> Anthem Bronze Pathway X Transition HMO 9200 (\$0 Virtual PCP + \$0 Select Drugs + Incentives)	\$413.33	\$14.33	\$9,200	\$9,200	<input type="radio"/> Compare
Bronze <b>P</b>					
Summary (In-Network) <input type="checkbox"/>					
Premium Details <input type="checkbox"/>					
Payment Assistance Details <input type="checkbox"/>					



# 02 Understanding Cost-Sharing

Below highlights the various cost elements of choosing a plan.

**TOTAL MONTHLY PREMIUM**  
 This is the monthly cost of the identified plan before any reductions (e.g., APTC or Cost-Sharing Reductions) are applied.

**YOUR MONTHLY PAYMENT**  
 Amount that you pay towards your health insurance after APTC is applied.

Insurance Company Name	Total Monthly Premium	Your Monthly Payment	Individual Deductible	Individual Out-Of-Pocket Maximum	Actions
 <b>Silver 12 150 with First 4 Primary Care Visits Free</b> Not Rated Silver \$ T <b>Lowest Premium CSR Plan</b>	\$393.55	\$47.55	\$1,500	\$3,050	<input type="radio"/> Compare
<b>Summary (In-Network)</b>					
<b>Doctor Visits :</b>					
	<b>In-Network</b>				
Primary Care Visit	\$10.00				
Specialist Visit	\$15.00				
Emergency	20.00% Coinsurance after deductible				
<b>Prescription Drug Benefits :</b>					
	<b>In-Network</b>				
Generic Drugs	\$5.00				
Preferred Brand Drugs	\$50.00				

**INDIVIDUAL OUT-OF-POCKET MAXIMUM**  
 The most you pay during a policy period (usually a year) before your health insurance plan begins to pay 100% of the allowed amount for covered in-network health care services.

**INDIVIDUAL DEDUCTIBLE**  
 The amount you owe during a policy period (usually a year) for health care services your health insurance plan covers before your health insurance plan begins to pay.



02

## Poll Question

Please answer the poll question below.



**True or False: Expanded Bronze covers at least one major medical service before the deductible is met.**

**Answer anonymously using the Polls box!**



TOPIC THREE

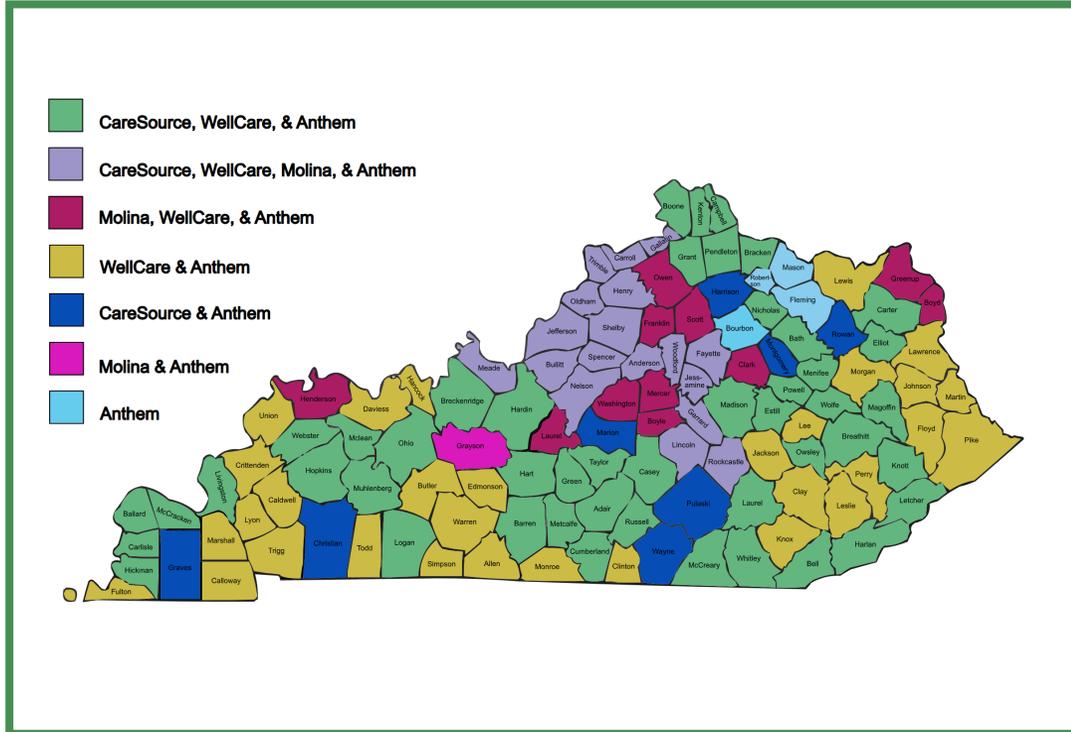
**Plan Year 2025: Qualified Health Plan (QHP) Service Areas**



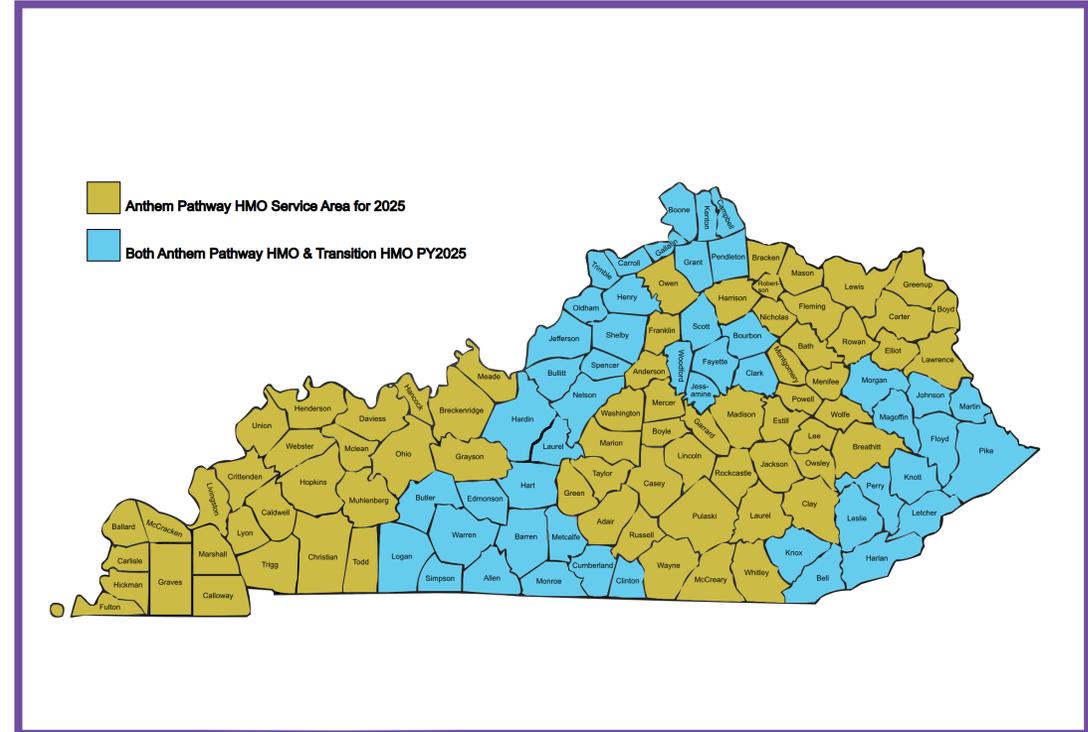
QHP coverage areas have changed for Plan Year 2025 (PY25).



## 2025 CareSource, Molina, and WellCare Service Areas



## 2025 Anthem Service Areas





03

## Plan Year 2025: QHP Service Areas

QHP coverage areas have changed for PY25.

### CareSource Contraction



CareSource has discontinued coverage in the following 27 counties:

- Bourbon, Boyd, Boyle, Clark, Clay, Fleming, Floyd, Franklin, Greenup, Jackson, Johnson, Knox, LaRue, Lawrence, Lee, Leslie, Lewis, Martin, Mason, Mercer, Morgan, Owen, Perry, Pike, Robertson, Scott, Washington.

### Molina Expansion



Molina has expanded coverage into the following five (5) counties:

- Boyd, Greenup, Henderson, Lincoln, Rockcastle.

### Paramount



Paramount Dental is now available across all 120 counties in Kentucky.



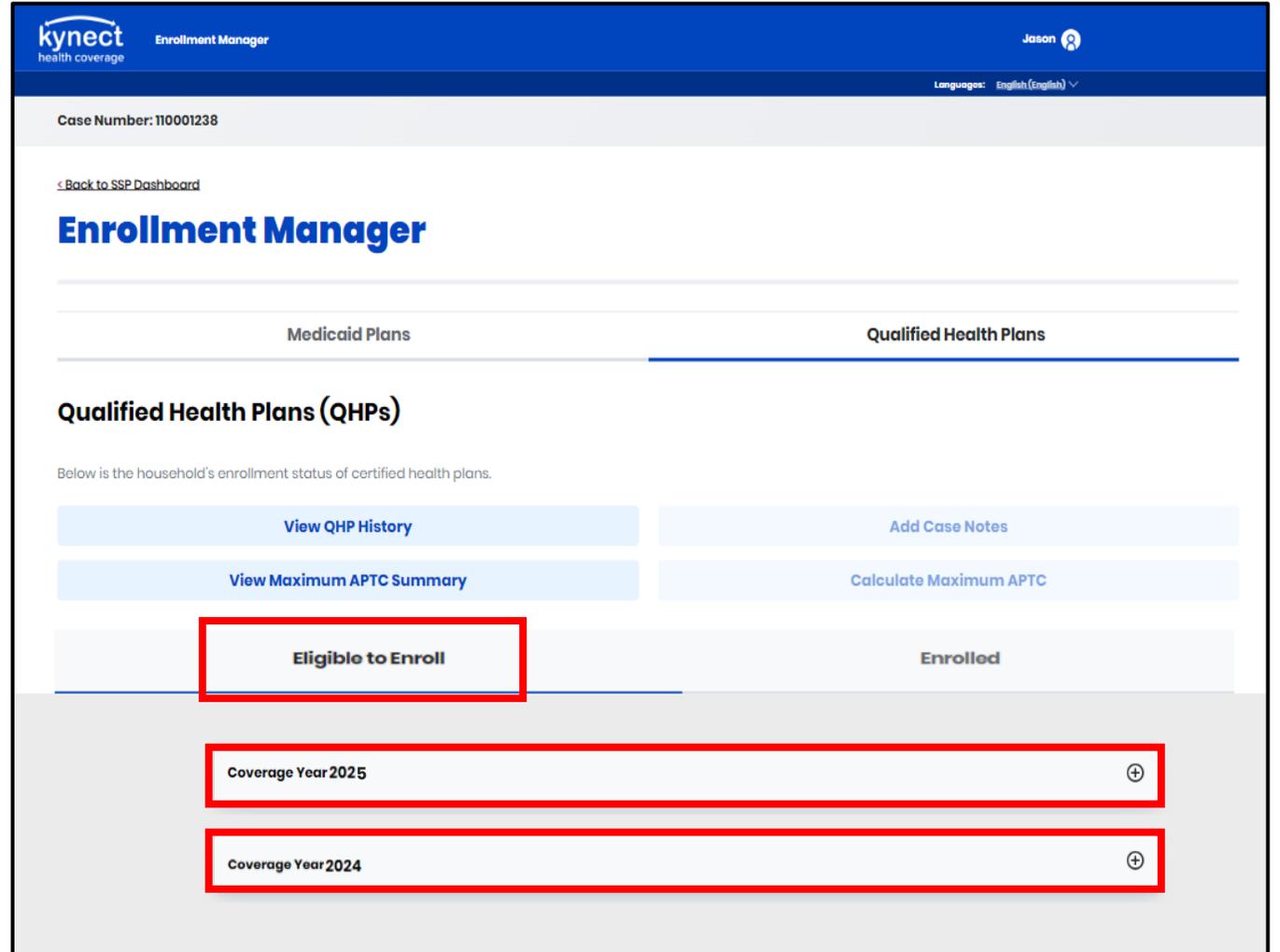
# 03 Plan Year 2025: QHP Service Areas

SEP enrollment for both PY24 and PY25.

## SEP Enrollment Reminder

Depending on when an SEP application is processed, Agents and kynectors may have to manually enroll Residents in plans for both Coverage Year 2024 and Coverage Year 2025.

 **Many SEPs require verification to be submitted before the initial premium payment can be made.**



The screenshot shows the 'Enrollment Manager' interface for Case Number 110001238. The user is logged in as Jason. The interface is divided into 'Medicaid Plans' and 'Qualified Health Plans'. Under 'Qualified Health Plans (QHPs)', there are buttons for 'View QHP History', 'Add Case Notes', 'View Maximum APTC Summary', and 'Calculate Maximum APTC'. Below these buttons, there are two tabs: 'Eligible to Enroll' (highlighted with a red box) and 'Enrolled'. Under the 'Eligible to Enroll' tab, there are two rows, each with a red box around it: 'Coverage Year 2025' and 'Coverage Year 2024', both with expandable icons (+).



03

Plan Year 2025: QHP Service Areas  
Please answer the poll question below.



**True or False: I do not have to enroll an Individual for 2025 if I already enrolled them for 2024.**

**Answer anonymously using the Polls box!**

**TOPIC FOUR**  
**kynect resources**





**Housing**

Helps Residents access a variety of housing needs including, but not limited to, emergency housing, community/assisted housing, payment support for housing, and utility payment assistance.

**Financial**

Offers Residents an array of resources related to financial well-being and support. Resources include emergency payment assistance, financial support, government support, and financial education and counseling.

**Food**

Helps Residents learn about and access a variety of food resources. These resources include food assistance, food delivery, nutrition education, and emergency food services.

**Education**

Provides Residents with resources on how to both access and finance education. Resources and support on this page include screenings and exams, trainings, schools and tutoring, as well as payment assistance for education.

**Employment**

Provides Residents with assistance finding work, sustaining employment, accessing retirement resources, and accessing unemployment benefits.

**Mental Health and Addiction**

Offers Residents a variety of services that include mental health services, smoking cessation, support groups and treatment for mental health concerns.

**Transportation**

Provides Residents with resources and assistance with accessing and paying for transportation.

**Legal**

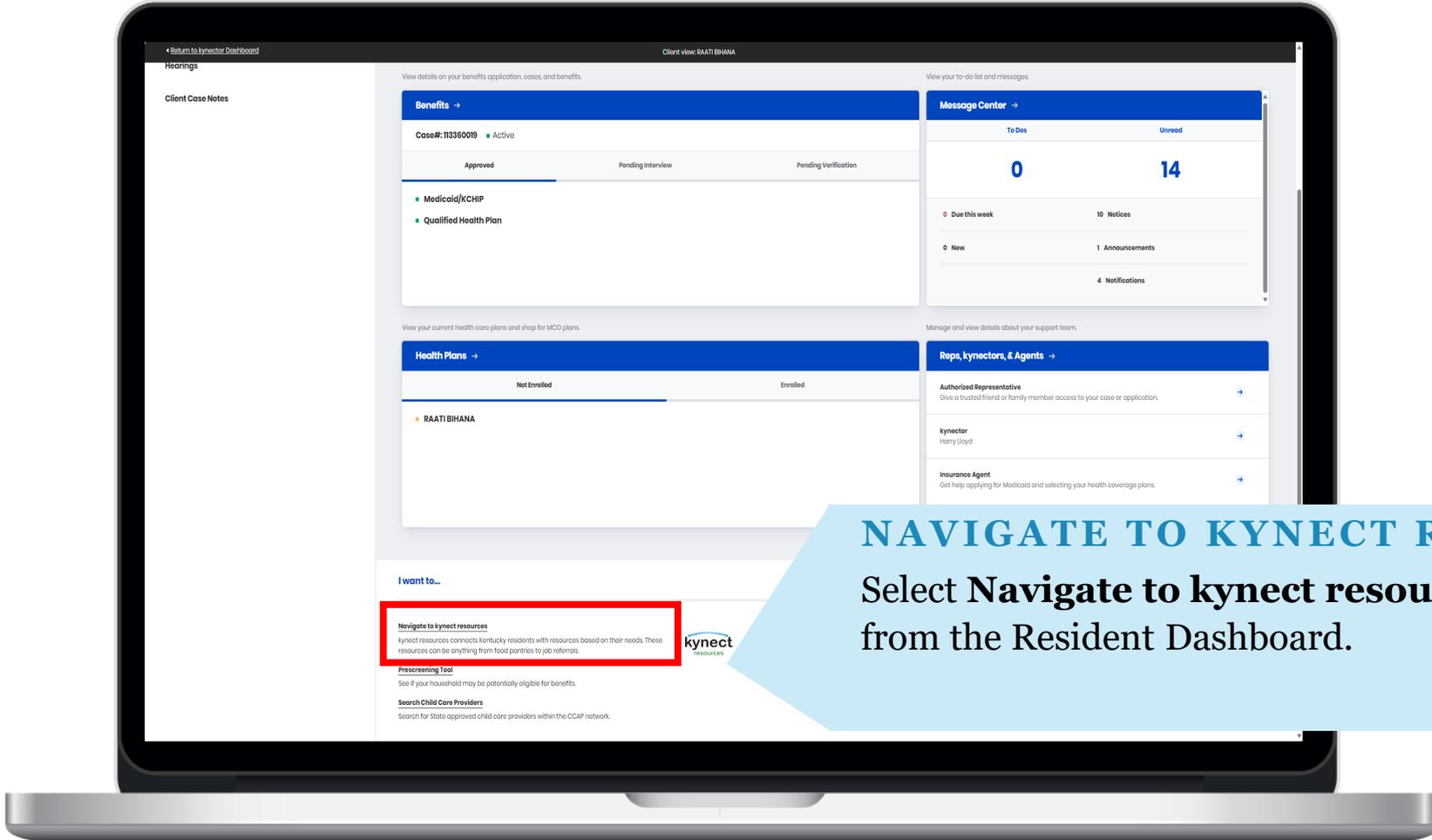
Provides Residents with information about accessible legal services as well as legal informational resources. Resources include courts and detention centers, mediation, personal rights information, stolen identity assistance, and translation services.





# 04 kynect resources (2 of 5)

Below highlights some important resources offered on kynect resources.



**NAVIGATE TO KYNECT RESOURCES**  
Select **Navigate to kynect resources** from the Resident Dashboard.

**Navigate to kynect resources**  
Kynect resources connects Kentucky residents with resources based on their needs. Those resources can be anything from food pantries to job referrals.



**Prescreening Tool**  
See if your household may be potentially eligible for benefits.

**Search Child Care Providers**  
Search for State approved child care providers within the CCAP network.

04

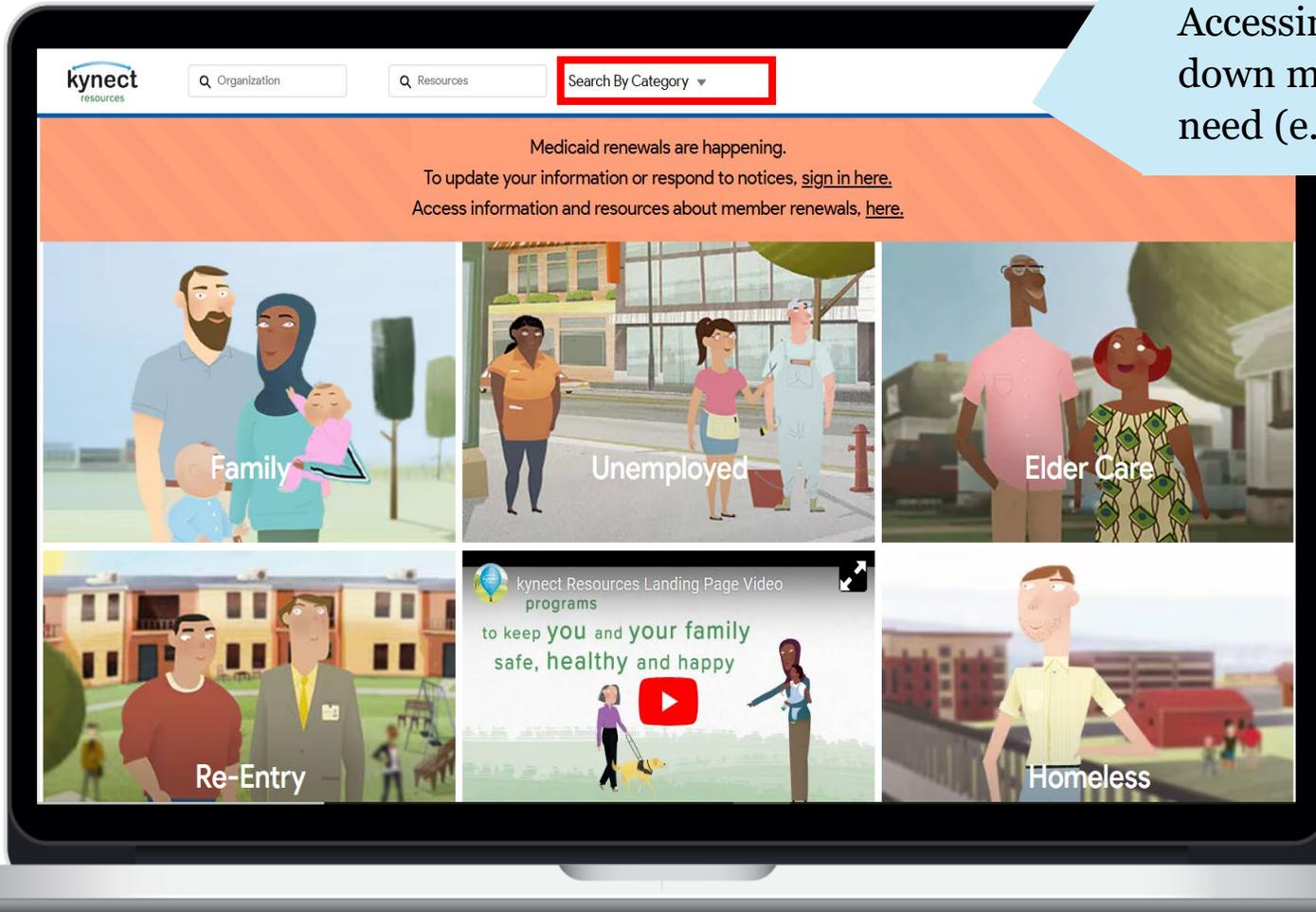
## kynect resources (3 of 5)

Below highlights some important resources offered on kynect resources.



### SEARCH BY CATEGORY

Accessing the **Search By Category** drop-down menu allows you to filter by areas of need (e.g., food, housing, employment, etc.).

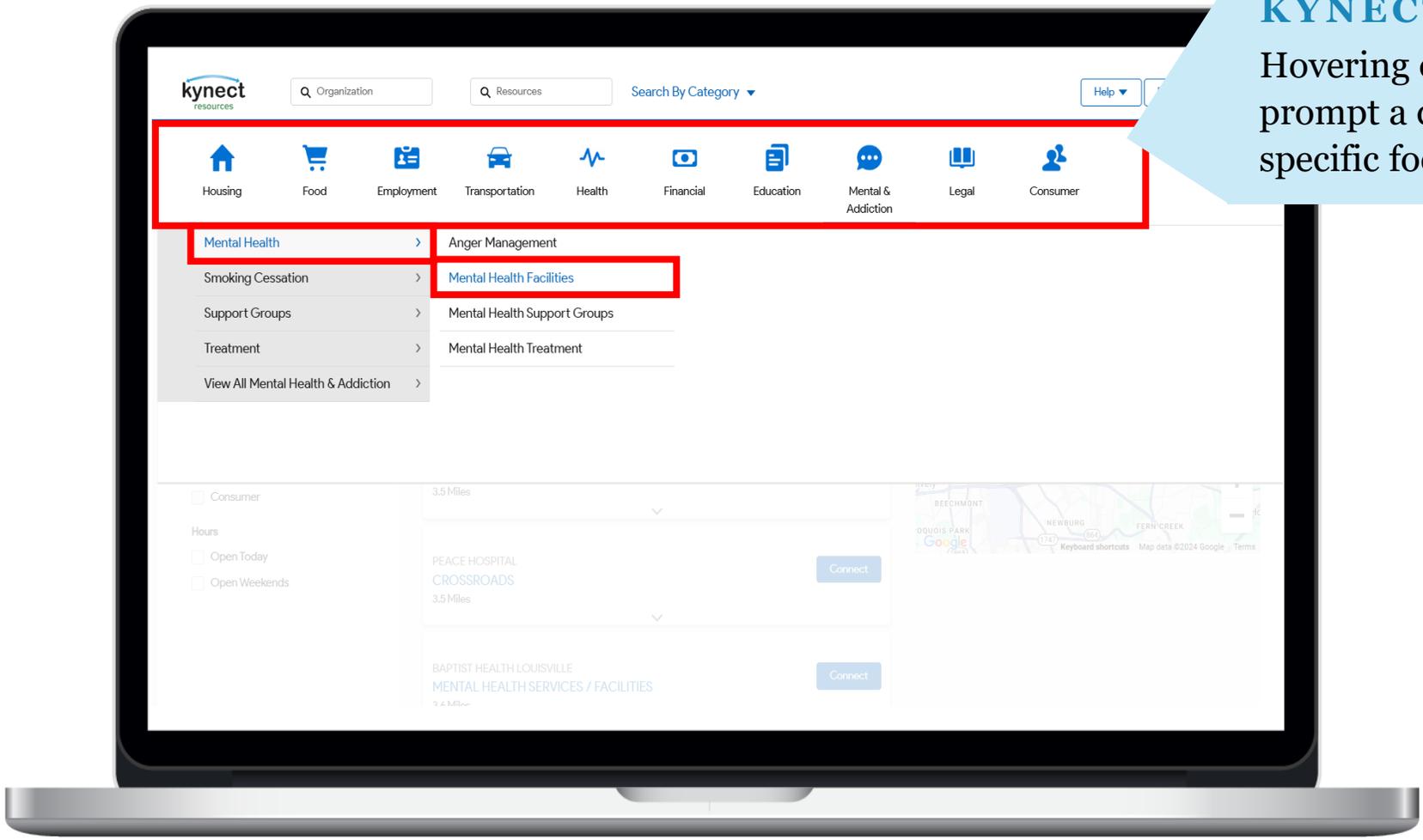




# 04 kynect resources (4 of 5)

Below highlights some important resources offered on kynect resources.

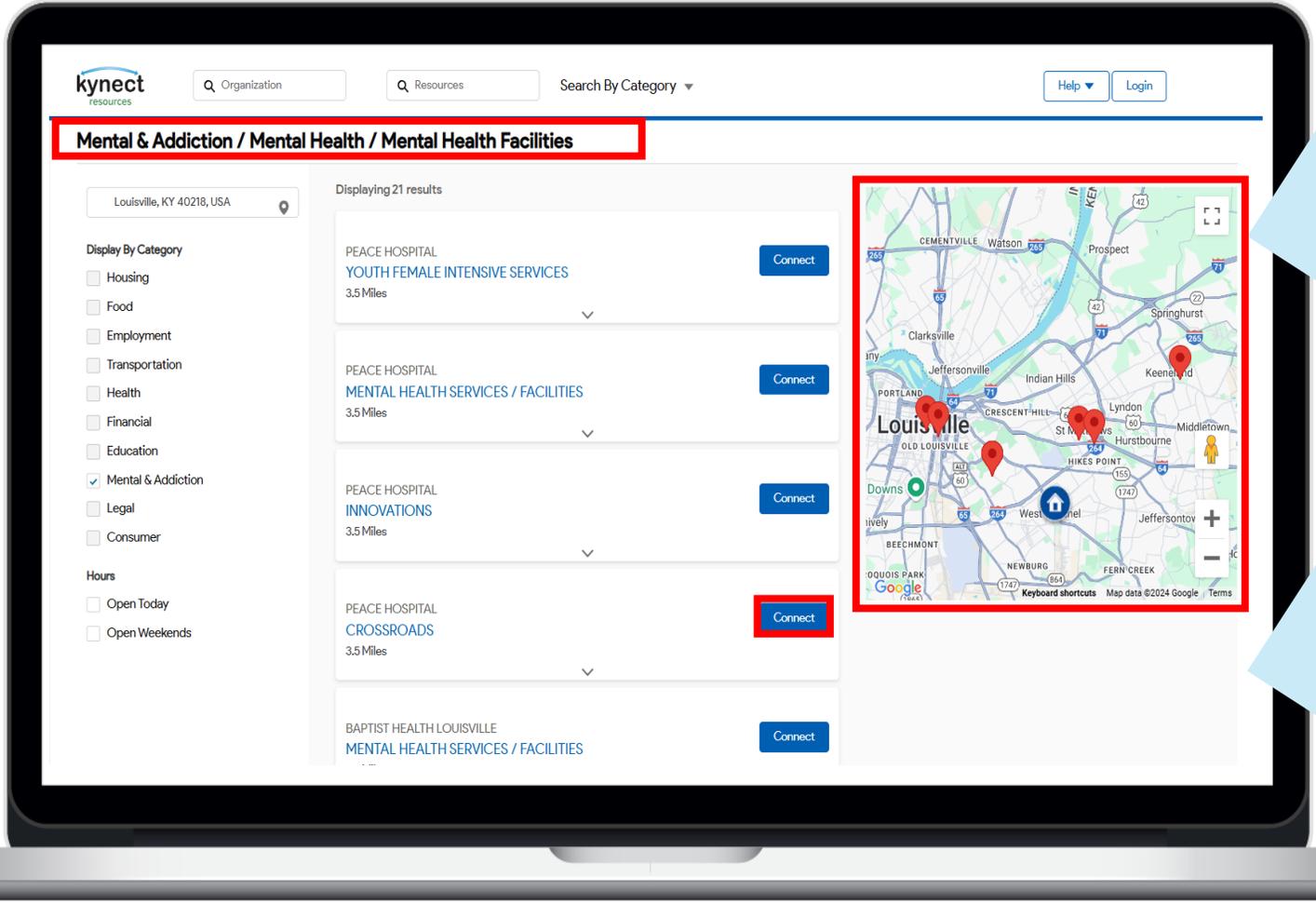
**KYNECT RESOURCES**  
Hovering over each resource listed will prompt a drop-down menu that details specific focuses within that area of need.



04

# kynect resources (5 of 5)

Below highlights some important resources offered on kynect resources.



## INTERACTIVE RESOURCES MAP

Upon selecting a resource, an interactive map will appear that displays all the given service centers within a specified region.

## CONNECT

To connect with a specific service center, select **Connect** and the relevant contact information for the provider will display.



04

## Poll Question

Please answer the poll question below.



**True or False: kynect resources is a required part of the benefits application.**

**Answer anonymously using the Polls box!**

# TOPIC FIVE

## Case Association





**Appendix B  
Authorization and  
Consent Form**

Submitting the Appendix B Authorization and Consent Form allows Agents and kynectors to be associated to a case.



**Request Electronic  
Case Access - Agent  
and kynector  
Dashboard**

Agents and kynectors may request case association through their respective Dashboards. Access to an existing case may be requested electronically or verbally.



**Professional Services  
Line (PSL)**

Contacting the Professional Services Line with the Resident on the call and following the subsequent steps allows Agents and kynectors to be associated to a case.



**Resident Dashboard**

Residents can add Agents and kynectors to their respective case by accessing the *Authorized Reps, kynectors, & Agents* tab on the Resident Dashboard.

**PLEASE NOTE**



Additional information pertaining to Case Associations can be found on page 2 of the [Agent and kynector Escalation Paths](#) on the [KHBE website](#).



# 05

## Case Association (2 of 6)

Submitting the Appendix B Authorization and Consent Form allows Agents or kynectors to be associated to a case.



### Appendix B

Authorization & Consent Form  
for Agents and kynectors

---

**Navigators and Certified Application Counselors (also called kynectors) are:**

- Individuals who have been trained and certified by kynect health coverage;
- Equipped to help you apply and enroll in a health plan with premium assistance and extra savings or Medicaid/Children's Health Insurance Program (KCHIP); and
- Required to provide fair, impartial, and accurate information

**Agents:**

- Are trained insurance professionals who can help you enroll in a health insurance plan.
- Must be licensed by the state and registered by kynect health coverage to sell health plans.

By signing below, I give permission for the kynector or insurance agent and staff listed below to assist with my kynect health coverage application.

**Please complete, sign, and date the form:**

Case Number, if known: \_\_\_\_\_ DOB: \_\_\_\_\_ Gender: M / F  
 SSN: \_\_\_\_\_ Printed Client Name: \_\_\_\_\_  
 Print Authorized Representative Name (if applicable): \_\_\_\_\_

**Ways I agree to be contacted:**

Address: \_\_\_\_\_

Phone: \_\_\_\_\_  Phone #2: \_\_\_\_\_ Text Messaging? Y / N

Email: \_\_\_\_\_

\_\_\_\_\_  
*Client or Authorized Rep Signature* *Date*

**kynector or agent information:**

Organization: \_\_\_\_\_

Name: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Agent ID number (for agent use only): \_\_\_\_\_

## Appendix B Authorization and Consent Form

The [Appendix B Authorization and Consent Form](#) must be submitted to the KHBE Program inbox ([KHBE.Program@ky.gov](mailto:KHBE.Program@ky.gov)).

 **Agents and kynectors should not submit an MAP-14 to become an Authorized Representative.**



# 05

## Case Association (3 of 6)

Agents may request case access through their respective Dashboards.

**Quick Links**

- [Initiate an Application for Individual](#)
- [Initiate an Application for Employer](#)
- [Request Case Access](#)
- [Case Restoration Summary](#)
- [Pre-Screening \(Individual\)](#)
- [Kentucky DOI](#)
- [Training Materials](#)
- [SHOP Tax Credit Estimator](#)

**Announcements**

- (1) Urgent 🔔
- (1) Unread

**Issuer Websites**

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

My Clients	
	Individual
Current	2
Past	1
Clients Added In The Last Month	0
<a href="#">View More</a>	

My Policies	
	2025 <span style="font-size: small;">▼</span>
Active	0
Termed	0
Pending	0
Expired RFI	0
RFI about to expire in a month	0
<a href="#">View More</a>	

My Prospects	
	Individual
Current Prospects	2
Abandoned Prospects	0
Prospects Added In The Last Month	0
<a href="#">View More</a>	

My Quotes	
	Individual
In Progress	2
Accepted	0
Submitted	0
Rejected	0
<a href="#">View More</a>	

**Agents: Requesting Access to an Existing Case**

Agents can request access to an existing case by selecting **Request Case Access** on their Dashboard.



# 05 Case Association (4 of 6)

kynectors may request case access through their respective Dashboards.

**Search**

Programs Applicable

Medicaid  SNAP/CCAP

First Name

Last Name

Case Number

Application Number

Social Security Number (9 digits)

Date of Birth

County

Search by Primary Applicant

Address Line 1

[Show Advanced Search](#)

**I want to...**

**Request Access**  
Request access to a client's existing case.

**Schedule Appointment**  
Schedule an Appointment for contact not already in system.

**Prescreening Tool**  
Check for potential eligibility on behalf of client

**Reschedule/Cancel Appointment**  
Reschedule/Cancel Appointment for contact

**kynectors: Requesting Access to an Existing Case**

kynectors can request access to an existing case by selecting **Request Case Access** on their Dashboard.

05

## Case Association (5 of 6)

Please save the Professional Services Line below for reference and use during Open Enrollment.



**The Professional Services Line is able to assist with Case Association presuming that the Resident and the Agent or kynector are simultaneously on the line and can provide verbal consent.**

**1-855-(326-4650)**



# 05 Case Association (6 of 6)

Residents can add Agents and kynectors to their case from their Dashboard.

**Resident Dashboard**

Residents can add Agents or kynectors to their respective case by accessing the *Authorized Reps, kynectors, & Agents* tab on the Resident Dashboard.

Manage and view details about your support team.

**Reps, kynectors, & Agents**

- Authorized Representative**  
Give a trusted friend or family member access to your case or application.
- kynector**  
Harry Lloyd
- Insurance Agent**  
Get help applying for Medicaid and selecting your health coverage plans.

**PLEASE NOTE**

Agents and kynectors should **NOT** be assigned as the Authorized Representative on a client's case.



05

## Poll Question

Please answer the poll question below.



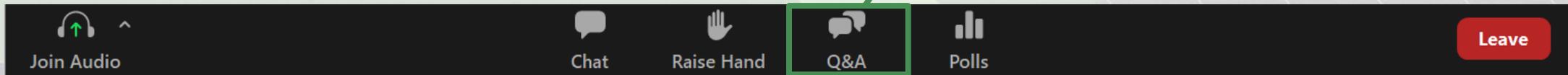
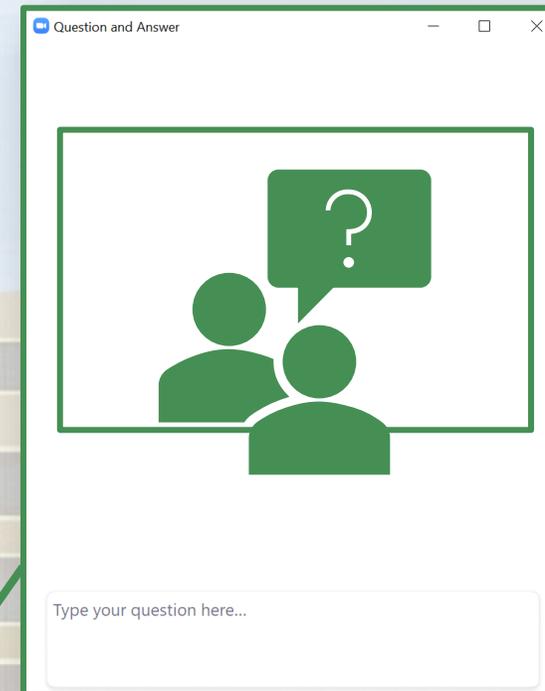
**Which of the following options may Agents and kynectors use to be associated to a case?**

**Answer anonymously using the Polls box!**



# Q&A and What is Next?

Please ask any questions related to the topics covered today using the **Q&A Icon** (not the Chat Icon) located at the bottom of your Zoom screen.





**06** What is Next?  
 Mark your calendar for the Plan Year 2025 Open Enrollment Office Hour:  
 Session Two.

**PLAN YEAR 2025 (PY25) OFFICE HOUR: SESSION TWO**



**PREPARED TOPICS**

Review the table for prepared topics and descriptions.



**DATE AND TIME**

Session Two of the PY25 Open Enrollment Office Hour is scheduled for **Thursday, December 19** from 1:00PM - 2:00PM EST.

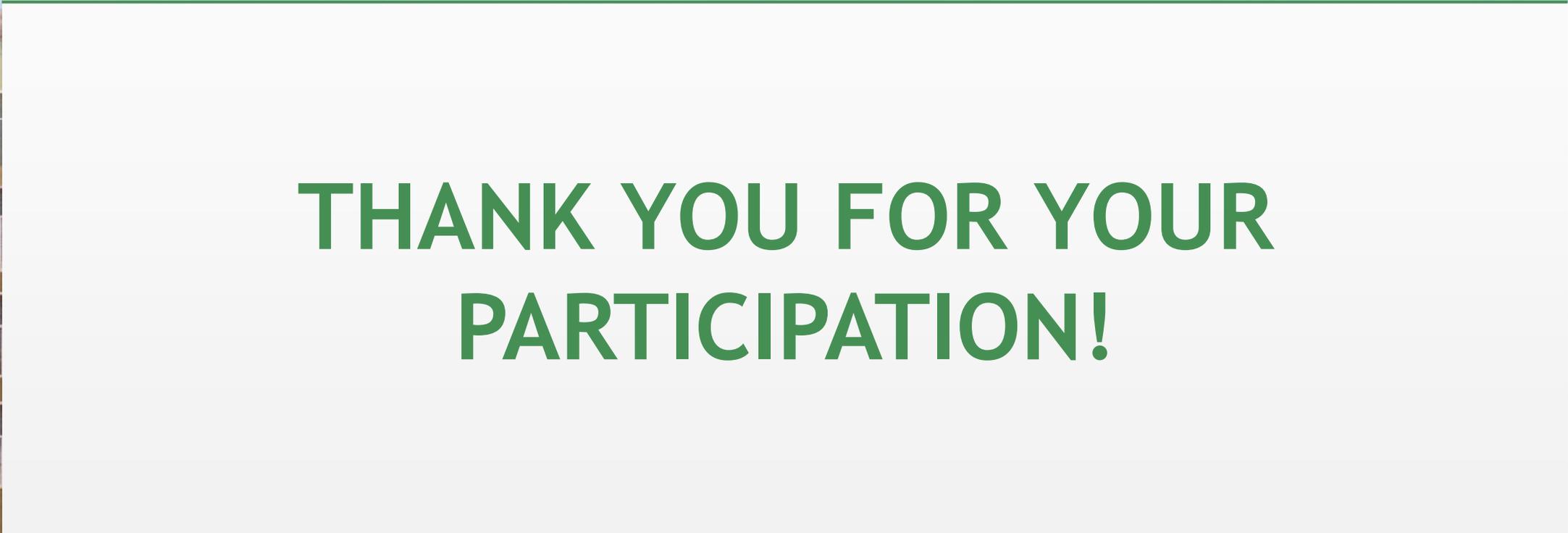


**INVITE COMING SOON**

The PY25 Open Enrollment Office Hour: Session Two invite will be distributed two weeks prior.



PREPARED TOPICS	DESCRIPTION
Updating Income Details	<ul style="list-style-type: none"> <li>Adding new income sources or updating existing income records.</li> </ul>
Document Upload	<ul style="list-style-type: none"> <li>How to upload Requests for Information (RFIs) for household members.</li> </ul>
Report a Change (RAC): Update Information Screen	<ul style="list-style-type: none"> <li>How to update case details using the Report a Change feature.</li> </ul>
Comparing Coverage Plans	<ul style="list-style-type: none"> <li>How to use the Prescreening Tool to compare plans.</li> <li>Change Plan option from the EMM.</li> </ul>
Agent Delegation	<ul style="list-style-type: none"> <li>How to add delegate Agents to your account.</li> </ul>
Extension of kynect On Demand (KOD) to kynectors	<ul style="list-style-type: none"> <li>Overview of kynect on Demand and how to utilize it to assist Residents.</li> </ul>



**THANK YOU FOR YOUR  
PARTICIPATION!**