

KEY DATES

Medicare Open Enrollment
October 15th - December 7th

Marketplace Open Enrollment
November 1st - December 15th

Medicaid Open Enrollment
November 2nd - December 15th

MCO Side-by-Side Comparison Chart

Great News! The Department for Medicaid Services (DMS) has updated their website with 2021 OE material and the 2021 MCO Side-by-Side Comparison Chart is available! If kynectors have not received the 2021 MCO Side-by-Side Comparison Chart, it may be found attached with this newsletter and on the DMS website. To access the DMS website and find more Open Enrollment material, visit:

<https://chfs.ky.gov/agencies/dms/member/Pages/OpenEnrollmentInfo.aspx>

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

Enrollment Manager Timing Out

After kynectors complete benefit applications and receive eligibility results, kynect times out (logging kynectors completely out rather than navigating to the Enrollment Manager screen). This is a known issue and is slated to be resolved in the 20.12 Release on December 18th. For now, kynectors should complete the following to enroll Individuals into their preferred MCO:

1. Using Google Chrome, log back into kynect.
2. Go directly to the **Enrollment Manager** Screen from the Individual's Dashboard.
3. Complete MCO Shopping and enroll the Individual in their selected MCO.

HELPDESK TRACKER & NUMBERS

Issue Tracker

<https://chfs.info/OEIssueTracker>

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

Question & Answer: MCO Coverage

Question: How can kynectors assist Individuals with receiving coverage prior to January if the Individual applies for MAGI Medicaid today and selects United Healthcare, which will not be available until January 1, 2021?

Answer: Individuals choosing United Healthcare will be auto assigned to a random MCO for the current period (2020) and will start with United Healthcare in January 2021.

Question: If United Healthcare is selected as the MCO for 2021, and an MCO is auto assigned for 2020, how can kynectors change the MCO that was auto assigned for 2020?

Answer: kynectors may change the Individual's current MCO by:

- **Changing MCO from the Enrollment Manager screen** – This option will cancel the United Healthcare segment and the newly selected MCO will be applicable from 12/1/2020 to ongoing.
- **Changing MCO through DMS Supervisor** – A DMS Supervisor can edit the segment and assign the Individual to the MCO of their choice.



Did you Know?



Worker Portal (WP)/Self Service Portal (SSP) currently does not require the Organization/Provider if the Living Arrangement is selected as 'Half-Way House' or 'Rehab Facility'. In WP/SSP, the Organization/Provider is only required and recognized if the Living Arrangement is selected as 'Drug Addiction and Alcohol Treatment Centers'.

