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

Professional Service Line (PSL)
(855) 326-4650

Department for Medicaid Services (DMS)
(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

Do you Know the Difference?
As kynectors, it may become confusing as to which helpdesk to call when assistance is needed with a case. Please reference the chart below to know whom to call when help is needed:

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<th>Helpdesk Numbers</th>
<th>Reasons to Call</th>
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| Professional Services Line (PSL) (855) 326-4650 | - To gain access/become associated to an active case  
- To speak to DCBS  
- Errors received in kynect Self Service Portal (SSP)  
Please Note: For kynect use only. This number is not to be shared to the public. |
| Department for Medicaid Services (DMS) (855) 446-1245 | - Request for MCO Plan Change |
| Call Center (Public) (855) 459-6328 | - Errors received in kynect Self Service Portal (SSP) |
| Self Service Portal (SSP) Helpdesk (844) 407-8398 | - Errors received in kynect Self Service Portal (SSP) by Residents |
- Qualified Health Plan (QHP) Questions  
- Advanced Premium Tax Credit (APTC) Issues or Questions |
| Kentucky Health Benefit Exchange (KHBE) KHBE.Program@ky.gov | - Cancellation/Approval of events  
- Issues with Kentucky Online Gateway (KOG) profile  
- Issues that have not been addressed by PSL or DCBS  
- Report issues or complaints that arise with the PSL |

Please Note: When reporting issues with SSP or HealthCare.gov, kynectors should do two different things to escalate:
1. Call PSL at (855) 326-4650 for issues with SSP
   - If PSL is unable to resolve the issue, ask for a Ticket Number.
   OR
   Call the FFM helpdesk at (800) 318-2596 (Passcode: 502-999-9999) for issues with HealthCare.gov
2. After calling PSL or the FFM helpdesk, submit the issue on the OE Issue Tracker (https://chfs.info/OEIssueTracker).

Three-way Calls Regarding HealthCare.gov Issues
If a resident calls you concerning issues with HealthCare.gov, please direct the resident to call the FFM helpdesk directly. Three-way calls are not permitted when speaking to a Call Center Representative (CCR) from the FFM helpdesk. When kynectors make a three-way call to the FFM helpdesk, the CCR will ask for the kynector to disconnect from the call. If a kynector initiated the three-way call, the call between the resident and CCR is disconnected when the kynector hangs up. This is not an issue and kynectors should not report this on the OE Issue Tracker.