

## KEY DATES

Medicare Open Enrollment

October 15<sup>th</sup> - December 7<sup>th</sup>

Marketplace Open Enrollment

November 1<sup>st</sup> - December 15<sup>th</sup>

Medicaid Open Enrollment

November 2<sup>nd</sup> - December 15<sup>th</sup>

National Get Covered America Day

December 10<sup>th</sup>

## HEALTHCARE.GOV OUTAGES

Sunday, December 13, 2020

Early Morning

Every Sunday

(except for December 13<sup>th</sup>)

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](mailto:KHBE.Program@ky.gov)

## Get Covered 2021!

The national **Get Covered 2021** coalition announced **Get Covered America Day** on December 10<sup>th</sup>! **Get Covered** masks will be distributed to kynectors throughout the state as a way to encourage them to mask up and get Kentuckians insured. **Get Covered America Day** focuses on getting coverage for the nearly 175,000 uninsured Kentuckians who are eligible for financial help.



### Call to Action

kynectors should inform Kentucky residents that it is not too late to **Get Covered for 2021** by planning virtual or drive-thru events on December 10<sup>th</sup> to support National **Get Covered America Day**.

On December 10<sup>th</sup>, kynectors should wear a mask and post a picture of themselves on social media and include the following in their post:

1. Picture of your virtual or drive-thru event or a personal message about how friends, family, and neighbors can get financial help for insurance;
2. The Get Covered 2021 website: [GetCovered2021.org](https://GetCovered2021.org); and
3. The hashtag **#GetCovered2021**.

kynectors should also send any pictures of events held on December 10<sup>th</sup> to KHBE ([KHBE.Program@ky.gov](mailto:KHBE.Program@ky.gov)).

For more information on National Get Covered America Day, review the Get Covered 2021 Launch News Release attached in the same email containing this Newsletter.

## Enhancement Suggestions for Self Service Portal

kynectors can submit enhancement suggestions for Self Service Portal (SSP) on the OE Issue Tracker (<https://chfs.info/OEIssueTracker>). When submitting enhancements on the OE Issue Tracker, kynectors should select **I want to give an enhancement suggestion** for the question, **Which system does the issue affect?**

\*Which system does the issue affect?

- kynect benefits
- HealthCare.gov
- Managed Care Organization/ Qualified Health Plan website, please specify:
- I want to give an enhancement suggestion
- Report issue with helpdesk
- Other



Quality of life. For every Kentuckian.