

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

HEALTHCARE.GOV OUTAGES

Sunday, December 13, 2020

Early Morning

Every Sunday
(except for December 13th)

12:00 AM to 12:00 PM

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

Case Association: Possible Outcomes

Once kynectors enter an Individual's information in Self Service Portal (SSP) and complete a case association there are four possible outcomes.

1. **No Match** – When an Individual's information is entered in SSP, but the information entered does not match any existing information entered in Worker Portal (WP). A new case is established.
2. **Full Match** – When all identifying information entered into SSP perfectly matches identifying information that already exists in Worker Portal (WP).
3. **Partial Match** – When an Individual's information is entered into SSP, and the information partially matches information that exists in WP but does not perfectly match. A partial match result creates a Member Match Task for DCBS to complete.
4. **Inactive/Denied Case** – The Individual previously had a case in WP that is now inactive or previously denied.

No Match Scenario

If kynectors complete a case association in an application where there is no match in WP, kynectors are successfully associated with the Individual. kynectors are able to search and view the Individual on their Dashboard to aid in applying and managing benefits.

Full Match Scenario – Case without Medicaid

If kynectors complete a case association in an application and a full match occurs on a case without Medicaid, DCBS does not complete the Member Match Task since the cases merge automatically. kynectors are able to search and view the Individual on their Dashboard to aid in applying and managing benefits.

Full Match Scenario – Case with Medicaid

If kynectors complete a case association in an application and a full match occurs on a case with Medicaid, DCBS does not complete the Member Match Task since the cases merge automatically. Once the new application merges with a case in the system that already has a kynector listed, the previously assigned kynector will remain associated with that case. **Therefore, the new kynector, even though they completed the case association through the application, must call PSL to be associated with the merged case or use the Request Access screen.**

Partial Match Scenario

If kynectors complete a case association in an application and a partial match occurs, DCBS must complete the Member Match task. If the DCBS Caseworker merges the new application with a case in the system that already has a kynector listed, the previously assigned kynector will remain associated with that case. **Therefore, the new kynector, even though they completed the case association through the application, must call PSL to be associated with the merged case or use the Request Access screen.**

Inactive/Denied Case Scenario

If kynectors complete a case association in an application but the Individual has an inactive/denied case, the **kynector's association should immediately take place if consent is received.**

For more information, review the kynector Access Request Quick Reference Guide (QRG) found in the same email containing this Newsletter.