

Agents & kynectors

Bi-Weekly Insight Newsletter



Please note:

This newsletter should **NOT** be distributed or printed. Hyperlinks can only be accessed in the PDF version of the newsletter attached to this email.

Open Enrollment Support

Open Enrollment Support is available for Agents and kynectors
October 2, 2023 – January 16, 2024.

[Open Enrollment Incident Tracker](#)
[Micro Video](#)

[Open Enrollment Incident Tracker](#)

Helpdesk Contacts

Inbox for Requesting Retroactive Coverage of Medicaid

DFS.Medicaid@ky.gov

Inbox for Requesting Name or Date of Birth Change

KHBE.Program@ky.gov

Professional Services Line (PSL)

855-326-4650

Hours: Mon-Fri 8am-7pm (EST)

Department for Medicaid Services (DMS)

855-4kynect (459-6328)

Hours: Mon-Fri 8am-7pm (EST)

kynect benefits/Contact Center (Public)

855-4kynect (459-6328)

Hours: Mon-Fri 8am-7pm (EST)

kynect technical Issues (Public)

844-407-8398

Hours: Mon-Fri 8am-5pm (EST)

Department for Community Based Services (DCBS)

855-306-8959

Hours: Mon-Fri 8am-4:30pm / Sat 9am-2pm (EST)

KHBE Program Inbox

KHBE.Program@ky.gov

[kynector and Agent Escalation Process](#)

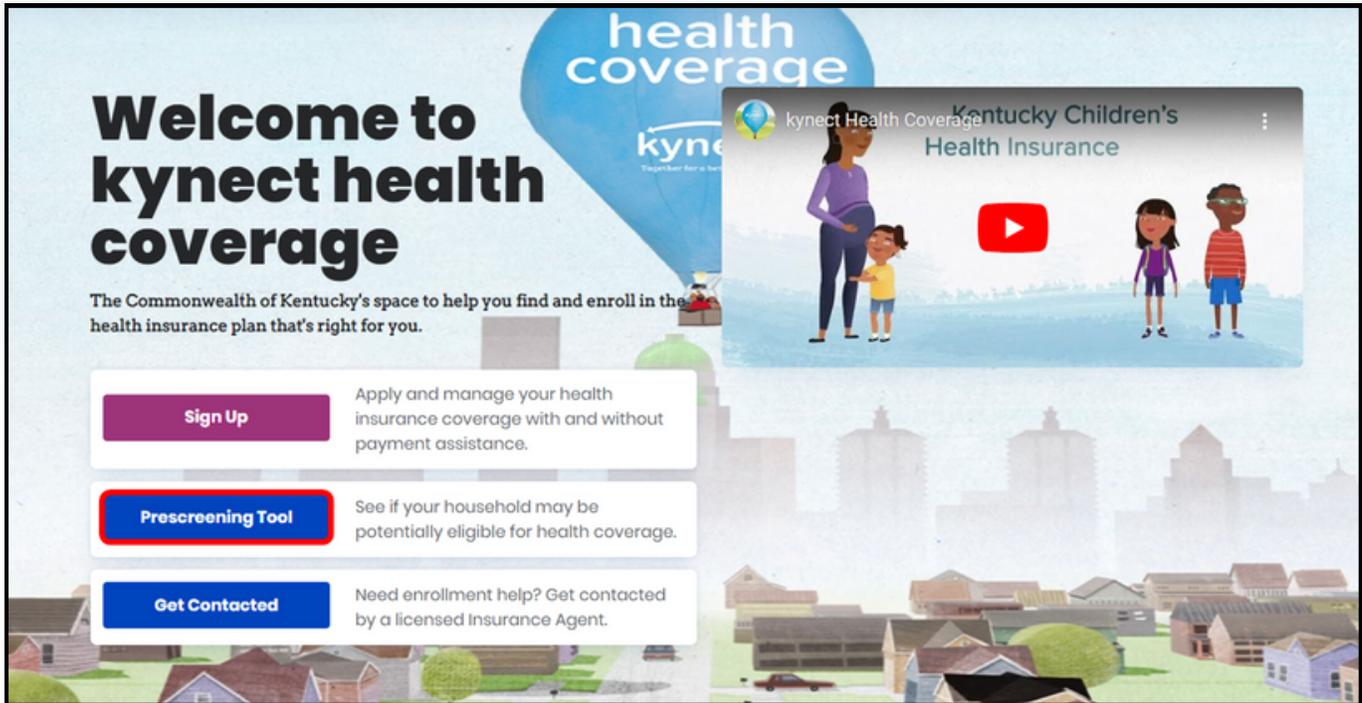
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Reminder: Preview Plan Year 2024 Qualified Health Plans

Since October 15, Agents, kynectors, and Residents may view Plan Year 2024 Qualified Health Plans (QHPs) using the [Prescreening Tool](#) within kynect.



Open Enrollment is Live Communication

A communication will be distributed announcing that Open Enrollment is live and will include helpful resources, contacts, and other relevant information.

Did You Know?

Extension of Child Medicaid Eligibility

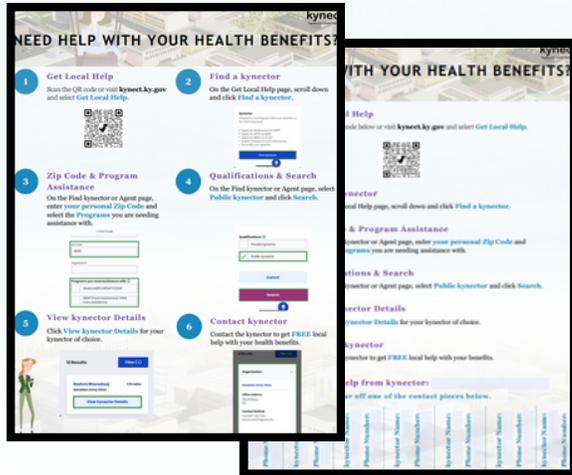
Children under the age of 19 as of October 1, 2023 will have an automatic extension of their Medicaid eligibility for 12 months from their renewal due date, for renewals starting October 1, 2023 until April 30, 2024.

Example: Laura is 16 years-old with a renewal date of November 1, 2023. Laura will have an automatic extension of Medicaid eligibility that will extend until November 1, 2024.



Open Enrollment Materials

See below for new promotional materials that were developed for Plan Year 2024 and can be found within the [Open Enrollment Toolkit PY 24](#) section on the KHBE website.



Open Enrollment Toolkit

The Open Enrollment Toolkit for Plan Year 2024 includes a number of graphics that illustrate how to find local help for health coverage, Open Enrollment dates, Open Enrollment reminders, Medicaid annual renewals, Open Enrollment Frequently Asked Questions (FAQs), and an Open Enrollment brochure. Certain materials are editable for customization with kynector contact information.



Social Media Posts

There are three social media posts available that communicate important reminders when enrolling in health coverage and announce the start of Open Enrollment.

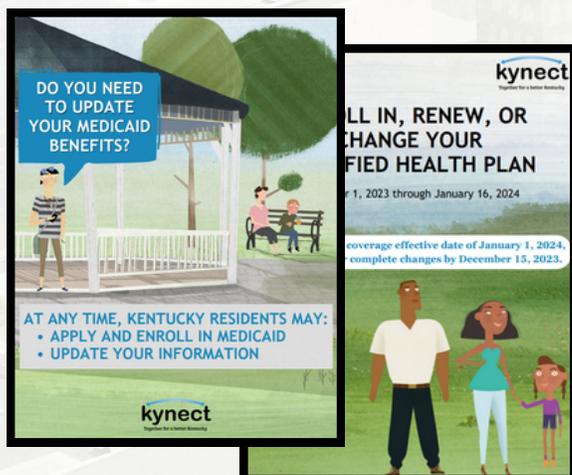


Table-Top Signs

Four table-top signs are available that communicate how to keep Medicaid benefits up to date, promote enrolling/renewing/changing a QHP, provide information on presumptive eligibility, and detail how to get in contact with free local assistance.

New Releases

As of October 27, 2023, the following updates will be deployed as part of Release 23.10:

- **Find a kynector/Find an Agent Search Enhancement** – The Find a kynector and Find an Agent search tools will be enhanced to show the location of Agents, kynectors, or organizations on Google Maps based on proximity.
- **Enrollment Manager Module (EMM) and Shopping Experience** – There have been enhancements added to the shopping portal that allow Agents and kynectors to retain plans in a shopping cart and return at a later time.
- **kynect Page Instrumentation Metrics** – An improvement is being deployed to address kynect screen slowness and will include a reporting and tracking mechanism to review future incidents.



kynect