

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

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

(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

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:

Helpdesk Numbers	Reasons to Call
Professional Services Line (PSL) (855) 326-4650	<ul style="list-style-type: none"> ○ To gain access/become associated to an <u>active</u> case ○ To speak to DCBS ○ Errors received in kynect Self Service Portal (SSP) Please Note: For kynector use only. This number is not to be shared to the public.
Department for Medicaid Services (DMS) (855) 446-1245	<ul style="list-style-type: none"> ○ Request for MCO Plan Change
Call Center (Public) (855) 459-6328	<ul style="list-style-type: none"> ○ Errors received in kynect Self Service Portal (SSP)
Self Service Portal (SSP) Helpdesk (844) 407-8398	<ul style="list-style-type: none"> ○ Errors received in kynect Self Service Portal (SSP) by Residents
Federal Health Insurance Marketplace (FFM) (800) 318-2596 Passcode: 502-999-9999	<ul style="list-style-type: none"> ○ Issues with HealthCare.gov ○ Qualified Health Plan (QHP) Questions ○ Advanced Premium Tax Credit (APTC) Issues or Questions
Kentucky Health Benefit Exchange (KHBE) KHBE.Program@ky.gov	<ul style="list-style-type: none"> ○ 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.**



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