

Insight Newsletter

Important Weekly Updates for kynectors during Open Enrollment



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KEY DATES

Medicare Open Enrollment

October 15th - December 7th

Marketplace Open Enrollment

November 1st - December 15th

Medicaid Open Enrollment

November 2nd - December 15th

Open Enrollment

Open Enrollment (OE) 2021 begins November 1, 2020 for Marketplace enrollment. Please make sure, if you have not already, that you watch the Open Enrollment 2021 Webinar before OE period begins. Find the webinar recording here at bit.ly/2HJ357j. Some things to remember throughout OE:

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

HEALTHCARE.GOV OUTAGES

Sunday, November 1, 2020

Early Morning

Sunday, December 13, 2020

Early Morning

Every Sunday

(except for ones mentioned above)

12:00 AM to 12:00 PM

Open Issue Tracker

For this Open Enrollment period, KHBE has developed an Open Enrollment Issue Tracker to assist in escalation and tracking of issues experienced during Open Enrollment. To access the tracker please visit: <https://chfs.info/OEIssueTracker>. The tracker should be completed for each issue experienced. Please reference the rules for the tracker below.



Report on tracker

- Issues with kynect benefits, HealthCare.gov or MCO websites
- Issues with the helpdesk
- Enhancements suggestions



Do Not Report on Tracker

- Policy questions and issues (contact PSL for transfer to DCBS)
- KHBE specific questions, such as event approvals or training requirements

HELPDESK NUMBERS

Professional Service Line
(855) 326-4650

Department for Medicaid Services
(855) 446-1245

Call Center (Public)
(855) 459-6328

Self Service Portal (SSP) Helpdesk
(844) 407-8398

Federal Health Insurance Marketplace (FFM)
(800) 318-2596
Passcode: 502-999-9999

KHBE
Email: KHBE.Program@ky.gov

Success Stories

kynectors, if you have any success stories or inspirational anecdotes related to the **123 No Cost to Me** or **kynect advertising campaigns**, email those to KHBE.Program@ky.gov. Maybe you have a family member who didn't think they could afford health coverage, but contacted you and applied for a plan after hearing about their options on TV, radio, or social media. Please let us know about them (make sure to avoid using any personal information). Thanks!



Quality of life. For every Kentuckian.