**Issue #13 | October 28, 2021**

**KEY UPDATES**

**kynect health coverage Open Enrollment**
November 1, 2021 – January 15, 2022

**Medicare Open Enrollment**
October 15 – December 7, 2021

**Medicaid Open Enrollment**
October 15 – December 15, 2021

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**OPEN ENROLLMENT**

Open Enrollment (OE) begins November 1, 2021, for kynect health coverage. If you have not already, please watch the Plan Year 2022 Open Enrollment Webinar for kynectors before the OE period begins. The webinar can be found on KHBE’s MyPurpose LMS. Important OE practices to remember include:

- Follow [Kentucky’s Healthy at Work guidelines](#) when attending in-person events.
- Complete the [Radio Outreach Follow Up survey](#) weekly for every station that has agreed to help.
- Utilize the [Open Enrollment materials](#) available on KHBE’s website.

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**Benefits Application Changes**

Based on feedback and guidance from various stakeholders and audiences, the Benefits Application in kynect continues to be updated and revised. It is important to be aware of these modifications to best assist Residents during Plan Year 2022 Open Enrollment. Key modifications include:

- Qualified Health Plan (QHP) is a program option in two locations on the **Program Selection** screen. The first occurrence is with Payment Assistance and the other occurrence is without Payment Assistance.
- Four new Unearned Income Types have been added to the **On the Income Details** screen for application flow for all benefit programs.
- For Non-Applicants on a Medicaid/KCHIP/QHP or QHP-only application, the drop-down for the living arrangement question will no longer include **Incarceration** as a drop-down value.
- The **Signature Page** screen has been updated with three additional required questions.
- Drop-down values are being added for **Immigrant Type** and **Immigrant Document Type** on the **Immigrant Status** and **Immigrant Verification** screens for Medicaid/KCHIP/QHP and QHP-only applications.
- An additional **Failure to Reconcile Statement of Understanding** will be added to the **Signature Page** screen of the **Sign & Submit** section.
- The **Not a U.S. Citizen** screen has updates to the **Alien Sponsor** question and the **Immigrant Type** drop-down.
- The **Social Security Number** (**SSN**) field on the **Household Member Details** screen includes several updates.
- The application will **no longer** capture the first and last name, gender, date of birth, or Social Security Number for an absent parent in the Medicaid/KCHIP/QHP or QHP-only application flow.
- An **Employer’s Health Reimbursement Arrangement Selection** screen has been added to the application flow.

For more details and information on Benefits Application changes, please refer to the SBM Certification Training or the kynector 10/18 SBM Office Hours.

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**HELPDESK CONTACTS**

- **Professional Services Line (PSL)**
  (855) 326-4650
- **Department for Medicaid Services (DMS)**
  (855) 459-1245
- **Contact Center (Public)**
  (853) 4kynect
- **Self Service Portal (SSP) Helpdesk**
  (844) 407-8398
- **kynect Marketplace**
  (853) 306-8939
- **KHBE Program Inbox**
  KHBE.Program@ky.gov
- **Open Enrollment Issue Tracker**
- **kynect health coverage Prescreening Tool**

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**21.10 RELEASE UPDATES**

As of 11/1/21, the following updates are made in kynect health coverage:

- The Agent Quoting Tool will now calculate the multi-family APTC.
- AgentPortal will now link directly to the kynect health coverage Prescreening Tool.

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**DID YOU KNOW?**

The Open Enrollment Issue Tracker is back! It helps KHBE track issues experienced during Open Enrollment. The Issue Tracker is linked in the PDF.

**Report on the tracker** issues with kynect systems, the Kentucky Online Gateway (KOG), MCO or Issuer websites, and all potential defects submitted to the Helpdesk.

**Do not report** policy questions or issues, KHBE specific questions, or action items from meetings with supervisors/administrators. Additionally, never include Personally Identifiable Information (PII) in the Issue Tracker.