Application Assister Open Enrollment

Insight

The insight newsletter provides useful updates and helpful tips for Application Assisters when processing Federal Marketplace and Medicaid applications.

Open Enrollment (OE): Toolkit & Webinar

During Open Enrollment (OE), Application Assisters should **educate** individuals where to shop and enroll in health coverage for 2020, **assist** individuals with enrollment in Medicaid, Advanced Premium Tax credit, or Qualified Health Plans, and **connect** individuals with health coverage via benefind or HealthCare.gov linking individuals to local resources.

Application Assisters should have already received the OE Toolkit. Please contact your Application Assister Administrator or KHBE if you have not received this Toolkit.

The OE Webinar discusses the OE period timeline, the outreach plan for Marketplace Customer Call Center and Application Assisters, the OE MCO Provider Service Areas, as well as the OE escalation process.

Application Assisters received the Open Enrollment Webinar through email from KHBE and can be found on YouTube (https://youtu.be/6vRwcva4OiY). Application Assisters should watch this webinar before providing assistance for OE, as it contains pertinent OE information.

benefind Screen Flow Update: November 1st

Starting on November 1st, Application Assisters will notice the **Individual Demographic Information** screen will be moved in the application flow to immediately after the **Household Deceased Member Information** screen. Please see the table below for the new screen flow:

Screen Name	Information Captured
Household Situation Details	Child Care specific questions
Household Member Information	First Name, Last Name, Date of Birth, and Ethnicity of household members
Household Deceased Member Information	First Name, Last Name, Date of Birth, and Ethnicity for deceased household members
Individual Demographic Information	SSN, and Citizenship details
Address and Contact Information	Household individuals' Physical and Mailing address
Expedited SNAP Details	ESNAP

In scenarios where a full match has occurred, and information is retrieved from the individual's existing case in the system to pre-populate application information, a banner message appears on the **Address and Contact Information** screen prompting the user to review all data. Please see the below banner for reference:

> Information has been uploaded in the rest of the application, review all information to make sure it is currently correct.

Hey there! Did you know?

When establishing a new Application Assister in KOG, the KOG invitation link expires in 48 hours.

New Application Assisters receive the KOG invitation via email. Once the Application Assister receives the invitation, the Application Assister must scroll to the end of the email and click on "Click here to continue". Once the link in the email is selected, a request is then sent to KHBE.

Please Note: Application Assisters do not have access to KOG until the invitation has been accepted. If the invitation link is not accepted within 48 hours, the link is no longer active. Once the link has expired after 48 hours, Application Assisters should contact their organization administration for a new link.