Key Dates

**Medicare Open Enrollment**
October 15th - December 7th

**Marketplace Open Enrollment**
November 1st - December 15th

**Medicaid Open Enrollment**
November 2nd – December 15th

**National Get Covered America Day**
December 10th

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](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

Get Covered 2021!

The national Get Covered 2021 coalition announced Get Covered America Day on December 10th! 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 10th to support National Get Covered America Day.

On December 10th, 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](http://GetCovered2021.org); and
3. The hashtag #GetCovered2021.

Kynectors should also send any pictures of events held on December 10th 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](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.