



COVID-19 Update

During the COVID-19 State of Emergency, Assisters are likely receiving numerous questions about healthcare coverage and other benefit programs from Kentuckians who have been impacted by this pandemic. There are tools and information available to Assisters on both the [KHBE website](#) and the [Commonwealth's COVID-19 website](#). A recent and important addition to the state's COVID-19 website is information concerning Contact Tracing, including an informative FAQ and some other helpful materials.

New Assister Welcome Packet

KHBE is excited to announce the New Assister Welcome Packet is now available on the [KHBE website](#). The Welcome Packet is your organization's one-stop-shop for training and designating new Assisters. It includes an onboarding overview, how to create a KOG account, an outline of the Assister training curriculum and much more.

All Organization Administrators (contracted and non-contracted) should utilize this packet when onboarding staff moving forward. Most, if not all, of the questions you may have about the onboarding process are covered in the New Assister Welcome Packet.

Please visit the [website](#) to review the New Assister Welcome Packet and see all it has to offer!

Supervisory Corrections: Best Practice

Assisters may have the need to escalate cases that require supervisory corrections (for example, SSN, DOB, Address, Name, or Gender). In those instances, Organization Administrators should have the Assisters submit the following information to the KHBE inbox (KHBE.Program@ky.gov):

Case Number	Name of Client	Correction Explanation

This will simplify the process, since this is all the information KHBE needs to escalate the case, while saving Assisters time and effort. KHBE recently emailed this template to all Contracted Org Admins to be saved and used by Assisters. If you need a copy of the Case Correction Template please let us know via email to KHBE.Program@ky.gov.

Kentucky Resources Update

Kentucky Resources went LIVE in the Lexington area on May 18 as a pilot program launch with approximately 30 Community Partners. The tool is designed to be a single destination for Community Partners, DCBS Staff, Application Assisters, and Residents to browse available resources and create referrals for services that individuals need most. Since Kentucky Resources launched, over 200 referrals have been created by residents seeking help with their most pressing needs including food, rent assistance, and employment opportunities. Stay tuned for more information as we prepare to launch Kentucky Resources state-wide.





Kentucky Health Benefit Exchange



In Kentucky, health coverage is for everyone. **KHBE** Covered.