

The Commonwealth of Kentucky  
**kynect State-Based Marketplace**



**Document Upload Quick Reference  
Guide for Agents**

## Introduction

This document is intended to provide step by step instructions for Agents to upload Client documents to Agent Portal and kynect benefits.

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## 1 Document Upload Overview

The Document Upload process provides Agents with simple and guided instructions for uploading documents that may be requested to verify information during the enrollment process. During the enrollment process, many cases may have a Request for Information (RFI) to complete the application. RFIs verify a Client's information so correct eligibility may be returned and to ensure proper benefits are being applied. There are two different ways that an Agent may upload documents for their Clients and Prospects. Those methods are through Agent Portal and in kynect benefits.

### 1.1 Tips for Document Upload

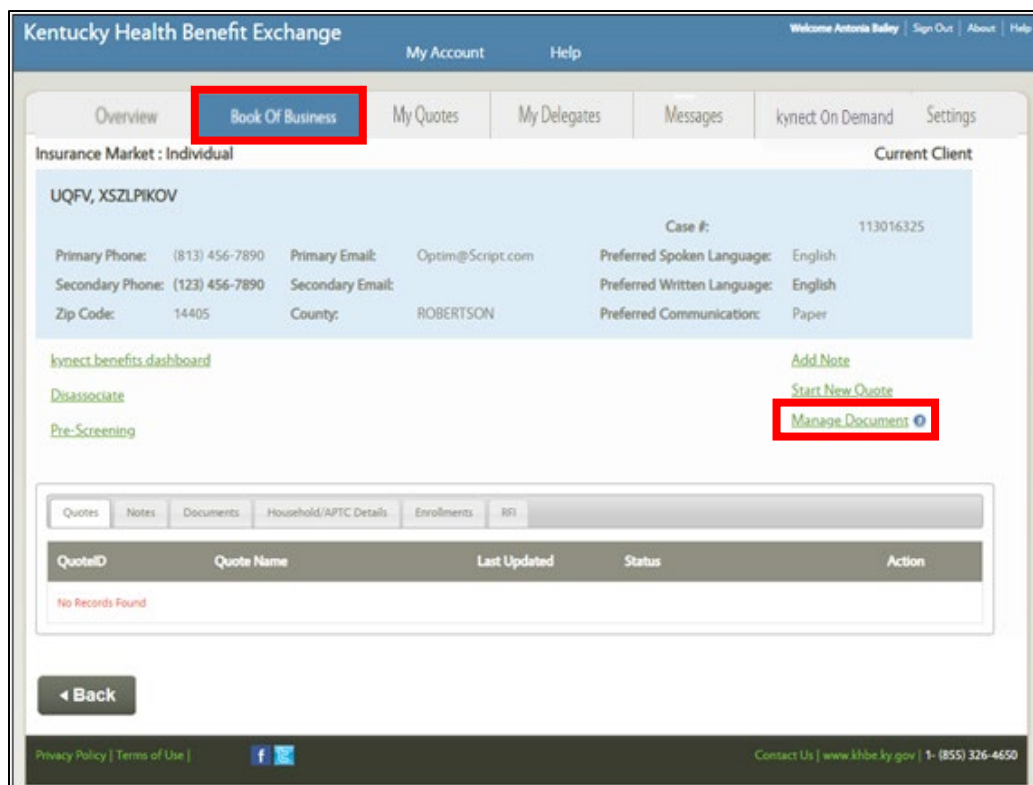
1. Make sure the image is clear and it captures all information on the document when taking a picture for a mobile upload.
2. Files must not be password protected.
3. Image Files must not exceed 6MB and document files must not exceed 4MB. The accepted document file types include \*.PDF, \*.TIF, \*.TIFF and the accepted image file types include \*.JPEG, \*.JPG, and \*.PNG. Other file types are not accepted. In case the file exceeds the limit, the following options can be considered:
  - a. Use the "crop" tool to remove any remaining background or empty space around the image. This will reduce the size of the image.
  - b. Use a smaller image format. Different image formats have varying file sizes; PNG files are typically the largest and JPG files are the smallest.
  - c. To keep the size of PDF files as small as possible for faster uploading and to keep within the required size limit: After saving the completed PDF, click on File > Save As Other > Reduced Size PDF.
  - d. While scanning a paper document, choose the scanner setting of black and white (not gray scale or color) and set the resolution to 300 dpi.
4. View required documents under "Documents Needed" in the Document Center before beginning the Document Wizard.

## 2 Uploading a Document in Agent Portal

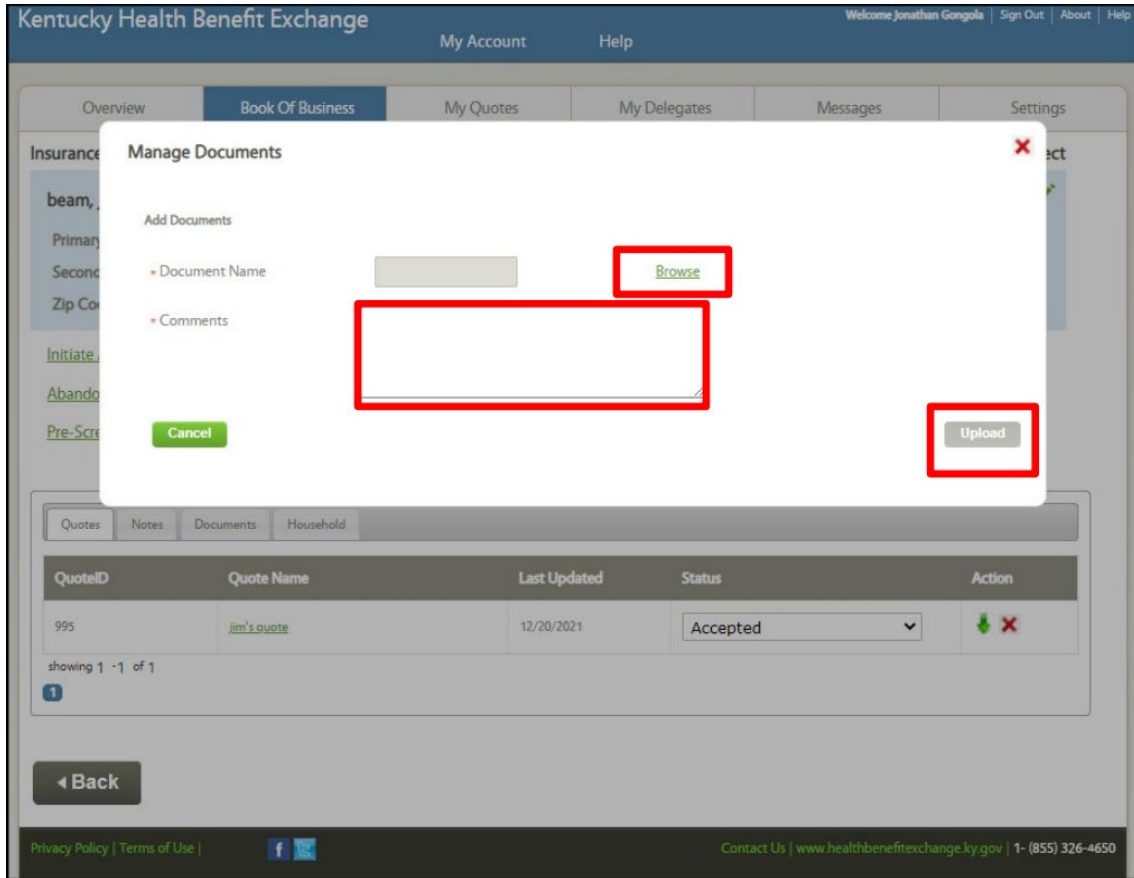
Agents may upload documents for clients and prospects on Agent Portal. Agents upload documents providing proof of information needed to apply for benefits such as income information, tax records, Social Security Number, citizenship information, etc.

Below are the steps to complete the Document Upload process in Agent Portal:

1. Navigate to the **Book of Business** screen in Agent Portal.
2. Select **Current Client** or **Current Prospect** drop-down.
3. Click **Search**.
4. Select a **Client** or **Prospect Name**.
5. Click **Manage Document**.



6. Click **Browse** to open the File Folder.
7. Enter **Comments** detailing the information that is included in the selected document(s).
8. Click **Upload**.



### 3 Uploading a Document in kynect benefits

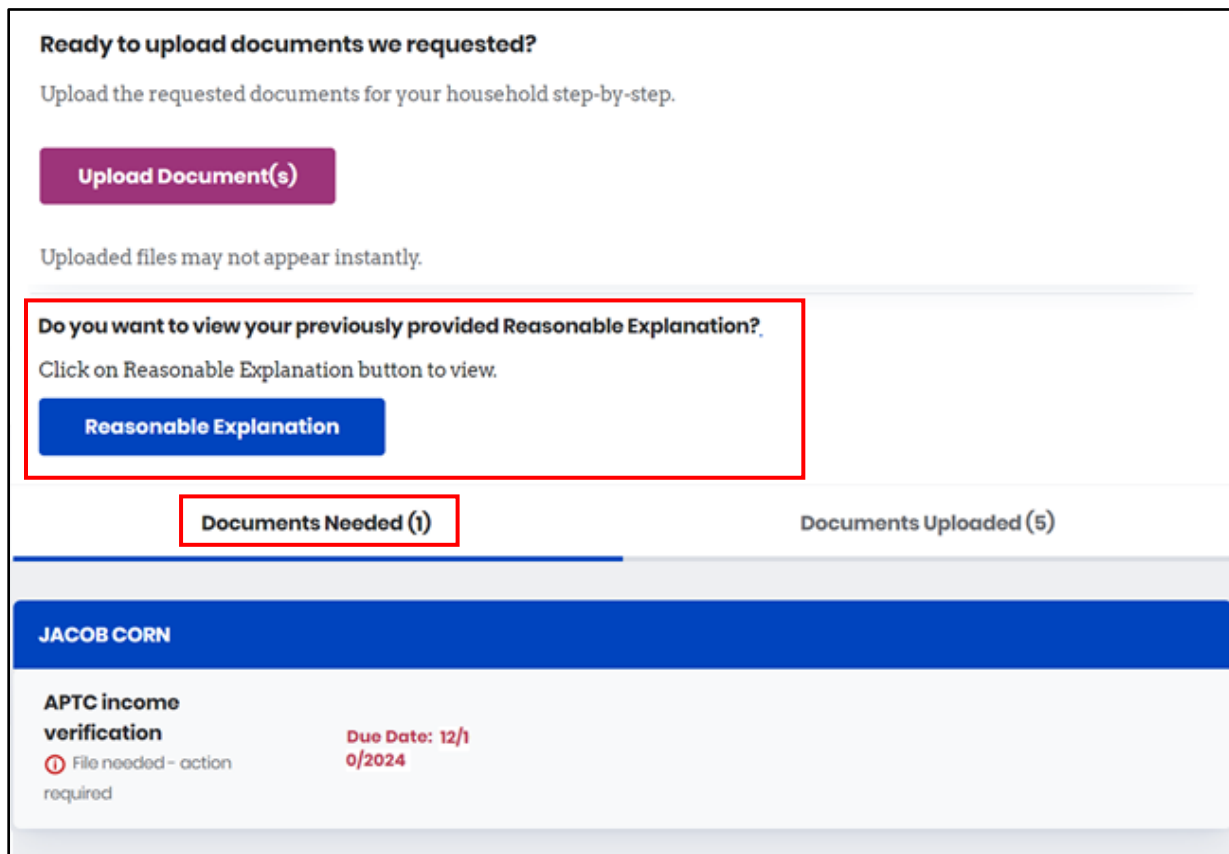
Agents can begin the Document Upload process from the Resident Dashboard in kynect benefits. A benefits application must be signed and submitted before kynect benefits allows users to submit documents as forms of proof.

It is very important that all required documents and RFI's are submitted through the Document Wizard. The steps below are the quickest way to have documents reviewed and approved:

1. Click **Documents** on the side menu of the Resident Dashboard to be taken to the **Document Center**.



2. View the required documents under the **Documents Needed** tab.



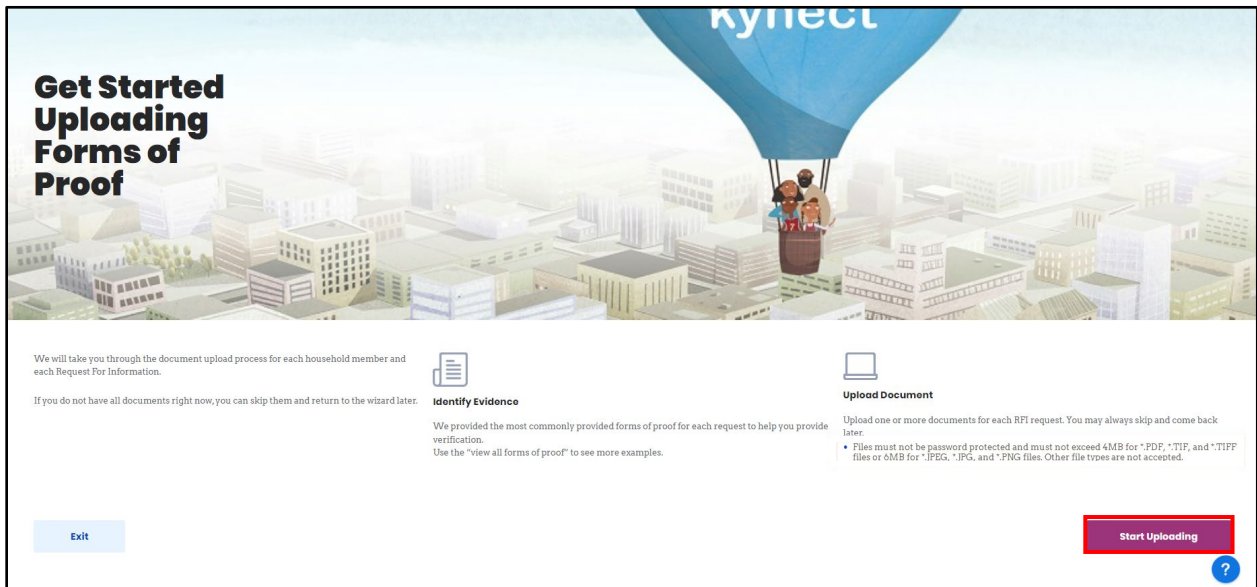
**Please note:** Documents remain under the Documents Needed tab as pending until they are accepted.

**Please note:** Individuals can click the **Reasonable Explanation** button to view their reported Reasonable Explanation for their APTC Income verification based on the coverage year. **This reasonable explanation cannot be used for Medicaid or other programs.**

3. Click **Upload Document(s)** to begin uploading documents for open requests.



4. Click **Start Uploading** after reviewing the information on the **Get Started Uploading Forms of Proof** screen.



5. Select **Yes** or **No** for *Do you have proof* question on the **Proof** screen.
6. Click **Next**.
  - If **Yes** for the proof question, then the **Document Upload** screen displays.
  - If **No** was selected for the *Do you have proof* question, then the **Proof** screen for the next document requested displays.

**Proof**

1 of 2 Requests

JACOB CORN's APTC income verification

[View accepted forms of proof](#)

**Do you have proof of JACOB CORN's APTC income verification?**

**Yes**

**Exit** **Next**

**Please note:** Click **View accepted forms of proof** to view a list of all accepted documents.

**Please note:** If an Individual has an open APTC Income Verification, the **Proof** screen displays the following verbiage:

*“You can verify your APTC income proof by selecting the appropriate reasonable explanation or uploading an acceptable forms of proof document.”*

The Individual is then prompted to select **Yes** or **No** to the following question:

*“Do you have proof or the reasonable explanation to verify <FIRST NAME MIDDLE INITIAL LAST NAME SUFFIX>'s APTC income?”*

If **Yes** is selected, the Individual selects either **Upload form of proof** or **Reasonable Explanation**. If **Reasonable Explanation** is selected, the Individual will click **Next** to proceed to the **Reasonable Explanation** screen where they will select the Reasonable Explanation from the drop-down and click **Save**. If **Upload Form of Proof** is selected, the Individual will click **Next** and proceed to the **Upload** screen where they will upload their proof forms and click **Save**.



**Please note:** If the Individual is verifying their approved or pending APTC Income with a Reasonable Explanation during Open Enrollment the **Reasonable Explanation** screen view will ask to provide a Reasonable Explanation for both years, the current year, or the next year, depending on when the Individual receives APTC benefits. The Individual will then click **Save** and be navigated back to the **Document Center** screen.

7. Select the type of document being uploaded in the *Form of proof* drop-down menu.

**Please note:** A hyperlink to download a template appears if there is a template document to help satisfy the need of the request.

8. Click the **Document** icon to search the device's files and select the document to upload from the computer or mobile device.

The screenshot shows the 'Upload' screen for 'JACOB CORN's APTC income verification: JACOB CORN'. It features two informational messages: one about file size and format restrictions (4MB for PDF, TIF, TIFF; 6MB for JPEG, JPG, PNG) and another about not re-uploading the same document. Below these is a 'Form of proof' dropdown menu with 'Pay Stubs' selected. A document icon with a plus sign is highlighted with a red box. At the bottom, there are 'Skip' and 'Upload & Continue' buttons.

9. Click **Add new form of proof** to add an additional document if there is more than one document for this proof.
10. Click **Upload & Continue** to return to the **Proof** screen for the next request.

**Upload**

JACOB CORN's APTC income verification: JACOB CORN

Files must not be password protected and must not exceed 4MB for \*.PDF, \*.TIF, and \*.TIFF files or 6MB for \*.JPEG, \*.JPG, and \*.PNG files. Other file types are not accepted.

You do not need to upload the same document more than once. If you have already uploaded this document as proof of something else please use the 'Skip' button below instead of uploading the same document again.

✓ **Pay Stubs**

Pay Stubs.pdf

Please upload a file within the allowable size. File size should be no more than 6 MB.

If you'd like to add another form of proof, please attach it here

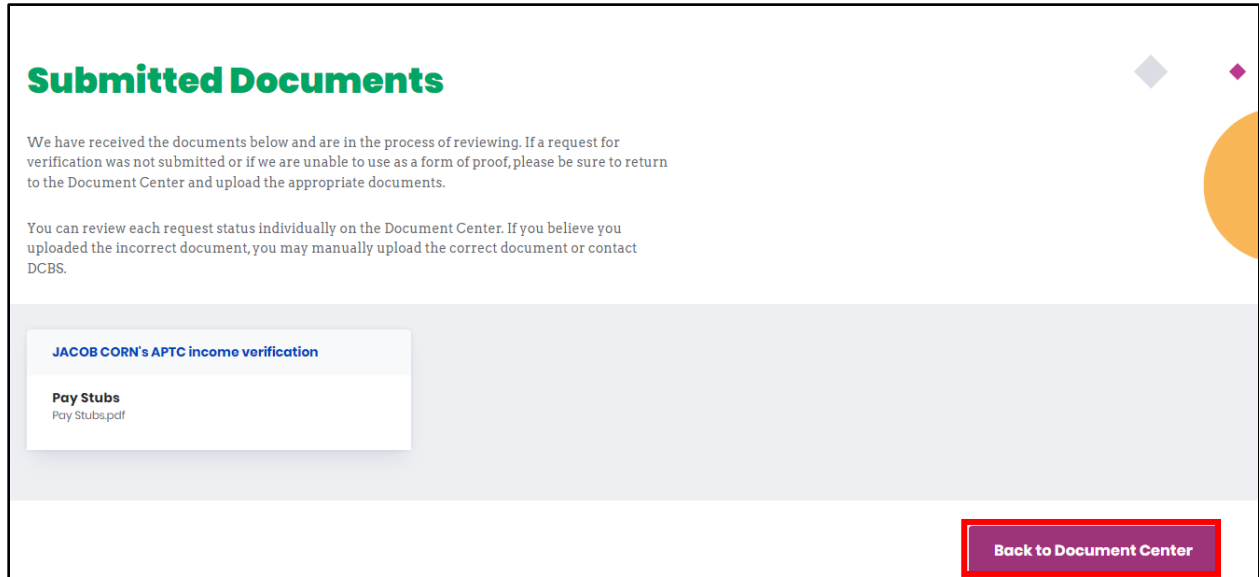
**Add new form of proof**

Please ensure that all forms of proof have been added above before you proceed

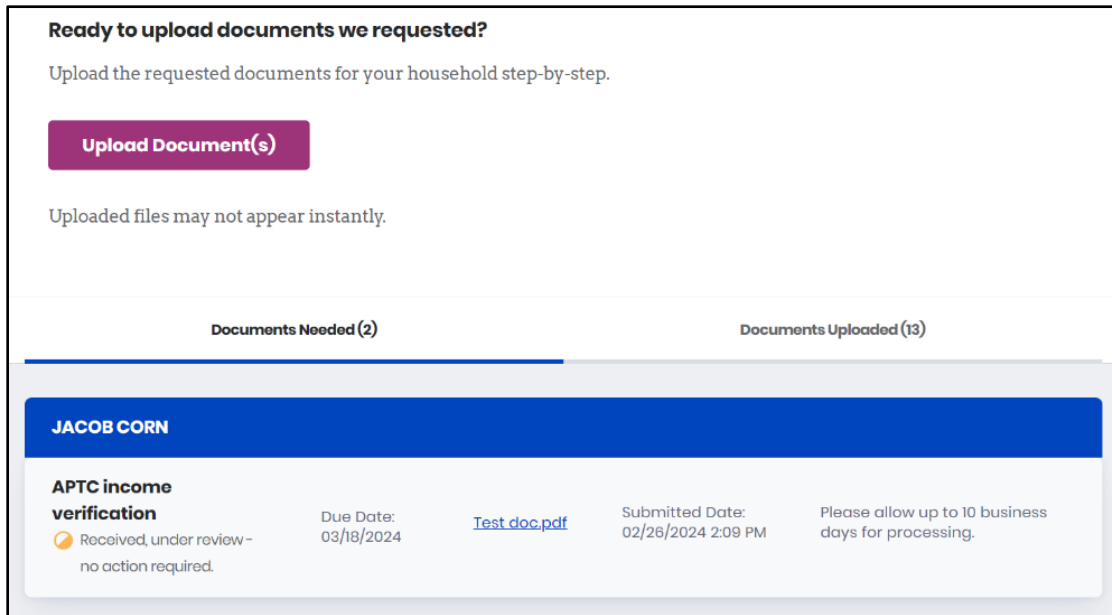
**Skip** **Upload & Continue**

11. The **Document Wizard** will walk the user through the steps to upload a document for each request. After all documents have been submitted, the **Submitted Documents** screen displays.

12. Click **Back to the Document Center** once the required document(s) are uploaded.



The **Submitted Documents** tab will change from “Not Received” to “Received, under review-no action required” under the **Documents Needed** tab once they are uploaded correctly.



**Please note:** Once submitted, the document(s) reflect the date it was submitted, due date, and provides a hyperlink so the document may be reviewed.