

# Insight Newsletter

Important Weekly Updates for kynectors during Open Enrollment



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## 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>

## HEALTHCARE.GOV OUTAGES

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)

## We Made It & We Did It Virtually This Year! Cheers to a Successful OE Period!

Due to the COVID-19 pandemic, kynectors have faced unusual circumstances during the 2021 Open Enrollment period. However, through virtual platforms, radio outreach, university outreach, and lots of hard work by kynectors, thousands of Kentuckians will have healthcare coverage in 2021.

### 4 Different Virtual Platforms



Google Meet



GoToMeeting



**34** radio stations agreed to read PSA scripts live on-air or record the PSAs and air them, **23** radio stations agreed to run KHBE's pre-recorded messages, **20** stations agreed to run both PSAs and pre-recorded messages.



Colleges/Universities spread across **19 different counties** in Kentucky agreed to distribute flyers.

## Education Question on Medicaid Applications


As kynectors complete Medicaid applications for residents, the Education section prepopulates the "Highest level of Education Completed" question in Self-Service Portal (SSP). The "Highest level of Education Completed" question is not mandatory and kynectors may delete this question from the application. To delete the "Highest level of Education" question, kynectors should do the following:

1. Select the **trashcan icon** to the right of the Start button.
2. A *Delete Highest Education* confirmation pop-up displays. kynectors should select **Delete**. The question is removed from the application.
3. Click **Next** to proceed with the application intake process.

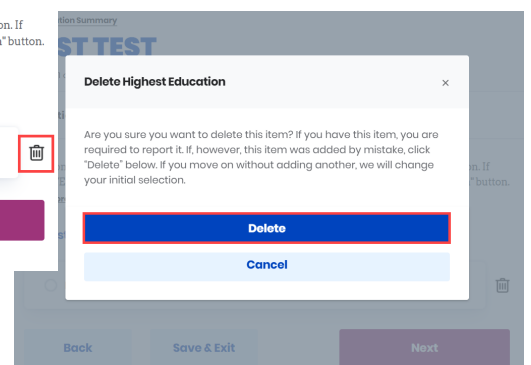
Education ☺

Based on your previous answers, we need to gather more information on TEST TEST's education. If TEST TEST is enrolled in multiple schools, add a school by clicking the "Add Current Education" button. [Learn More](#)

### Highest Level of Education Completed

Highest Level of Education Start 

Back Save & Exit Next



## Signature Submission on the Sign & Submit Screen

Once kynectors enter an Individual's information in Self-Service Portal (SSP), if a full match result occurs, data entered by kynectors is overwritten with Integrated Eligibility Enrollment System (IEES)/Worker Portal (WP) data. Once data is pulled from IEES/WP, this determines how the Individual's signature is accepted at the end of the application on the Sign & Submit screen. If a middle initial is not pulled over from the IEES/WP data, kynectors **will not** be able to enter a middle initial for the signature on the Sign & Submit screen. If a middle initial is pulled over from the IEES/WP data, kynectors **must** enter a middle initial for the signature on the Sign & Submit screen.