kynect On Demand

What is kynect On Demand?

kynect On Demand is a new process that allows Residents who need help applying or enrolling in a Health Care Plan to submit a request through kynect and get a call back from registered and available Insurance Agents or kynectors/Agency Admins within 30 minutes!

> **Did You Know?**
>
> Registering to participate in kynect On Demand is easy and can be completed in as little as 15 minutes!

Are Agents and kynectors/Agency Admins required to meet certain criteria before registering for kynect On Demand?

Yes! They must meet the minimum criteria listed below:

- Agents must have an active license and have completed/received their My Purpose Certification
- Agents must have their latest contact information in the DOI
- Agents must complete the Registration process in kynect On Demand (see question below)
- Only active kynectors and Agency Admins are able to register for kynect On Demand

How do Agents and kynectors/Agency Admins register to participate in kynect On Demand?

To participate, Agents and kynectors/Agency Admins must login to the respective Portal and click on the 'kynect On Demand' tab. Upon clicking the 'kynect On Demand Tab, Agents and kynectors/Agency Admins are required to complete the following sections:

1. Agree to Register
2. Provide Preferred Contact Information
3. Establish Schedule & Availability

Upon completing the above steps, Agents and kynectors/Agency Admins are fully enrolled and able to assist Residents through kynect on Demand!

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What is a referral?

Referrals are created after a Resident submits a request through kynect. Upon submitting the request, a Referral is created and assigned to an Agent or kynector/Agency Admin based on multiple factors (program, proximity, availability, preferred language, and how many missed referrals). It is important to note that there are two types of referrals: General and Mass Referrals.

General Referrals should be accepted or rejected by an Agent or kynector/Agency Admin within 15 minutes of being assigned, and Mass Referrals are meant to be completed on a first come first serve basis. Agents and kynectors/Agency Admins receive referral notifications via email and text message, in which they can view and click the link sent, either on desktop or mobile view, to accept or reject the new referral. Once a mass referral is accepted, the Resident's contact information is shared with the first Individual who accepted the referral.

What happens if I miss a referral?

As a best practice, Agents and kynectors/Agency Admins should always do their best to complete an assigned referral. However, if an Agent or kynector/Agency Admin misses 3 consecutive referrals, they are de-registered from kynect On Demand and must re-register if they would like to continue with the program. Therefore, Agents and kynectors/Agency Admins must make sure to address all assigned referrals within the allotted timeframe.

How do I complete a referral?

Upon receiving a referral, Agents or kynectors/Agency Admins should take the following actions to complete it:

1. Accept the referral within the 'Referral Manager' section of the Quick Updates Dashboard via a computer.
    a. Alternatively, the Agent or kynector/Agency Admin can click the referral notification link sent via email or text message on their mobile device and select 'Accept' on the 'Manage Referral' page. The Agent or kynector/Agency Admin then has five minutes to enter the One Time Passcode (OTP) and click 'Continue'. If the OTP expires or is not validated, a new OTP can be sent by clicking the 'Resend' button. When the OTP is validated, the 'Customer Details' page displays the Resident's details to review; this page expires after five minutes.

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2. Upon accepting the referral, the Referral Status changes from ‘Pending’ to ‘In Progress’ and the Resident’s contact information is shared with the Agent or kynector/Agency Admin.
3. The Agent or kynector/Agency Admin should then contact the Resident via their preferred contact method to help the Resident apply or select the plan that is best for them.
4. Upon contacting the Resident, the Agent or kynector/Agency Admin must then update the Referral Status to ‘Complete’ to close out the referral.

How do I update my contact information?

Agents must take the following actions to update their contact information:

1. Click your name in the upper right-hand corner to access the ‘My Information’ screen.
2. On the ‘My Information’ screen, in the Additional Preferences tile, click the ‘Edit’ hyperlink next to applicable section.
3. Update the preferences accordingly and when complete click ‘Save’.

Kynectors/Agency Admins can update their contact information by entering a KOD Phone Number and/or KOD Email on the Preferred Contact screen, or if using the KOG Phone Number or Email, update their contact details in Kentucky Online Gateway (KOG).