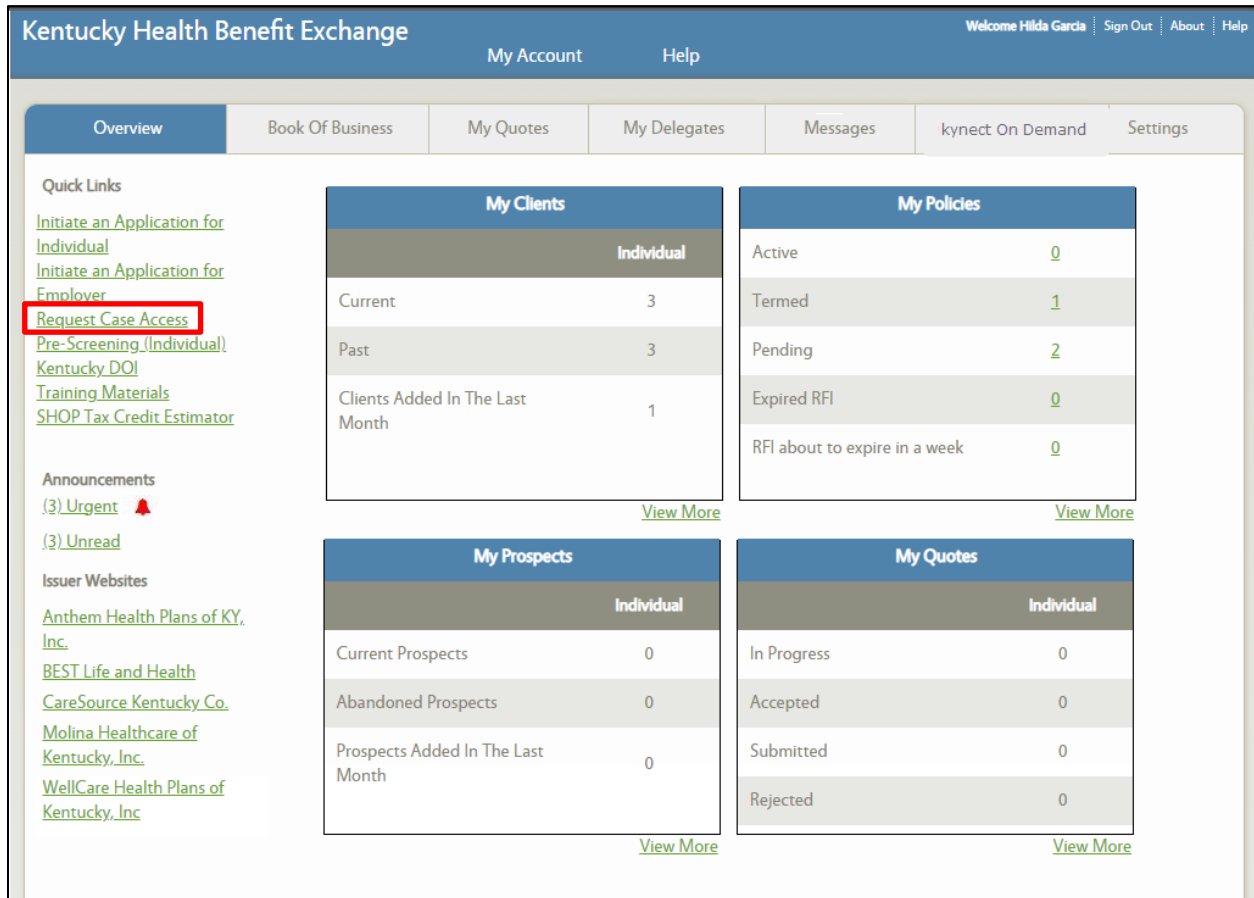


Agent Portal: Agent Association to Client Cases

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

Request Case Access:

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



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

My Account | Help

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

Quick Links

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

Announcements

- (3) Urgent
- (3) Unread

Issuer Websites

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

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

[View More](#)

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

[View More](#)

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

[View More](#)

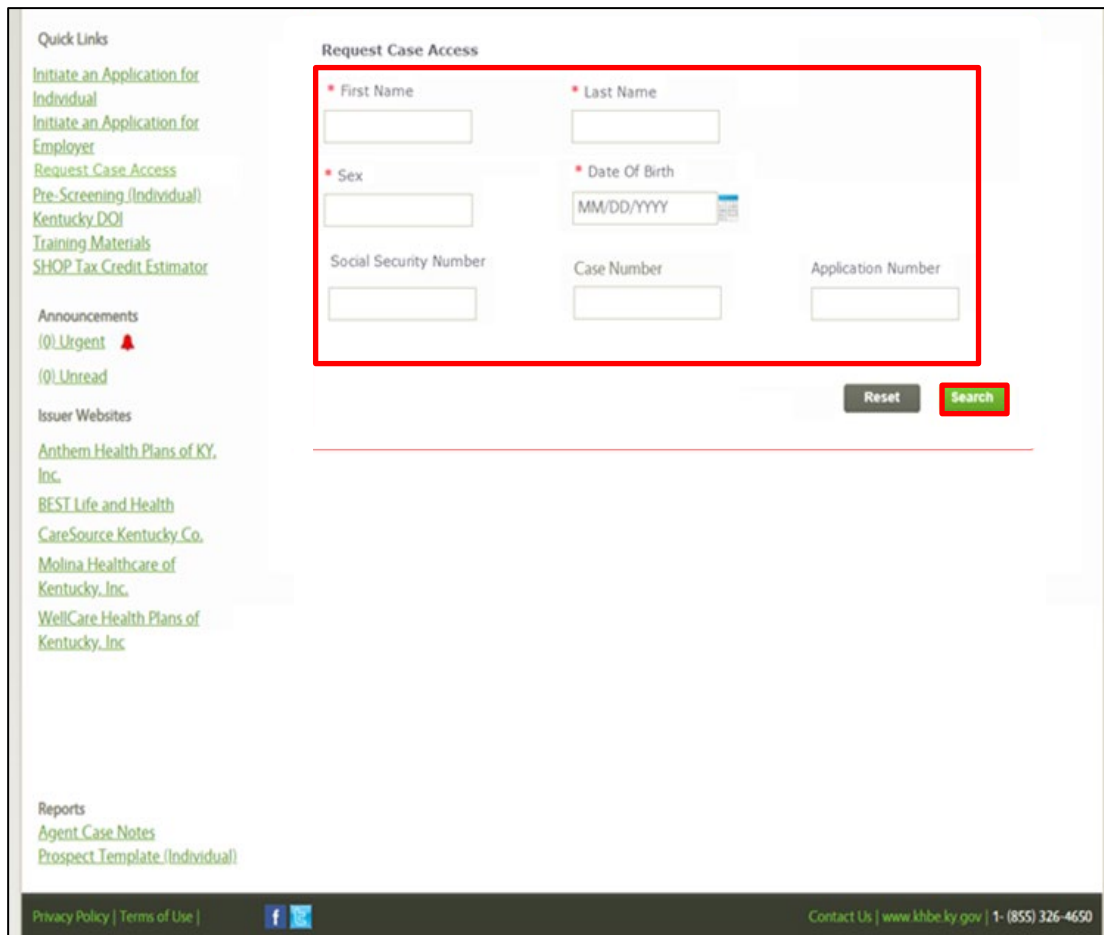
My Quotes	
	Individual
In Progress	0
Accepted	0
Submitted	0
Rejected	0

[View More](#)

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




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



Quick Links

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

Reports

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

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Contact Us | www.khbe.ky.gov | 1- (855) 326-4650

Request Case Access

* First Name

* Last Name

* Sex

* Date Of Birth

Social Security Number

Case Number

Application Number

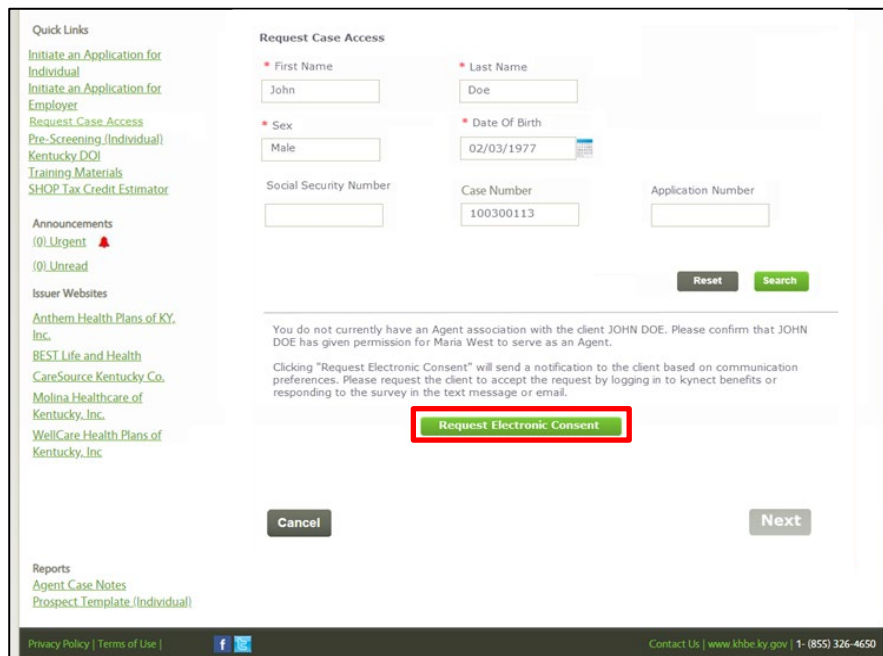


The system will validate whether the case is or is not associated with another Agent. If the Agent does not have an Agent association with the client, the Agent will have to receive consent from the Client. There are two ways to submit a consent:

1. Electronic Consent
2. Verbal Consent

Electronic Consent:

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



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



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

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

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

Request Electronic Consent

Client consent received!

Cancel **Next >**

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

*kynect On Demand Association

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

YES NO

Continue

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

Confirmation Message

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

OK





Verbal Consent:

Verbal Consent will be triggered if:

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



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

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

Request Electronic Consent

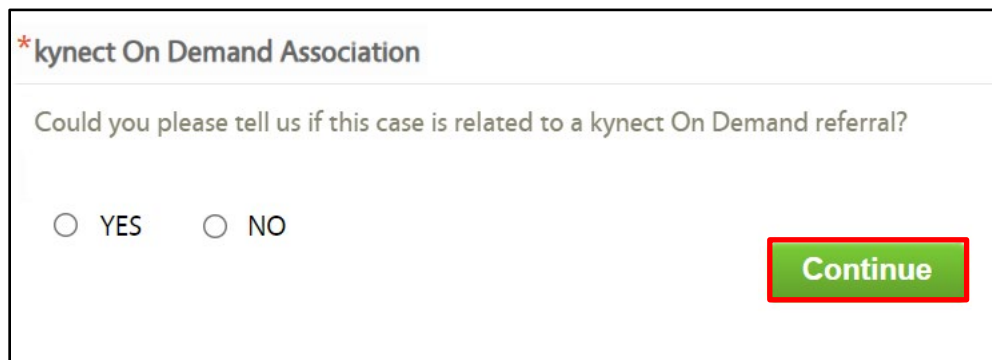
Client did not respond

Confirm Verbal Consent

Verbal Consent

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

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



*kynect On Demand Association

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

YES NO

Continue

4. A confirmation pop-up will display. Click **Ok**.

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

Alternative: Agents can also call the Professional Services Line (1-855-326-4650) with the client (On the phone or available) to be added to their case.

