

kynector and Agent Escalation Process		
Helpdesk Issue Escalation	Check These Materials First	I still have questions, who do I contact?
Self-Service Portal (SSP) Issues		
SSP Issues are typically technical access issues	<ul style="list-style-type: none"> kynect training materials on the DMS website: kynect benefits - Cabinet for Health and Family Services Release Notes kynector training materials at KHBE.ky.gov 	<ul style="list-style-type: none"> Call the Professional Services Line: 1-855-326-4650 For any issue 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 issue, and screenshot of issue. No PII can be included in the email.
Department for Medicaid Services (DMS) Issues		
DMS Issues are typically related to eligibility requirements for Residents	<ul style="list-style-type: none"> CHFS Policy Manuals on the DCBS website, training manuals on MyPurpose Training materials in MyPurpose LMS 	<ul style="list-style-type: none"> For any issue 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 Issues		
Dire Need issues are those requiring attention within a 24-hour period	<ul style="list-style-type: none"> Newsletter page on the KHBE website 	<ul style="list-style-type: none"> Email kynectdireneed@ky.gov for Dire Need issues. 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. KHBE determines appropriate response agency for escalation.
KOG Helpdesk		
Contact for KOG account related issues	<ul style="list-style-type: none"> Agent Welcome Packet New kynector Welcome Packet kynect benefits KOG Quick Reference Guide Training materials in MyPurpose LMS 	<ul style="list-style-type: none"> These unresolved issues should be emailed to KOGHelpdesk@ky.gov When emailing the KOG helpdesk, agents and kynectors should include a brief description and screenshot of the issue. No Personally Identifiable Information (PII) can be included in the email.
All Other Issues		
Always reach out to the appropriate helpdesk. If the issue remains unresolved after reaching out to the helpdesk, it should then be escalated to KHBE.Program@ky.gov .		