The new email address for kynectors and Agents to use when submitting a potential Dire Need case is kynectdireneed@ky.gov.

Per DCBS policy, a Dire Need case is where an Individual needs a prescription filled, has a doctor’s appointment, or requires other services that cannot be missed. If a kynector or Agent is working with a Dire Need case that needs immediate health coverage, they should email kynectdireneed@ky.gov with a subject line that includes the case number and “Dire Need.” The kynector or Agent should also include an explanation in the email body.

Please note: Issues not meeting Dire Need criteria should not be sent to kynectdireneed@ky.gov. Dire Need cases are assigned to a caseworker to be completed the same business day, if received before 3:30 pm EST. If received after 3:30 pm EST, it may be the next business day. Dire Need cases receive priority.

Example
To: kynectdireneed@ky.gov
Subject: Case Number #123456789 DIRE NEED
Body: Brief explanation of Dire Need situation

Helpdesk Contacts
Mon-Fri 8am-7pm / Sat 8am-5pm (EST)

Professional Services Line (PSL) 855-326-4650

Department for Medicaid Services (DMS) 855-459-1245

Contact Center (Public) 855-4kynect (459-6328)

Self Service Portal (SSP) Helpdesk 844-407-8998

kynect benefits/DCBS (855) 906-8959

KHBE Program Inbox KHBE.Program@ky.gov

Open Enrollment Issue Tracker

kynect health coverage Prescreening Tool

21.10.4 System Updates

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

- The Summary of Benefits and Coverage (SBC) for enrolled Residents can now be accessed or downloaded as needed.
- The Prescreening Tool has additional questions to assist with multiple-eligibility households. (Please note: The tool now asks for the Age instead of the Date of birth for household members)

New to Agent Portal?

Are you new to kynect’s Agent Portal? If so, here are a few helpful tips:

- Always initiate an application from Agent Portal and never from the kynect health coverage landing page.
- Always log into the Kentucky Online Gateway (KOG) using the account information created during the onboarding process.
- Always click I Accept on the User Agreement.
- The Incompatibility of Roles error displays in the Agent Portal when an Agent initiates an application and does not click I Accept on the User Agreement.

Use of This Website

1. I understand that the purpose and authorized use of this website is to apply for benefits. If applicable, I can use this website to select and purchase health plans, as well as manage benefits.
2. If applicable, I can assist others in doing the tasks listed above.
3. I understand that_Mainpage/SID=34&CH=8&CS=1&CM=105&..._is the case number and “Dire Need.” The kynector or Agent should also include an explanation in the email body.
4. I understand that disputed personal or confidential information is protected by laws. I agree to provide such information.
5. Federal and state guidelines are followed to protect information from unauthorized access or misuse.
6. I acknowledge that the user name and password used to login is my own and solely my own. I understand that user name and password for this website are not to be shared with other people.

Yes, I Accept
No, I Reject

Prescreening Tool

Are you new to kynect’s Agent Portal? If so, here are a few helpful tips: