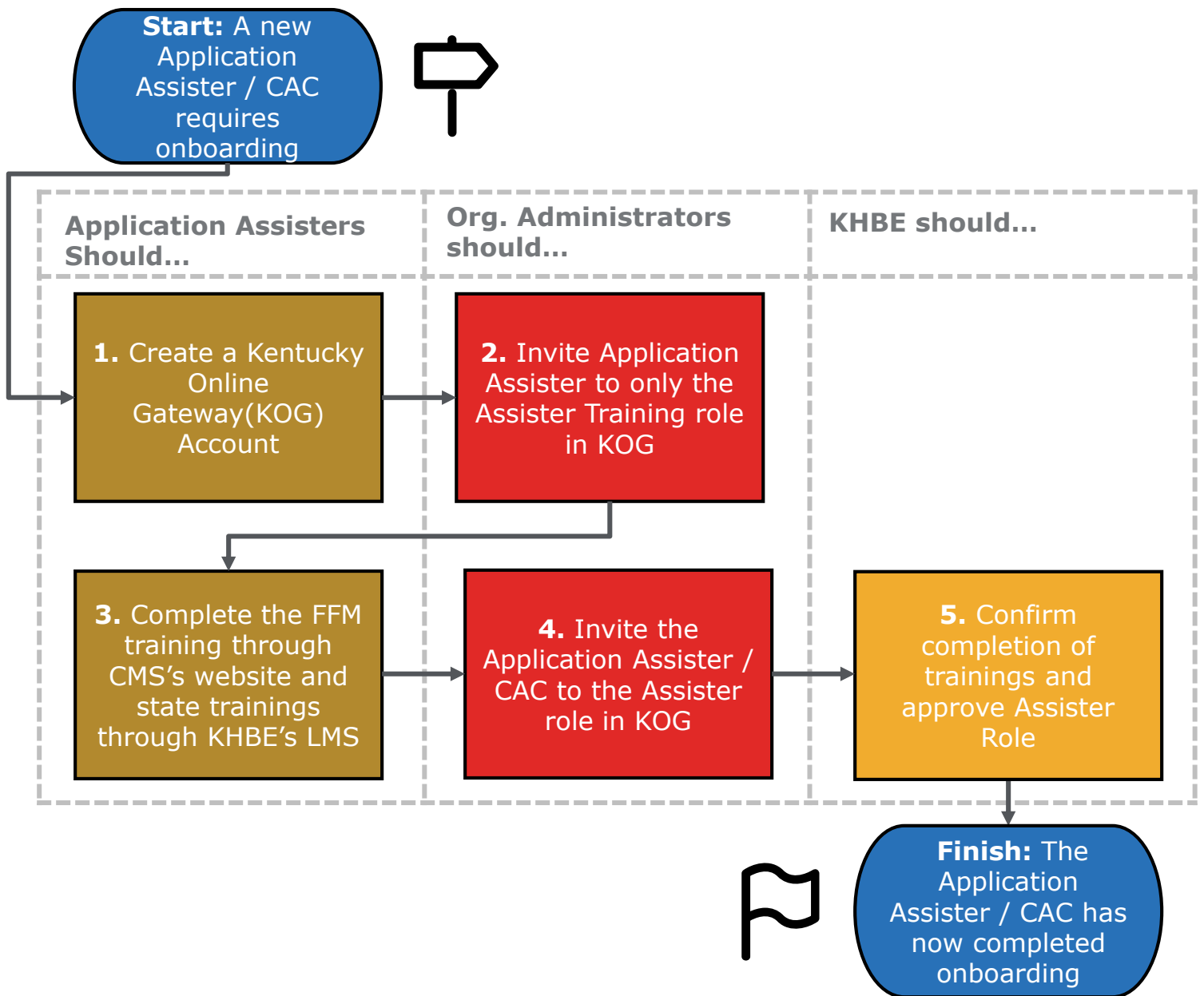


Kentucky Health Benefit Exchange

New Application Assister Onboarding Process Flow

New Application Assisters and Certified Application Counselors (CACs) and their Organization Administrators should follow the high level process flow below when onboarding. The below process flow is divided by responsibility.

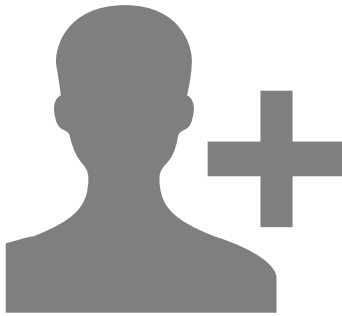


Once an Application Assister and CAC has completed onboarding they should have access to the Learning Management System and Benefind SSP. For questions and more information please see the detailed process flow on the KHBE website at KHBE.ky.gov.

Kentucky Health Benefit Exchange Application Assister Curriculum

Application Assisters and Certified Application Counselors (CACs) are required by KHBE to complete trainings to become an Application Assister or CAC. Additionally, KHBE requires annual trainings to maintain the Application Assister or CAC status.

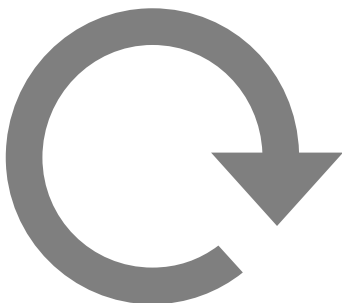
Initial Trainings



Trainings required by KHBE to become an Application Assister or CAC:

FFM	New Application Assister	Benefind System
KI-HIPP	Privacy and Security	Agency Administrator (Admins Only)

Annual Trainings



Trainings annually required by KHBE to maintain the Application Assister or CAC role:

FFM	Privacy and Security	Org. Administrator (Admins Only)
Open Enrollment		

The KHBE program may require Application Assisters to complete additional training to continue to maintain and improve the Application Assister Program. For further questions please contact the KHBE Program email inbox at KHBE.Program@ky.gov.