

The Commonwealth of Kentucky
kynect State-Based Marketplace



**Quick Reference Guide
Member Match Tasks for
Agents and kynectors**

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Quick Reference Guide: Member Match Tasks for Agents and kynectors

Introduction

This document is intended to provide quick access to key information related to MCI Member Match tasks for Agents and kynectors in kynect. These tasks include Partial and Full MCI Member Match tasks.

Table of Contents

Quick Reference Guide Member Match Tasks for Agents and kynectors.....	1
Introduction	2
Table of Contents	2
1 What is a Member Match?	3
1.1 Full Member Match.....	3
1.2 Partial Member Match	3
1.3 No Member Match	4
2 Member Match Process/Lifecycle	4
2.1 Full Match Process/Lifecycle	4
2.2 Partial Member Match Process/Lifecycle	5
3 Additional Resources	6

Quick Reference Guide: Member Match Tasks for Agents and kynectors

1 What is a Member Match?

During an application, the application performs Member Match for all members added in the application once their basic demographic information is saved. This information consists of First Name, Last Name, Date of Birth, Gender and SSN. Based on the match status of the Head of Household and added members of the application, the Individual is either allowed to complete the application or is blocked until the member match is resolved. Below sections describe the behaviors for the three different match scenarios: Full, Partial, and No Match.

1.1 Full Member Match

All identifying information perfectly matches a Head of Household or Household Member on an existing case in kynect, and the application is either blocked or automatically absorbed into that existing case. A full member match typically occurs in the following scenarios:

1. If the added Head of Household is a dependent in another Active, Pending or Unsubmitted (Non-KIHIPP) application, then the application is blocked, meaning the Individual cannot continue with the application.
2. If the added dependent/Household Member matches a Head of Household or dependent for the current case, any other active case, or unsubmitted application, then the current application is blocked, meaning the Individual cannot continue with the application.
3. If the added Head of Household is also a Head of Household in an existing case, then the current application is absorbed into the existing case.

Please note: If a full member match occurs and the application is blocked, the Individual will receive the following message: “Existing Case Found” pop-up message is displayed: “We found MEMBER NAME’s records in our system on another case/application with similar identifying information. To make sure information on this application does not affect other benefits, you cannot continue with this application.”

If you believe this to be an error, please contact the DCBS line at 1-855-306-8959 to review your information and any potential existing cases.”

1.2 Partial Member Match

A partial match is made when not all the identifying information exactly matches to an individual in an existing case, but MCI recognizes the Individual may already exist. DCBS Caseworkers must determine if the Individual exists in kynect or not. Submitting the application creates a task for the DCBS Caseworker to verify the members on the application and resolve the partial match. The Individual is notified that their eligibility results will be available once the DCBS Caseworker has reviewed the application in the

Quick Reference Guide: Member Match Tasks for Agents and kynectors

Eligibility Results page. Application is removed from the Agent or kynector's dashboard.

1.3 No Member Match

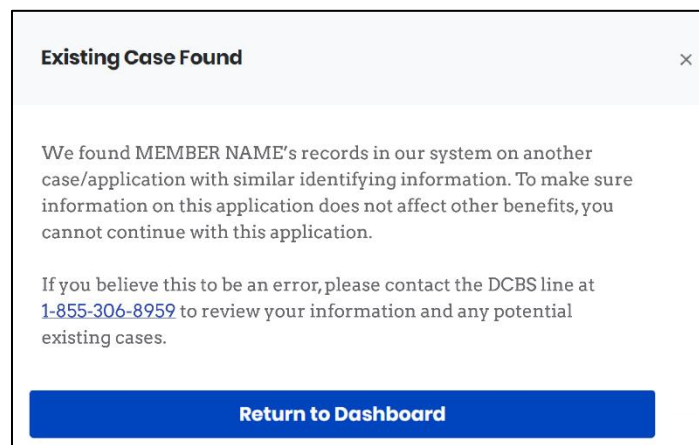
There is no potential that the Individual already exists in kynect and the Agent or kynector is able to complete the application from start to finish.

Please note: After the information is merged with a person known to the system, the application may need to be updated with current or correct information.

2 Member Match Process/Lifecycle

2.1 Full Match Process/Lifecycle

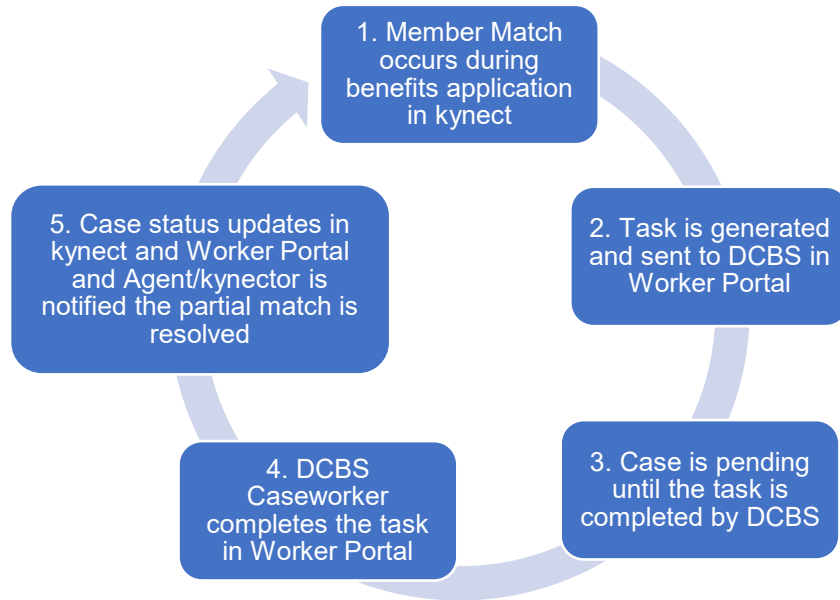
1. When a Full Member Match occurs in kynect, the following Existing Case Found pop-up is displayed in the Household Members section of the application, and the Individual is blocked from continuing the application:



Quick Reference Guide: Member Match Tasks for Agents and kynectors

2.2 Partial Member Match Process/Lifecycle

See below the high-level process lifecycle for Partial Member Match tasks:



1. When a Partial Member Match occurs in kynect, it appears as shown below:

The screenshot shows the kynect benefits website interface. The header includes the kynect logo, navigation links for Programs, Reps, kynectors, & Agents, and Help & FAQs, and a language dropdown set to English (English). The main content area is titled 'BENEFITS APPLICATION' and features a large green heading 'Eligibility Results' with a 'Learn More' link. Below this, a message states: 'Application Submission Successful for Application Number 700000389!'. A thank-you message follows, stating: 'Thank you for submitting your application to kynect benefits.' A notice explains that the application cannot be processed due to additional verification needed and will be reviewed within the next 3 business days. It also provides instructions for agents/kynectors and citizens regarding notifications. A 'Go to Dashboard' button is located in the bottom right corner.

2. When a Partial Member Match occurs, a task is generated in Worker Portal to a DCBS Caseworker's Dashboard. The Caseworker has **three business days** to

Quick Reference Guide: Member Match Tasks for Agents and kynectors

take action on the task. Tasks are worked by Caseworkers in the order in which they are received.

3. The application is in “Pending” status in kynect Self-Service Portal and Worker Portal until the partial match task is completed by the DCBS Caseworker.
4. The DCBS Caseworker takes action on the partial match task in Worker Portal within **three business days**.
5. After the Caseworker resolves the partial match task in Worker Portal, the case status updates in kynect and Worker Portal. The Agent or kynector who submitted the application is notified that the partial match is resolved, and they may then continue the application. After three days if unable to find the application/case number, call the Professional Services Line (PSL) to verify association to the case. An [Appendix B](#) may be needed if the Agent or kynector wants to be associated with the case or they can gain consent from the Individual while on the phone with PSL.

3 Additional Resources

Agents or kynectors who need additional assistance or have questions about member matches may call the Professional Services Line (PSL) at: 1-855-326-4650.

For applications needing attention within 24 hours (also referred to as “Dire Need” cases), Agents and kynectors may email the kynectdireneed@ky.gov mailbox.