

kynector and Agent Escalation Process (page 1 of 6)

Updated: December 15, 2023



Incident Description	Check These Materials First	I still have questions, who do I contact?
kynect Self-Service Portal (SSP) Incidents		
kynect incidents and technical incidents	<ul style="list-style-type: none"> • kynect training materials on the DMS website: kynect benefits - Cabinet for Health and Family Services • Release Notes – KHBE will share Release Notes as applicable • kynector and Agent Resources at KHBE.ky.gov • Agent Training Materials, kynector Training Materials 	<ul style="list-style-type: none"> • Call the Professional Services Line (PSL): 1-855-326-4650 • For any Incident that remains unresolved or requires further escalation, notify KHBE by email KHBE.Program@ky.gov. KHBE will review and escalate further as appropriate. • When emailing KHBE, kynectors and Agents should include ticket number from PSL, case number, description of Incident, and screenshot of Incident. No PII can be included in the email.
Department for Medicaid Services (DMS) Incidents		
DMS incidents related to eligibility requirements for Residents	<ul style="list-style-type: none"> • CHFS Policy Manuals on the DCBS website, training manuals on MyPurpose LMS 	<ul style="list-style-type: none"> • For any Incident that remains unresolved or requires further escalation, notify KHBE by email KHBE.Program@ky.gov. • KHBE will review and escalate further as appropriate.
Dire Need (Medically Urgent)		
Dire Needs where an individual needs access to medical care that cannot be missed and needs immediate active health coverage.	<ul style="list-style-type: none"> • KHBE Insight Newsletter 	<ul style="list-style-type: none"> • Email kynectdireneed@ky.gov for Dire Need Incidents. • kynectors should use the subject line “Dire Need” and indicate whether the Dire Need is for a Medicaid, Qualified Health Plan (QHP), or another case. • These cases are given highest priority by KHBE/DMS.
Kentucky Online Gateway (KOG) Incidents		
Kentucky Online Gateway (KOG) account related Incidents	<ul style="list-style-type: none"> • Agent Welcome Packet • New kynector Welcome Packet • kynector KOG QRG • Agent KOG QRG 	<ul style="list-style-type: none"> • These unresolved Incidents should be emailed to KOGHelpdesk@ky.gov • When emailing the KOG helpdesk, agents and kynectors should include a brief description and screenshot of the Incident. No Personally Identifiable Information (PII) can be included in the email.

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Incident Description	Check These Materials First	I still have questions, who do I contact?
APTC Missing from Previous Months		
Individual needs APTC applied to missing months	<ul style="list-style-type: none"> • APTC Changes Effective QRG 	<ul style="list-style-type: none"> • Call the Professional Services Line (PSL): 1-855-326-4650 • Ask them to submit an SR&I Ticket to have APTC reapplied to missing months. • NOTE: This is not a KOG Help desk ticket- please call the (PSL): 1-855-326-4650
834 Transactions		
834 Transaction is electronic communication amongst kynect and Insurers that relates to the provision of health coverage	<ul style="list-style-type: none"> • CHFS Policy Manuals on the DCBS website, training manuals on MyPurpose LMS 	<ul style="list-style-type: none"> • If an Individual has not received an ID Card or Invoice from their Insurer but they are showing a status of <i>Enrollment Sent to Insurer</i> in the kynect system, Agents and kynectors should email KHBE.Program@ky.gov using the Subject Line “834 Transaction” and provide brief details in order to request further action from KHBE.
SEP Overrides		
Individual requires an override due to a Special Enrollment Period (SEP)	<ul style="list-style-type: none"> • APTC Changes Effective QRG 	<ul style="list-style-type: none"> • Contact KHBE.Program@ky.gov
Case Association		
Individual would like to add a kynector, Agent, or Rep to their case	<ul style="list-style-type: none"> • kynector Association Protocol • Agent Association to Client Case by Paper or Phone • Agent Association to Client Case by Electronic or Verbal Consent 	<ol style="list-style-type: none"> 1. kynector/Agent contacts the PSL at 1-855-326-4650 with the Individual, kynector/Agent, and PSL rep on the line. 2. Individual calls the Contact Center. 3. Individual can add the Agent/kynector through the “Authorized Reps, kynectors, and Agents” tile on the kynect Resident Dashboard. 4. Agent can use electronic association from Agent Portal
Waiver Questions		
Individual interested in Medicaid Waiver	<ul style="list-style-type: none"> • CHFS Waiver Page • How to Apply for Waiver Services 	<ul style="list-style-type: none"> • For questions about applying for waiver-supportive Medicaid, contact DCBS at (855) 306-8959 or DFS.Medicaid@ky.gov. For questions about applying for waiver services, contact the 1915(c) Waiver Help Desk at (844) 784-5614 or 1915cWaiverHelpDesk@ky.gov.

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Incident Description	Check These Materials First	I still have questions, who do I contact?
Retroactive Medicaid Requests		
Individual requesting retroactive coverage for Medicaid	<ul style="list-style-type: none"> CHFS Policy Manuals on the DCBS website, training manuals on MyPurpose LMS 	<ul style="list-style-type: none"> Contact DFS.Medicaid@ky.gov and explain the reason for requesting retroactive coverage and be prepared to provide necessary verifications
Retroactive QHP Start Date During Open Enrollment		
Individual requesting a January 1 start date after December 15	<ul style="list-style-type: none"> APTC Changes Effective QRG 	<ul style="list-style-type: none"> Call the Professional Services Line (PSL): 1-855-326-4650 Ask them to submit an SR&I Ticket to have start date changed to January 1st and why client missed December 15 deadline (reason is needed)
Retroactive QHP Start Date After Open Enrollment Ends		
Individual requesting a change in start date, term date, or plan outside of Open Enrollment	<ul style="list-style-type: none"> Special Enrollment Fact Sheet 	<ul style="list-style-type: none"> Call the Professional Services Line (PSL): 1-855-326-4650 Ask them to submit an SR&I Ticket to have start date changed and provide reasons or circumstances
Exceptional Special Enrollments		
Individual requesting to enroll in or change a QHP Outside Open Enrollment	<ul style="list-style-type: none"> ESE Factsheet 	<ul style="list-style-type: none"> Submit an email to kynectESE@ky.gov and explain the reasons and circumstances
Name/DOB Changes		
Individual requires a name or DOB change in kynect	<ul style="list-style-type: none"> CHFS Policy Manuals on the DCBS website, training manuals on MyPurpose LMS 	<ul style="list-style-type: none"> Contact KHBE.Program@ky.gov and explain the reason for the change in name, DOB, etc.

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Incident Description	Check These Materials First	I still have questions, who do I contact?
Managed Care Organization (MCO) Changes		
Individual requesting to change their MCO outside of their initial enrollment period.	<ul style="list-style-type: none">Utilize the “Request MCO Change” from Self Service Portal client dashboard “Health Plans” Sidebar	<ul style="list-style-type: none">Contact MS.Services@ky.gov if further issues remain
Medicaid Incarceration Suspensions		
Individual needs to have incarceration suspension lifted by Medicaid	<ul style="list-style-type: none">DMS Member Services website.	<ul style="list-style-type: none">Contact DMS.Eligibility@ky.gov and ask for suspension to be lifted.

For any other concerns or questions after utilizing the above resources please contact KHBE.Program@ky.gov

We are here to help!

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QHP Issuer Incident Escalation (APTC)			
Plan Type	Issuer	Phone	Website
Anthem Blue Cross Blue Shield			
Stand Alone Dental Plan	Anthem Blue Cross and Blue Shield	855-769-1464	Anthem.com
Qualified Health Plan	Anthem Blue Cross and Blue Shield	855-738-6671	Anthem.com
SHOP (Small Group) Health Plan	Anthem Blue Cross and Blue Shield	855-738-6673	Anthem.com
Best Life and Health Insurance Company			
Stand Alone Dental Plan	BEST Life and Health Insurance Company	877-205-8767	bestlife.com/exchange
CareSource			
Qualified Health Plan	CareSource	833-230-2099	caresource.com/marketplace
Passport Health Plan by Molina Healthcare			
Qualified Health Plan	Passport Health Plan by Molina Healthcare	833-644-1621 for Member Services or 888-466-4477 for billing and payment services	passporthealthplan.com/marketplace
Ambetter from WellCare of Kentucky			
Qualified Health Plan	Ambetter from WellCare of Kentucky	1-833-705-2175	Ambetter.WellCareKY.com

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Managed Care Organization Incident Escalation (Medicaid)

Plan Type	Issuer	Phone Number	Website
Managed Care Organization	Aetna Better Health of Kentucky	(855) 300-5528	https://www.aetnabetterhealth.com/kentucky/index.html
Managed Care Organization	Anthem Blue Cross Blue Shield	(855) 690-7784	https://mss.anthem.com/ky/home.html
Managed Care Organization	Humana Healthy Horizons in Kentucky	(800) 444-9137	https://www.humana.com/medicaid/kentucky-medicaid
Managed Care Organization	Passport Health Plan by Molina Healthcare	(844) 778-2700	https://www.passporthealthplan.com/members/ky/en-US/pages/home.aspx
Managed Care Organization	UnitedHealthcare Community Plan	(866) 293-1796	https://www.uhc.com/communityplan/kentucky/plans
Managed Care Organization	WellCare of Kentucky	(877) 389-9457	https://www.wellcare.com/Kentucky