kynect
health coverage

## Agent Portal: Association With Clients Enrolled Through HealthCare.gov

In order to associate with a Client, Agents must first complete Agent training on MyPurpose if they have not already. Agents may associate with Clients who are currently or were previously enrolled in coverage via HealthCare.gov, Clients who have already completed a benefits application, or with Clients who have are not yet enrolled in coverage and who have not yet started the benefits application.

**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.**

## Before Initiating an Application, Agents Should:

1. Ask if the Client is or was previously enrolled through HealthCare.gov.
2. Ask if the Client has an existing benefits application case through DCBS or kynect benefits.

**Follow the steps below for the appropriate action based on the Client's response.**

## Current or Previous Enrollment in HealthCare.gov or Existing Benefits Application:

1. Agents may call the Contact Center at 855-459-6328 to get associated with the Client's case, **but the Client must be on the line**. Clients may call the Contact Center on their own to add the Agent to their case, but the Agent cannot call to associate with the case without the Client.
2. Clients may add the Agent to their case in kynect benefits by searching for the Agent in the *Reps, kynectors, and Agents* section. Agents may also ask the Client to complete the **Appendix B Form** located on the **kynect benefits website** and send it to their local **DCBS office**.
3. Once association is complete, Agents may assist the Client as applicable.

## New Applicants Without Current Enrollments or Benefits Application:

1. Agents may click **Initiate an Application for Individual** on the **Agent Portal Dashboard** or Agents may create the Prospect in Agent Portal and click **Initiate Benefits Application** on the **Current Prospect** screen.
2. Agents may be associated to the case in the *Reps, kynectors, and Agents* section of the benefits application.
3. Once the benefits application is submitted, the association is complete and Agents may assist the Client as applicable.