

The Commonwealth of Kentucky
kynect State-Based Marketplace



kynect On Demand QRG

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Introduction

This document provides information on various processes for kynect On Demand such as registration, dashboard navigation, referral logic, as well as rules and guidelines for both Agents and kynectors.

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1 kynect On Demand Program Overview

kynect on Demand enables Residents to request assistance with kynect benefit applications, plan enrollments, or both, and receive a call back from a kynector or Agent within 30 minutes. Agents and kynectors must first register for the program to be able to receive kynect On Demand referrals.

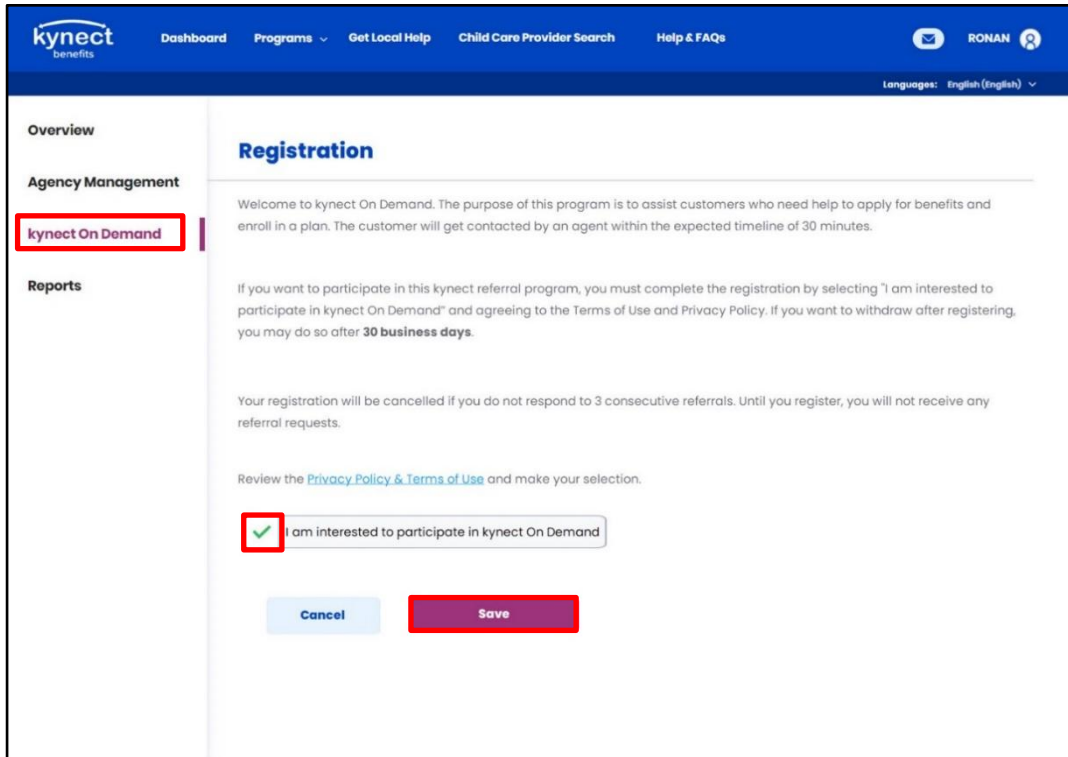
2 Registration

Registering allows kynectors and Agents to assist Residents with benefit applications and plan enrollments.

2.1 kynect On Demand: Registration Process for kynectors

Complete the following steps to register as a kynector in kynect On Demand:

1. To participate in kynect On Demand, kynectors must complete the Registration in the Self Service Portal (SSP) via kynect On Demand. Select the **kynect on Demand** tab in SSP to display the **Registration** screen.
2. To register on the **Registration** screen, kynectors must select the **I am interested to participate in kynect On Demand** checkbox and then select **Save** which stores this information and navigates kynectors to the **Preferred Contact** screen. If **Cancel** is selected, kynectors are navigated to the non-citizen dashboard.



Please note: Clicking the *Privacy Policy & Terms of Use* link displays a pop-up of the applicable information regarding kynect benefits branding Privacy Policy & Terms of Use.

3. On the **Preferred Contact** screen, the **Preferred Contact Method**, **KYID Phone Number** and **KYID Email** fields are pulled from the [KYID Portal](#) and are non-editable. Any changes must be made through the KYID Portal. **Preferred Contact Method** options include **Email and Text**, **Text only**, and **Email only**.
4. If the kynector does not want to use the KYID details, check the box beside **To use KOD contact information, please check this box**. The **KOD Phone Number** and **KOD Email** fields may be edited only if checked. Update these fields with the preferred phone number and email address.
5. The **Preferred Language(s)** field is not editable on this screen and may be updated using **My Information** screen in kynect.
6. Select **Save** to navigate to the **My Availability** screen or if desired, select **Cancel** to cancel registering for kynect On Demand.

The screenshot displays the 'Preferred Contact' interface. At the top, there's a navigation bar with 'kynect benefits' logo and links for Dashboard, Programs, Get Local Help, Child Care Provider Search, and Help & FAQs. A user profile 'RONAN' is visible. The main content area is titled 'Preferred Contact' and includes a status indicator 'I am available'. Below this, a message states: 'Your current contact details and preferred language(s) are displayed below. KOG Phone Number and Email will be used as default contact information. If needed, you can update your details through the [KOG Portal](#).' The form contains three main sections: 1) KYID details: 'Preferred Contact Method' (Email), 'KOG Phone Number' (123-456-7899), and 'KOG Email' (hgarcia@abc.com). 2) KOD details: A checked checkbox 'To use KOD contact information, please check this box', followed by empty 'KOD Phone Number' and 'KOD Email' fields. 3) Language: 'Preferred Language(s)' set to 'English'. At the bottom, there are 'Cancel' and 'Save' buttons, with 'Save' highlighted in red.

Please note: kynect recommends utilizing either **Email and Text** or **Text Only**.

Quick Reference Guide: kynect On Demand

1. On the **My Availability** screen, kynectors/Agency Admins may review the default settings and make changes as needed by selecting the checkbox for the desired day. Select **Edit** to make the necessary updates in the pop-up card. Add in the **Start Time** and **End Time**. Select **Save**.
 - The **Time Zone** drop-down is set to **Eastern Time (ET)** by default.
 - Hour values are from 01 to 12. Minutes are listed in intervals of 15: 00, 15, 30, 45. Selection must be made for AM or PM.
 - Saturday and Sunday are marked as **Not Available** by default.
 - Upon selecting the day's checkbox, weekday availability is marked 9:00 AM - 5:00 PM by default.
 - **End Time** and the **Save** button are enabled after **Start Time** (Hour, Minutes, AM/PM) values are selected. Upon selecting **Save**, the opted time displays with the card.
 - If **Start Time** and **End Time** are the same when editing, a message displays, "Start Time and End Time cannot be the same." If **Start Time** entered is greater than **End Time**, a message displays "Start Time cannot be greater than End Time." If **End Time** is not entered, then upon selecting **Save** a message displays, "End Date is required."
 - **Close** icon closes the modal.
2. To add a **Break**, select the checkbox for the desired day, then select the **Expand/Plus sign** icon (the **Expand** icon is only visible if the checkbox is selected). Upon selecting the **Expand** icon, a **Break** card displays with this message, "Add break hours within available hours." Enter the **Start Time** and **End Time** using the same values/parameters listed above, then select **Save**.
 - For each day, only one break can be added; the **Expand** icon is disabled on 'Not Available' days and when a break has already been added.
 - kynectors should only select break times within the available hours, otherwise a message displays, "Add break hours within available hours."
 - **Start Time** cannot be the same or greater than **End Time**, otherwise the above validation messages are displayed.
 - The **Remove/Trash Can** icon removes the **Break** card.
3. **Out of Office Hours** should be added if taking an extended leave of absence to prevent referrals from being received. Select the desired **Start Date** and **End Date** to enable the **Edit** button. Select the **Edit** button to display a pop-up card titled "Edit Time for Out of Office Hours", then enter the **Start Time** and **End Time** using the same values/parameters listed above. Select **Save** to complete the registration process which navigates kynectors to the **Quick Updates** screen with **kynect on Demand** subsections displayed on the left navigation panel.
 - If the **Start** and **End Date** are today's date, and if the **Start** and **End Time** are not entered, a message displays, "Start Time and End Time are required."
 - If the **Start** and **End Date** are today's date, and if the **Start** and/or **End Time** are in the past, then a message displays, "Start and End Time must be in future."
 - **Start Time** cannot be the same or greater than **End Time**, otherwise the validation messages are displayed.

Quick Reference Guide: kynect On Demand

My Availability

Available hours or out of office hours can be updated anytime, according to your needs. Add breaks to your available days by clicking on the expand icon.

Time Zone: Eastern Time (ET)

Day	Availability	Action
Sunday	Not Available	edit
Monday	8:00 AM - 05:00 PM	edit
Tuesday	8:00 AM - 05:00 PM	edit
Wednesday	8:00 AM - 05:00 PM	edit
Thursday	8:00 AM - 05:00 PM	edit
Friday	8:00 AM - 05:00 PM	edit
Saturday	Not Available	edit

Out of Office Hours

Start Date: mm/dd/yyyy End Date: mm/dd/yyyy

Start and End Time: hh/mm - hh/mm

Cancel Save

Edit Time for Monday

Start Time

Hour: 09 Minute: 00 AM/PM: AM

End Time

Hour: 01 Minute: 00 AM/PM: PM

Save

Cancel

Please note: kynect will refer to availability before assigning a referral. The kynector/ Agency Admin must maintain their Availability Settings so that they only receive referrals when available. If a kynector does not respond to 3 consecutive 'General' requests, they must re-register to participate. Available hours or out of office hours may be updated at any time and over those periods, no referrals are received.

2.2 kynect On Demand: Registration Process for Agents

Complete the following steps to register as an agent in kynect On Demand:

1. From the **Agent Portal Dashboard**, select on the **kynect On Demand** tab to navigate to the **Registration** screen.
2. Select the radio button to indicate interest in participating in kynect On Demand and check the box to agree to the *kynect Terms of Use and Privacy Policy*.
3. Select **Save** to continue to the **Preferred Contact** screen.

The screenshot shows the 'Kynect On Demand' registration page. The page title is 'Registration'. The main content area contains a large red placeholder text: '<Placeholder verbiage>'. Below this, there are two input fields: a radio button for 'I am interested to participate in kynect on Demand.' and a checkbox for 'I agree to kynect Terms of Use and Privacy Policy.'. At the bottom, there are two buttons: 'Cancel' and 'Save'.

Please note: Once registered, one must wait 30 business days to withdraw. Once registered, registration may be cancelled if unresponsive to 3 consecutive

Quick Reference Guide: kynect On Demand

4. The **Preferred Contact** screen provides the Agent's DOI contact details. Review the details and select the preferred contact method to receive notifications. Details may be updated by selecting the *Settings* hyperlink (or the **Settings** tab).
5. **Preferred Contact Method** is set to *-Select-* initially and is required. Drop-down value options are 'Text only', 'Email and Text', and 'Email only'.
6. **Phone Number** is a read-only text box that displays the Agent's primary phone number available in (IEES) Agent Portal. **Phone Number** is only displayed if 'Text only' or 'Email and Text' is selected for **Preferred Contact Method**. 10 digits should be present.
7. **Email** is a read-only text box that displays the Agent's primary email available in (IEES) Agent Portal. **Email** is only displayed if 'Email only' or 'Email and Text' is selected for **Preferred Contact Method**. The Agent will receive a message if the email is invalid (example: johndoe@abc is invalid; johndoe@abc.com is valid).
8. **Preferred Language** will display the selection(s) made in the **Settings** tab.
9. Select **Save** to navigate to the **My Availability** screen. Select **Cancel** to reset the entered values and remain on the screen.

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My Account Help

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

Preferred Contact

Your current DOI contact details and preferred language(s) are displayed below. You can update this information using [Settings](#).

Preferred Contact Method	Email and Text v
Phone Number	123-456-7899
Email	hgarcia@abc.com
Preferred Language	English, Spanish

Cancel **Save**

Quick Reference Guide: kynect On Demand

10. Review the details of the **My Availability** screen. Note that **Available Hours** and **Out of Office Hours** may be updated at any time.
11. Select the appropriate **Time Zone**. Options are either the default Eastern Standard Time (EST) or Central Standard Time (CST), which is 1 hour behind EST. The system will convert the time zone appropriately when validating for availability.
12. Update the **Available Hours**. Every day of the week is displayed. The **hh** drop-down includes values from 0 to 12. The **mm** drop-down will have 5-minute intervals for both am and pm (00, 05, 10, ... 50, 55).
13. If **Not Available** is checked, then the hour and minute drop-downs are disabled. By default, **Not Available** will be checked for Saturday and Sunday.
14. Select the **Add Break** hyperlink to add a break to a day. Select **Remove Break** to remove as needed.
15. To mark out-of-office status outside of normal office hours, select a **Start Date** and **End Date** in the **Out of Office Hours** section. Only current or future dates may be selected. **End Time** is only enabled once a valid **Start Date** is entered.
16. Select **Save**.
17. After completing the registration process, navigation directs to the **kynect On demand Quick Updates Dashboard**.

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Overview Book Of Business My Quotes My Delegates Messages **kynect on Demand** Settings

My Availability

You can update anytime your available hours or out of office hours according to your needs.

Available Hours

Time Zone: Eastern Standard Time (EST)

Sunday	hh v	mm v	To	hh v	mm v	Add Break	<input checked="" type="checkbox"/> Not Available
Monday	09 v	00 AM v	To	05 v	00 PM v	Add Break	<input type="checkbox"/> Not Available
Tuesday	09 v	00 AM v	To	05 v	00 PM v	Add Break	<input type="checkbox"/> Not Available
Wednesday	09 v	00 AM v	To	05 v	00 PM v	Add Break	<input type="checkbox"/> Not Available
Thursday	09 v	00 AM v	To	05 v	00 PM v	Add Break	<input type="checkbox"/> Not Available
Friday	09 v	00 AM v	To	05 v	00 PM v	Add Break	<input type="checkbox"/> Not Available
Saturday	12 v	00 PM v	To	03 v	00 PM v	Remove Break	<input type="checkbox"/> Not Available
	hh v	mm v	To	hh v	mm v	Add Break	<input checked="" type="checkbox"/> Not Available

Out of Office Hours

Start Date: MM/DD/YYYY Start Time: hh v mm v

End Date: MM/DD/YYYY End Time: hh v mm v No End Time

[Cancel](#) [Save](#)

Please note: Click the **Cancel** button to cancel the registration process. Upon clicking **Cancel**, a pop-up displays confirming the desire to cancel registration, and that the process may be completed later.

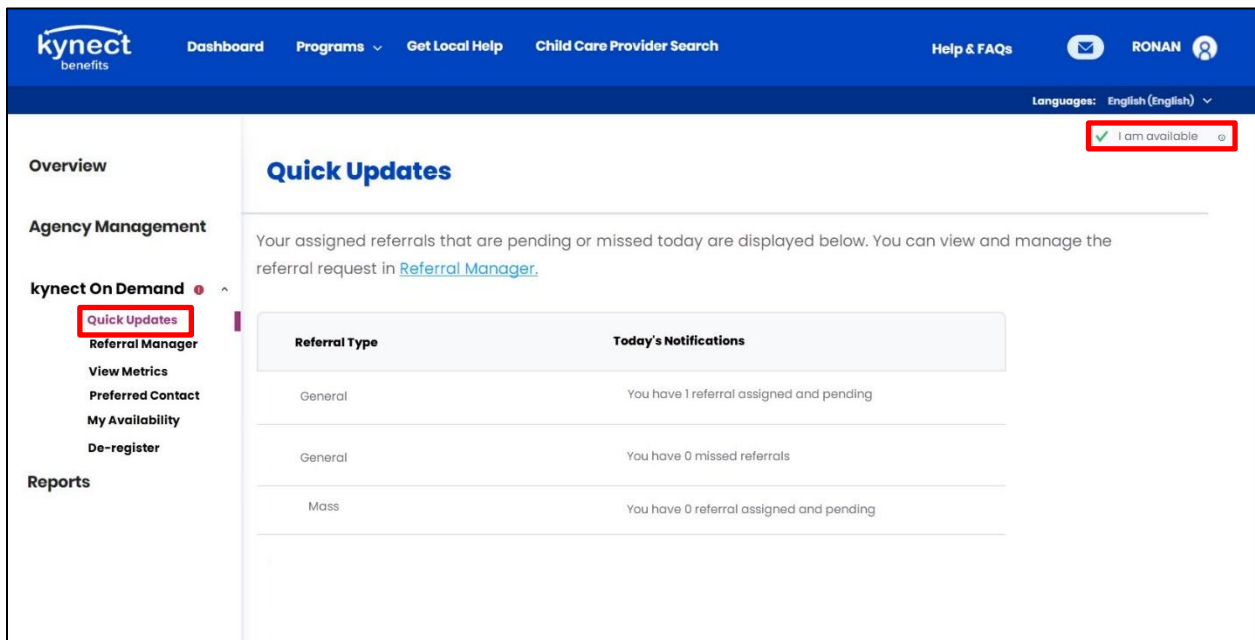
3 Dashboard for kynectors and Agents

The Dashboard is a central hub that allows kynectors and Agents to access various kynect On Demand features such as referrals and metrics, and a way to update their availability and preferred contact information.

3.1 kynect On Demand Dashboard: Quick Updates

1. **Quick Updates** is the landing screen for the KOD Dashboard. This section displays notifications about the number of pending referrals (**General** and **Mass**), as well as missed referrals (**General**) for the current day.
 - **General Referrals** occur when a Resident submits a KOD request. The system identifies the appropriate path and assigns the General referral to the available kynector/Agency Admin or Agent, who are expected to take action within 15 minutes from the time of assignment. If no action is taken or rejected, the referral will expire, and it will be sent to the next available individual.
 - **Mass Referrals** occur when a General referral is not accepted by any kynector/Agency Admin or Agent within the allotted 15 minutes. This will be assigned to who accepts it first, so any kynectors/Agency Admins or Agents must act by either accepting or rejecting the referral as quickly as possible.
2. Users can modify their availability by using the **checkbox** in the top right corner. If the current availability shows as off and they want to be available, the user must modify their availability hours to be available for the desired time period.

Quick Updates screen in kynect for kynectors:



Quick Reference Guide: kynect On Demand

Quick Updates screen in Agent Portal for Agents:

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My Account Help

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

Today's Availability ON

Refresh

Quick Updates

Your assigned referrals that are pending or missed today are displayed below. You can view and manage the referral request in Referral Manager.

Referral Type	Today's Notifications
General	You have 1 referral assigned and pending
General	You have 0 missed referral
Mass	You have 0 referral assigned and pending

- Referral Manager
- View Metrics
- My Availability
- Preferred contact
- De-Register

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Please note: The **General** assigned and pending referrals count will display either 0 or 1. The **General** missed referrals count ranges from 0 to 3. The **Mass** assigned and pending referrals count ranges from 0 to 99.

3.2 kynect On Demand Dashboard: Referral Manager

Referral Manager allows users to expand, view, and manage assigned referrals. Users may also leverage the **Search** function by adding in criteria including **Name** (First and Last), **Referral Status** (see below for definitions), and **From/To Dates**. The **Results** section contains a maximum of 10 records, pagination displays results past 10 records.

1. **Referral Type** shows either **General** or **Mass**. See Section 3.1 for an explanation of **General Referrals** and **Mass Referrals**.
2. The **Name** field displays the Customer's First Name and Last Name.
3. The **Customer Zip Code** field lists the customer's zip code.
4. The **Contact Details** column displays the customer's contact details, either email or phone number. If the Referral Status is Pending, Rejected, or Missed, then this may be blank. Once accepted, review the details of the Individual and contact them at the listed contact details.
5. The **Referral Assigned** column lists the date (mm/dd/yyyy) and time the referral was assigned in descending order. If accepted, the status will update to In Progress.
6. The **Action** column allows the user to **Accept** or **Reject** (Red X in Agent Portal) the referral, if available. Select **Accept** (Green check mark in Agent Portal) or **Reject** (Red X in Agent Portal) on the referral based on availability. Agency admin and kynectors can accept both General and Mass referrals.
 - This column also displays Accepted or Rejected if the user took the respective action. Missed displays if the user did not respond to the General referral and it will be sent as a Mass referral to all agents. If assigned a General referral, it is expected that action is taken within 15 minutes. Mass referrals are assigned based on a 'First Come First Serve' basis.
7. **Referral Status** conveys the current status of the referral and should be updated after assisting the Resident:
 - **Pending:** Action has yet to be taken; the default setting.
 - **In Progress:** Referral has been accepted or rejected. If in progress, the agent may update to **Unable to reach customer**, **Follow-up completed**, or **Follow-up in progress**.
 - **Completed:** Request is accepted, and Customer is successfully assisted.
 - **Unable to reach Customer:** User accepts but customer did not respond after 3 tries or not looking for further assistance.
 - **Follow-up in progress:** User accepts but customer not available currently or wanted to connect back later. In this status, User may update to **Follow-up completed**.
 - **Follow-up completed:** After being unable to reach the customer, User updates from **Follow-up in progress** to **Follow-up completed**.

Quick Reference Guide: kynect On Demand

8. Users may also leverage the following **Search** fields to find specific referrals, as needed:

- **Name**
- **Referral Status**
- **Referral Received Date** (kynectors)
- **From Date** and **To Date** (Agents)

Manage Referral screen for kynectors:

Referral Manager

Search filters:

- Name: All
- Referral Status: All
- Referral Received Date: All Time

1 Referral Type	2 Name	3 Customer Zip Code	4 Contact Details	5 Referral Assigned	6 Action	7 Referral Status
General		40506		23/05/2023 11:07 AM	Accept Reject	Pending
General		40506		21/05/2023 3:14 PM	Missed	
Mass	Jane Doe	40510	janedoe@mail.com	20/05/2023 2:32 PM	Accepted	In Progress

Note:

1. If you are assigned a 'General' referral then you are expected to take an action within **15 min** and if no action taken then your referral will expire and will be sent to the next available kynector in kynect On Demand.
2. If you are assigned a 'Mass' referral and accepted then based on 'First Come First Serve' system will share the customer contact information to the first accepted kynector.

Please note: Requests can be submitted outside business hours. Requests submitted between 12:00 am and 6:00 am EST will receive an automated message to indicate a response during business hours. Requests submitted after work hours will display on the **Quick Updates** screen if the user's status is marked Available.

Quick Reference Guide: kynect On Demand

Manage Referral screen for Agents:

Kentucky Health Benefit Exchange | My Account | Help | Welcome Hills Garcia | Sign Out | About | Help

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

Today's Availability ON Refresh

Quick Updates
Your assigned referrals that are pending or missed today are displayed below. You can view and manage the referral request in Referral Manager.

Referral Type	Today's Notifications
General	You have 1 referral assigned and pending
General	You have 0 missed referral
Mass	You have 0 referral assigned and pending

Referral Manager

8 Name Referral Status **All** v
From Date To Date

1 2 3 4 5 6 7

Referral Type	Name	Customer Zip Code	Contact Details	Referral Assigned	Action	Referral Status
Mass		40506		05/23/2023 11:07 AM	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	Pending
General	John Doe	40507	123-456-7892	05/21/2023 09:19 AM	Accepted	In Progress v
General		40506		05/15/2023 01:01 PM	Missed	
Mass	Jane Doe	40510	janedoe@ebc.com	05/14/2023 02:32 PM	Accepted	Follow-up in Progress v
General	Ben Smith	40501	233-333-3333	05/12/2023 04:01 PM	Accepted	Unable to reach customer v
General	Jason Jr	40506	222-222-2222	05/12/2023 04:45 PM	Accepted	Completed v
General		40506		05/08/2023 11:20 AM	Rejected	
Mass	Amy Beth	40506	amybeth@xyz.com	05/07/2023 10:01 PM	Accepted	Completed v

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Note:
1. If you are assigned a 'General' referral then you are expected to take an action within **15 min** and if no action taken then your referral will expire and will be sent to next available agent in kynect on Demand.
2. If you are assigned a 'Mass' referral and accepted then based on 'First Come First Serve' system will share the customer contact information to the first accepted agent.

View Metrics | My Availability | Preferred Contact | De-Register

3.3 kynect On Demand Dashboard: View Metrics

The **View Metrics** tab provides detailed information about the assigned referrals metrics.

3.3.1 View Metrics for kynectors

1. The current month's metrics are viewed by default, but the user may view different periods by adjusting the **Frequency**. Options include **Last 1 month**, **Last 3 months**, **Last 6 months**, **Last 9 months**, **Last Year**, and **All Time**.
2. Select **Submit** to display the applicable results or select **Reset** for default settings.
3. In the **General Referrals** and **Mass Referrals** boxes, the **Total Referrals** tabs display how many referrals have been accepted, rejected, and missed. Both Accepted Referrals tabs display a breakdown of accepted referrals into the following categories: *Completed Referrals*, *Unable to reach customer*, *Follow-up in progress*, *Follow-up completed*, and *In Progress Referrals*.

View Metrics screen for kynectors:

The screenshot displays the 'View Metrics' interface for kynectors. The navigation menu on the left includes 'View Metrics' (highlighted with a red box). The main content area features a 'View Metrics' header, a 'Frequency' dropdown menu (labeled 1) set to 'Monthly', and 'Reset' and 'Submit' buttons (labeled 2). Below these are two tables: 'General Referrals' and 'Mass Referrals'. The 'General Referrals' table shows 4 Completed Referrals, 2 Unable to reach customer, 0 Follow-up in progress, 0 Follow-up completed, and 0 In Progress Referrals. The 'Mass Referrals' table shows 6 Total Accepted Referrals, 3 Total Rejected Referrals, and 1 Total Missed Referrals. A red box highlights the 'View Metrics' menu item, the frequency dropdown, the buttons, and the two data tables. A 'Not available' button is visible in the top right corner.

General Referrals	
Total General Referrals	Accepted General Referrals
Completed Referrals	4
Unable to reach customer	2
Follow-up in progress	0
Follow-up completed	0
In Progress Referrals	0

Mass Referrals	
Total Mass Referrals	Accepted Mass Referrals
Total Accepted Referrals	6
Total Rejected Referrals	3
Total Missed Referrals	1

3.3.2 View Metrics for Agents

1. The current month's metrics are viewed by default, but the user may view different periods by adjusting the **Frequency** or **Start Date** and **End Date**. Options include **Last 1 month**, **Last 3 months**, **Last 6 months**, **Last 9 months**, **Last Year**, and **All Time**.
2. Select **Submit** to display the applicable results or select **Reset** for default settings.
3. The **General Referrals** box displays how many referrals have been accepted, rejected, and missed. The **Mass Referrals** box displays the number of accepted mass referrals.
4. Both the **Breakdown of Accepted General Referrals** and **Breakdown of Accepted Mass Referrals** boxes display a breakdown of accepted referrals into the following categories: *Completed Referrals*, *Unable to reach customer*, *Follow-up in progress*, *Follow-up completed*, and *In Progress Referrals*.

View Metrics screen for Agents:

View Metrics screen for Agents:

The screenshot shows the 'View Metrics' screen for Agents in the Kentucky Health Benefit Exchange. The interface includes a navigation bar with 'Overview', 'Book Of Business', 'My Quotes', 'My Delegates', 'Messages', 'kynect On Demand', and 'Settings'. A 'Quick Updates' section displays 'Today's Availability' as ON. Below this, a 'Referral Manager' section contains a 'View Metrics' link. The main content area shows the current monthly metrics, with a 'Frequency' dropdown set to 'Monthly' and 'Start Date' and 'End Date' fields. A 'Reset' button and a 'Submit' button are visible. Below these are two summary tables: 'General Referrals' and 'Mass Referrals'. At the bottom, there are two breakdown tables: 'Breakdown of Accepted General Referrals' and 'Breakdown of Accepted Mass Referrals'. Red boxes and numbers 1-4 highlight key elements: 1. Frequency dropdown and Start/End Date fields; 2. Reset and Submit buttons; 3. General Referrals and Mass Referrals summary tables; 4. Breakdown of Accepted General Referrals and Breakdown of Accepted Mass Referrals tables.

Referral Type	Today's Notifications
General	You have 1 referral assigned and pending
General	You have 0 missed referral
Mass	You have 0 referral assigned and pending

General Referrals		Mass Referrals	
Total Accepted Referrals	6	Total Accepted Referrals	5
Total Rejected Referrals	3		
Total Missed Referrals	1		

Breakdown of Accepted General Referrals		Breakdown of Accepted Mass Referrals	
Completed Referrals	4	Completed Referrals	2
Unable to reach customer	2	Unable to reach customer	1
Follow-up in progress	0	Follow-up in progress	1
Follow-up completed	0	Follow-up completed	0
In Progress Referrals	0	In Progress Referrals	1

3.4 kynect On Demand Dashboard: Preferred Contact

The **Preferred Contact** screen allows the user to review and update preferred contact details and method to receive notifications. Refer to Section 2 above for instruction on how to update preferred contact details.

Preferred Contact screen for kynectors:

The screenshot shows the kynect On Demand dashboard. The top navigation bar includes the kynect logo, Dashboard, Programs, Get Local Help, Child Care Provider Search, and Help & FAQs. The user's name, RONAN, is visible in the top right corner. The main content area is titled "Preferred Contact" and contains the following information:

- Preferred Contact Method:** Email
- KOG Phone Number:** 123-456-7899
- KOG Email:** hgarcia@abc.com
- To use KOD contact information, please check this box
- KOD Phone Number:** [Empty field]
- KOD Email:** [Empty field]
- Preferred Language(s) can be updated using [My Info.](#)
- Preferred Language(s):** English

At the bottom of the form, there are two buttons: "Cancel" and "Save".

Preferred Contact screen for Agents:

Kentucky Health Benefit Exchange

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My Account Help

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Today's Availability ON Refresh

Quick Updates

Your assigned referrals that are pending or missed today are displayed below. You can view and manage the referral request in Referral Manager.

Referral Type	Today's Notifications
General	You have 1 referral assigned and pending
General	You have 0 missed referral
Mass	You have 0 referral assigned and pending

Referral Manager

View Metrics

My Availability

Preferred Contact

Your current DOI contact details and preferred language(s) are displayed below. You can update this information using [Settings](#).

Preferred Contact Method: Email and Text v

Phone Number: 123-456-7899

Email: hgarcia@abc.com

Preferred Language: English, Spanish

Cancel Save

De-Register

Please note: For Agents, the screen order is as shown above: **My Availability** before **Preferred Contact**. This screenshot is placed here only for demonstrative purposes after kynectors **Preferred Contact** screen is shown.

3.5 kynect On Demand Dashboard: My Availability

The **My Availability** section allows the user to review and modify their availability, including Out of Office Hours as necessary. Refer to **Section 2** above for more information.

My Availability screen for kynectors:

The screenshot shows the 'My Availability' screen in the kynect On Demand dashboard. The interface includes a top navigation bar with the kynect logo, user name 'JAMES', and language settings. A left sidebar contains navigation options like 'Overview', 'kynect On Demand', 'Quick Updates', 'Referral Manager', 'View Metrics', 'Preferred Contact', 'My Availability', and 'Reports'. The main content area is titled 'My Availability' and features a status indicator 'I am available'. Below this, there is a section for 'Available Hours' with a 'Time Zone' dropdown set to 'Eastern Time (ET)'. A list of days follows, each with a checkbox, a status (e.g., 'Not Available' or '09:00 AM - 05:00 PM'), an 'Edit' button, and an expand icon. The 'Out of Office Hours' section includes fields for 'Start Date', 'End Date', and 'Start and End Time' (hh/mm - hh/mm), each with an 'Edit' button. At the bottom, there are 'Cancel' and 'Save' buttons.

Day	Status	Hours	Action
Sunday	Not Available		Edit
Monday	Available	09:00 AM - 05:00 PM	Edit
Tuesday	Available	09:00 AM - 05:00 PM	Edit
Wednesday	Available	09:00 AM - 05:00 PM	Edit
Thursday	Available	09:00 AM - 05:00 PM	Edit
Friday	Available	09:00 AM - 05:00 PM	Edit
Saturday	Not Available		Edit

Quick Reference Guide: kynect On Demand

My Availability screen for Agents:

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

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

Today's Availability ON Refresh

Quick Updates

Your assigned referrals that are pending or missed today are displayed below. You can view and manage the referral request in Referral Manager.

Referral Type	Today's Notifications
General	You have 1 referral assigned and pending
General	You have 0 missed referral
Mass	You have 0 referral assigned and pending

Referral Manager | View Metrics | **My Availability**

You can update anytime your available hours or out of office hours according to your needs.

Available Hours

Time Zone: Eastern Standard Time (EST) v

Day	Start Time	To	End Time	Action	Not Available
Sunday	hh v mm v	To	hh v mm v	Add Break	<input checked="" type="checkbox"/>
Monday	09 v 00 AM v	To	05 v 00 PM v	Add Break	<input type="checkbox"/>
Tuesday	09 v 00 AM v	To	05 v 00 PM v	Add Break	<input type="checkbox"/>
Wednesday	09 v 00 AM v	To	05 v 00 PM v	Add Break	<input type="checkbox"/>
Thursday	09 v 00 AM v	To	05 v 00 PM v	Add Break	<input type="checkbox"/>
Friday	09 v 00 AM v	To	05 v 00 PM v	Add Break	<input type="checkbox"/>
Saturday	12 v 00 PM v	To	03 v 00 PM v	Remove Break	<input type="checkbox"/>
Saturday	hh v mm v	To	hh v mm v	Add Break	<input checked="" type="checkbox"/>

Out of Office Hours

Start Date: MM/DD/YYYY | Start Time: hh v mm v | End Date: MM/DD/YYYY | End Time: hh v mm v | No End Time

Cancel | Save

Preferred Contact | De-Register

Please note: For Agents, the screen order is as shown above: **My Availability** before **Preferred Contact**. This screenshot is placed here only for demonstrative purposes after kynectors **My Availability** screen is shown.

3.6 kynect On Demand Dashboard: De-Register

The **De-Register** screen allows users to disenroll themselves from the kynect On Demand program.

1. Select the **I am not interested to participate in kynect On Demand** checkbox to indicate the desire to no longer participate in kynect On Demand. Users can re-register only after 45 days, until users register, they will not be able to participate in the program.
2. Select **Save** to store the information and navigate to the non-citizen dashboard. Select **Cancel** to reset the values and remain on the screen.
3. Once de-registered, the referral information will be maintained in kynect On Demand tables. After de-registering, the **kynect On Demand** link in the left navigation panel does not appear for 45 calendar days.

De-Register screen for kynectors:

The screenshot shows the 'De-Register' screen in the kynect On Demand dashboard. The top navigation bar includes the kynect logo, 'Dashboard', 'Programs', 'Get Local Help', 'Child Care Provider Search', 'Help & FAQs', 'RONAN', and a user profile icon. The left sidebar contains navigation options: Overview, Agency Management, kynect On Demand (with a sub-menu including Quick Updates, Referral Manager, View Metrics, Preferred Contact, My Availability, and De-Register), and Reports. The main content area is titled 'De-Register' and contains the following text: 'If you do not want to participate in kynect On Demand, select "I am not interested to participate in kynect On Demand". You can re-register only after 45 days until you register you will not be able to participate in this program.' Below this text is a checkbox labeled 'I am not interested to participate in kynect On Demand' which is checked. At the bottom of the form are two buttons: 'Cancel' and 'Save'.

Please note: For kynectors, this screen is enabled only for those who have registered more than 45 days ago.

Quick Reference Guide: kynect On Demand

De-Register screen for Agents:

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

Today's Availability ON Refresh

Quick Updates

Your assigned referrals that are pending or missed today are displayed below. You can view and manage the referral request in Referral Manager.

Referral Type	Today's Notifications
General	You have 1 referral assigned and pending
General	You have 0 missed referral
Mass	You have 0 referral assigned and pending

- Referral Manager
- View Metrics
- My Availability
- Preferred contact
- De-Register**

If you do not want to participate in kynect on Demand, select "I am not interested to participate in kynect on Demand". Until you register you will not be able to participate in this program.

I am not interested to participate in kynect on Demand.

Cancel Save

Please note: For Agents, this screen is enabled only for those who have registered more than 30 days ago.

4 Referral Process

Below is an overview of the referral process through kynect On Demand. The expectation is that a kynector/Agency Admin or Insurance Agent will contact the Resident in 30 minutes or less for cost-free assistance with enrolling in or applying for health coverage (Qualified Health Plans with or without APTC), Medicaid, SNAP, or CCAP.

1. The Resident submits the kynect On Demand request in the **Self Service Portal** and agrees to the **Terms and Conditions / Privacy Policy**.

kynect On Demand

A kynect Insurance Agent or kynector will contact you in 30 minutes or less* to help you **enroll in health coverage** (Qualified Health Plans with or without APTC), Medicaid, SNAP, or CCAP. Insurance Agent and kynector services are free to you. Insurance Agents are paid by insurance companies with no impact on the price you pay for your policies.

The information you enter will be sent to a licensed Insurance Agent or kynector who will contact you by email, text, or phone to help you enroll. Do NOT click "Submit" if you do not agree to this condition.

What programs are you looking for help with? (Note: Insurance Agents cannot help you with SNAP/CCAP.)

Medicaid/Qualified Health Plan with or without payment assistance

SNAP/CCAP

Please fill in your contact information below.

First Name

Last Name

Preferred Contact Method

Cell phone

Email


Email

Cell Phone Number

Zip Code

Preferred Language

Read and agree to Terms and Conditions/Privacy Policy

I'm not a robot 

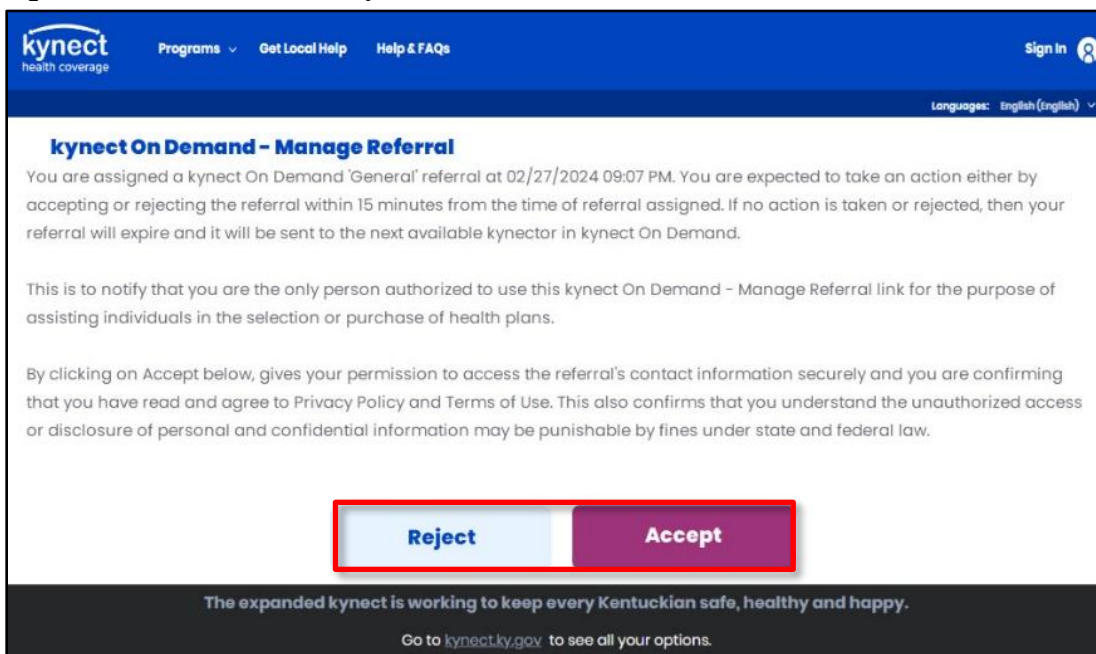
*30 minutes or less response time from an Insurance Agent or kynector is expected from 9 a.m. – 5 p.m. ET daily based on Insurance Agent or kynector availability. Response time on weekends, holidays, and after business hours will depend on Insurance Agent or kynector availability.

Please note: The 30 minutes or less response time is expected from 9 am – 5 pm ET daily based on availability. Response time on weekends, holidays, and after business hours will depend on Agent or kynector availability.

Quick Reference Guide: kynect On Demand

2. The 30-minute timer begins once the kynect On Demand request is submitted. The request will be routed to kynector/Agency Admin or Insurance Agent. Criteria includes closest proximity to the Resident's zip code, availability, preferred language, and the number of accepted General referrals. Note that Insurance Agents will not receive SNAP/CCAP program requests. The kynector/Agency Admin or Insurance Agent receives Text/Email notification and selects on the link.
3. Select to either **Accept** or **Reject** the Referral on desktop or mobile. After doing so, the referral link expires.
 - If two users **Accept** the referral at the same time, this message displays "The assigned referral has expired. Unfortunately, the referral is accepted by another kynector. Based on First Come First Serve customer information is shared with the kynector."
 - If the user **Rejects** the referral, this message displays "The assigned referral has expired."

Desktop and Mobile View for kynectors:



The screenshot displays the 'kynect On Demand - Manage Referral' interface. At the top, there is a blue navigation bar with the kynect logo, 'Programs', 'Get Local Help', 'Help & FAQs', and a 'Sign In' button. Below the navigation bar, the page title is 'kynect On Demand - Manage Referral'. The main content area contains the following text: 'You are assigned a kynect On Demand 'General' referral at 02/27/2024 09:07 PM. You are expected to take an action either by accepting or rejecting the referral within 15 minutes from the time of referral assigned. If no action is taken or rejected, then your referral will expire and it will be sent to the next available kynector in kynect On Demand.' Below this, it states: 'This is to notify that you are the only person authorized to use this kynect On Demand - Manage Referral link for the purpose of assisting individuals in the selection or purchase of health plans.' Further down, it reads: 'By clicking on Accept below, gives your permission to access the referral's contact information securely and you are confirming that you have read and agree to Privacy Policy and Terms of Use. This also confirms that you understand the unauthorized access or disclosure of personal and confidential information may be punishable by fines under state and federal law.' At the bottom of the main content area, there are two buttons: 'Reject' (light blue) and 'Accept' (purple), both of which are highlighted with a red border. The footer of the page features the text: 'The expanded kynect is working to keep every Kentuckian safe, healthy and happy.' and 'Go to kynect.ky.gov to see all your options.'

Quick Reference Guide: kynect On Demand

The screenshot shows the mobile app interface for 'kynect On Demand - Manage Referral'. At the top, there is a blue header with the 'kynect benefits' logo, a hamburger menu icon, and notification and profile icons. The main content area has a white background and contains the following text:

kynect On Demand - Manage Referral

You are assigned a kynect On Demand 'General' referral at 02/27/2024 09:07 PM. You are expected to take an action either by accepting or rejecting the referral within 15 minutes from the time of referral assigned. If no action is taken or rejected, then your referral will expire and it will be sent to the next available kynector in kynect On Demand.

This is to notify that you are the only person authorized to use this kynect On Demand - Manage Referral link for the purpose of assisting individuals in the selection or purchase of health plans.

By clicking on Accept below, gives your permission to access the referral's contact information securely and you are confirming that you have read and agree to Privacy Policy and Terms of Use. This also confirms that you understand the unauthorized access or disclosure of personal and confidential information may be punishable by fines under state and federal law.

Below the text are two buttons: a purple 'Accept' button and a light blue 'Reject' button. Both buttons are highlighted with a red rectangular border.

At the bottom of the screen, there is a dark grey footer with the following text:

The expanded kynect is working to keep every Kentuckian safe, healthy and happy.

Go to kynect.ky.gov to see all your options.

Please note: For post De-Registration scenarios, when a kynector/agency admin accesses the link (within 30 minutes) via Email/SMS, navigates to the **Manage Referral** page, then clicks **Accept** or **Reject**, the link expires and this message displays “Currently, you are not registered with kynect On Demand, please use kynect benefits to register with kynect On Demand.”

Example Scenario:

Pre-Requisite:

1. kynector K1 receives General request notification via email.
2. K1 de-registered from KOD.

Steps:

1. K1 accesses the link received via email post de-registration and is navigated to **Manage Referral** page.
2. K1 clicks on **Accept** button and the validation message above is displayed in a new page.

Desktop and Mobile View for Agents:

Kentucky Health Benefit Exchange



kynect On Demand - Manage Referral

You are assigned a kynect On Demand 'General' referral at 02/27/2024 09:07 PM. You are expected to take an action either by accepting or rejecting the referral within 15 minutes from the time of referral assigned. If no action is taken or rejected, then your referral will expire and it will be sent to the next available agent in kynect On Demand.

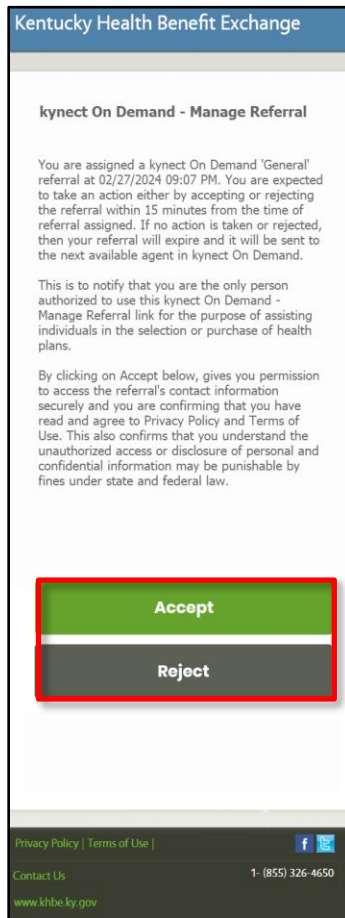
This is to notify that you are the only person authorized to use this kynect On Demand - Manage Referral link for the purpose of assisting individuals in the selection or purchase of health plans.

By clicking on Accept below, gives you permission to access the referral's contact information securely and you are confirming that you have read and agree to Privacy Policy and Terms of Use. This also confirms that you understand the unauthorized access or disclosure of personal and confidential information may be punishable by fines under state and federal law.

Reject **Accept**

Privacy Policy | Terms of Use |   Contact Us | www.khbe.ky.gov | 1- (855) 326-4650

Quick Reference Guide: kynect On Demand



4. If the Referral is accepted, the user receives a One-Time Passcode (OTP) that is 6 digits to enter within 5 minutes. If the OTP fails (either incorrect or expired), it is resent after 30 seconds. The user has a maximum of 3 attempts to correctly enter the OTP before the OTP Page expires. If the OTP is validated, the user navigates to the **Customer Details** screen, which will expire after 5 minutes.
 - If the user entered an incorrect OTP more than 3 times, this message displays, “You exceeded the number of attempts with an invalid OTP. Request OTP code via ‘Resend’ if accessible, otherwise view the contact details from the kynect On Demand – Referral Manager.”
 - After an overall 30 minute window, after selecting **Continue** on the OTP page, this message displays, “This page has expired.”

Quick Reference Guide: kynect On Demand

Desktop and Mobile View for kynectors:

The screenshot shows the kynect On Demand login interface. At the top, there is a blue navigation bar with the kynect logo, menu items for Programs, Get Local Help, and Help & FAQs, and a Sign In button. Below the navigation bar, a message prompts the user to enter a One-Time Passcode (OTP) to continue. The message states that the OTP has been sent to the user's email and/or phone number and will expire in 5 minutes. It also provides instructions on how to request a new code using the 'Resend' button. The user's email (j*****e@g****.com) and phone number (***-***-7899) are displayed. A text input field labeled 'Enter OTP' is highlighted with a red box. Below the input field, there are two buttons: 'Resend' and 'Continue', both also highlighted with red boxes. At the bottom of the page, there is a dark footer section with the text 'The expanded kynect is working to keep every Kentuckian safe, healthy and happy.' and a link to 'kynect.ky.gov'. The footer also contains links for Help & FAQs, Contact Us, and Report Fraud, along with social media icons for Facebook and Twitter. The footer includes the 'TEAM KENTUCKY' logo and the text 'CABINET FOR HEALTH AND FAMILY SERVICES'. At the very bottom, there are links for 'Privacy Policy & Terms of Use' and '© Copyright 2024'.

Please enter One-Time Passcode to continue

A One-Time Passcode has been sent to your email and/or phone number. This passcode will expire in 5 minutes. If you did not receive the code or if you want to request a new code please click on 'Resend' button. You have a total of 3 attempts to request code via Resend.

Email: j*****e@g****.com
Phone Number: ***-***-7899

Enter OTP

You can also view the referrals contact details by accessing kynect On Demand Dashboard – Referral Manager by logging into [kynect benefits](#).



Resend **Continue**

The expanded kynect is working to keep every Kentuckian safe, healthy and happy.
Go to kynect.ky.gov to see all your options.

Help & FAQs
Find Department for Community Based Services (DCBS) Office
Cabinet for Health & Family Services (CHFS)
Kentucky Health Benefit Exchange (KHBE)
Printable Forms
Get Local Help

Contact Us
kynect health coverage (855-4kynect)
1-855-459-6328
kynect benefits (DCBS)
1-855-306-8959
1-855-326-4654 TTY

Technical Assistance
1-844-407-8398
Report Fraud

Connect  

TEAM KENTUCKY
CABINET FOR HEALTH AND FAMILY SERVICES

Recommended browsers: Google Chrome, Microsoft Edge, Mozilla Firefox, Apple Safari

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Quick Reference Guide: kynect On Demand

Please enter One-Time Passcode to continue

A One-Time Passcode has been sent to your email and/or phone number. This passcode will expire in 5 minutes. If you did not receive the code or if you want to request a new code please click on 'Resend' button. You have a total of 3 attempts to request code via Resend.

Email: j*****e@g****.com
Phone Number: ***-***-7899

Enter OTP



You can also view the referrals contact details by accessing kynect On Demand Dashboard - Referral Manager by logging into [kynect benefits](#).

Continue
Resend

The expanded kynect is working to keep every Kentuckian safe, healthy and happy.

Go to [kynect.ky.gov](#) to see all your options.

Help & FAQs	Contact Us
Find Department for Community Based Services (DCBS) Office	kynect health coverage (985-4kynect) 1-855-459-8328
Cabinet for Health & Family Services (CHFS)	kynect benefits (DCBS) 1-855-306-8959
Kentucky Health Benefit Exchange (KHBE)	1-855-326-4654 TTY
Printable Forms	Technical Assistance 1-844-407-8398
Get Local Help	Report Fraud

Connect  

Quick Reference Guide: kynect On Demand

Desktop and Mobile View for Agents:

Kentucky Health Benefit Exchange

Please enter the One-Time Passcode to continue



A One-Time Passcode has been sent to your email and/or phone number. This passcode will expire in 5 mins. If you did not receive the code or if you want to request a new code please click on 'Resend' button. You have total of 3 attempts to request code via Resend.

Email: m*a@g***l.com
Phone Number: ***-***-1234

Enter OTP 04:59

You can also view the referral's contact details by accessing kynect On Demand dashboard - Referral Manager by logging into <https://kyagent.ky.gov>

Resend **Continue**

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Kentucky Health Benefit Exchange

Please enter the One-Time Passcode to continue



A One-Time Passcode has been sent to your email and/or phone number. This passcode will expire in 5 mins. If you did not receive the code or if you want to request a new code please click on 'Resend' button. You have total of 3 attempts to request code via Resend.

Email: m*a@g***l.com
Phone Number: ***-***-1234

Enter OTP 04:59

You can also view the referrals contact details by accessing kynect On Demand dashboard - Referral Manager by logging into <https://kyagent.ky.gov>

Continue
Resend

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Quick Reference Guide: kynect On Demand

- Once the OTP is validated, the user navigates to the **Customer Details** Screen, which expires after 5 minutes. The Resident must be contacted using the contact details displayed, and the kynector/Agency Admin and Agent must update the referral status by logging into the appropriate platform for kynectors/Agency Admins ([kynect benefits](#)) or Agents (<https://kyagent.ky.gov>).

Desktop and Mobile View for kynectors:

The screenshot displays the 'kynect On Demand - Customer Details' page. At the top, there is a navigation bar with the kynect logo, 'Programs', 'Get Local Help', 'Help & FAQs', and a 'Sign In' button. Below the navigation bar, the page title is 'kynect On Demand - Customer Details'. A paragraph explains that the table below shows referral contact information and provides a link to 'kynect benefits'. The table, titled 'Customer Contact Details', contains the following information:

Customer Contact Details	
Referral Type	General
Name	John Doe
Customer Zip Code	42171
Contact Details	john.doe@gmail.com
Referral Assigned	2/27/2024 9:07 PM
Action	Accepted

Below the table is a blue 'Exit' button. At the bottom of the page, there is a footer section with the text: 'The expanded kynect is working to keep every Kentuckian safe, healthy and happy. Go to kynect.ky.gov to see all your options.' The footer also includes links for 'Help & FAQs', 'Contact Us', 'Technical Assistance', and 'Report Fraud', along with social media icons for Facebook and Twitter, and the 'TEAM KENTUCKY' logo.

Quick Reference Guide: kynect On Demand

The screenshot shows the 'kynect On Demand - Customer Details' screen. At the top is the 'kynect benefits' logo and navigation icons. Below the title, a paragraph explains that the table shows referral contact information accepted via email or phone, and provides a link to 'kynect benefits'. The table below lists details for a referral: Referral Type (General), Name (John Doe), Customer Zip Code (42171), Contact Details (johndoe@gmail.com), Referral Assigned (2/27/2024 9:07 PM), and Action (Accepted). A blue 'Exit' button is centered below the table. The bottom section is a dark footer with a message: 'The expanded kynect is working to keep every Kentuckian safe, healthy and happy. Go to kynect.ky.gov to see all your options.' It lists contact information for the DCBS Office (1-855-459-8328), CHFS (1-855-306-8959), and KHBEE (1-855-329-4654 TTY), along with links for 'Printable Forms', 'Get Local Help', 'Technical Assistance' (1-844-407-8398), and 'Report Fraud'. Social media icons for Facebook and Twitter are at the bottom right.

kynect On Demand - Customer Details

Below table shows the referrals's contact information that you accepted via email or phone. You can contact the individual and update the referral status by logging into [kynect benefits](#).



Customer Contact Details	
Referral Type	General
Name	John Doe
Customer Zip Code	42171
Contact Details	johndoe@gmail.com
Referral Assigned	2/27/2024 9:07 PM
Action	Accepted

Exit

The expanded kynect is working to keep every Kentuckian safe, healthy and happy.

Go to kynect.ky.gov to see all your options.

Help & FAQs	Contact Us
Find Department for Community Based Services (DCBS) Office	kynect health coverage (855-4kynect) 1-855-459-8328
Cabinet for Health & Family Services (CHFS)	kynect benefits (DCBS) 1-855-306-8959
Kentucky Health Benefit Exchange (KHBEE)	1-855-329-4654 TTY
Printable Forms	Technical Assistance 1-844-407-8398
Get Local Help	Report Fraud

Connect  

Quick Reference Guide: kynect On Demand

Desktop and Mobile View for Agents:



Kentucky Health Benefit Exchange

kynect On Demand - Customer Details

Below table shows the referral's contact information that you accepted via email or phone. You can contact the individual and update the referral status by logging into <https://kyagent.ky.gov>

Customer Contact Details	
Referral Type	General
Name	GRACE BEN
Customer Zip Code	42171
Contact Details	grace@dispostable.com
Referral Assigned	2/27/2024 9:07 PM
Action	Accepted

[Close](#)

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Kentucky Health Benefit Exchange

kynect On Demand - Customer Details

Below table shows the referral's contact information that you accepted via email or phone. You can contact the individual and update the referral status by logging into <https://kyagent.ky.gov>

Customer Contact Details	
Referral Type	General
Name	GRACE BEN
Customer Zip Code	42171
Contact Details	grace@dispostable.com
Referral Assigned	2/27/2024 9:07 PM
Action	Accepted

[Close](#)

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www.khbe.ky.gov

5 Rules & Guidelines

Be aware of the following through kynect On Demand.

- Always be kind and courteous when interacting with a Resident.
- If calling the Resident, leave a voicemail if they do not answer.
- Maintain Availability settings so that referrals are received only when available and ready to assist. Agents and kynectors are able to set standard hours for each day, add breaks, and out of office time.
- If a kynector or Agent misses 3 consecutive General referrals, they may be de-registered from kynect On Demand and must re-register if they would like to continue with the program. Therefore, kynectors/Agency Admins and Agents must ensure to address all assigned referrals within the allotted timeframe.
- Remember, your services have a great impact on not only the Resident, but the Commonwealth of Kentucky as a whole.