



## kynect On Demand

### What is kynect On Demand?

kynect On Demand is a new process that allows Residents who need help enrolling in a Qualified Health Plan to submit a request through kynect and get a call back from registered and available Insurance Agents within 30 minutes!

### Are Agents required to meet certain criteria before registering for kynect On Demand?

Yes! Agents must meet the minimum Criteria listed below:

- Agents must have an active license and have completed/received their My Purpose Certification
- Agents must confirm with DOI their latest contact information
- Agents must complete the Registration process in kynect On Demand (see question below)

### How do Agents register to participate in kynect On Demand?

To participate, Agents must login to the Agent Portal and click on the 'kynect On Demand' tab. Upon clicking the 'kynect On Demand Tab, Agents are required to complete the following sections:

1. Agree to Register
2. Provide Preferred Contact Information
3. Establish your Schedule & Availability

Upon completing the above steps, you will be fully enrolled and able to assist Residents through kynect on Demand!

Did You Know? 

Registering to participate in kynect On Demand is easy and can be completed in as little as 15 minutes!





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### What is a referral?

Referrals are created after a Resident submits a request through kynect. Upon submitting the request, a Referral is created and assigned to an Agent based on multiple factors (proximity, availability, preferred language, and how many missed referrals the Agent has). It is important to note that there are two types of referrals: General and Mass Referrals.

General Referrals should be accepted or rejected by an Agent within 15 minutes of being assigned to the Agent, and Mass Referrals' are meant to be completed on a first come first serve basis. Once a mass referral is accepted, the Resident's contact information is shared with the first Agent who accepted the referral.

### What happens if I miss a referral?

As a best practice, Agents should always do their best to complete an assigned referral. However, If an Agent misses 3 consecutive referrals, they are de-registered from kynect On Demand and must re-register if they would like to continue with the program. Therefore, Agents must make sure to address all assigned referrals within the allotted timeframe.

### How do I complete a referral?

Upon receiving a referral, Agents should take the following actions to complete it:

1. Click the green check mark beside the referral in the 'Referral Manager' section of the Quick Updates Dashboard.
2. Upon accepting the referral, the Referral Status changes from 'Pending' to 'In Progress' and the Resident's contact information is shared with the Agent.
3. The Agent should then contact the Resident via their preferred contact method to help the Resident select the plan that is best for them.
4. Upon contacting the Resident, the Agent must then update the Referral Status to 'Complete' to close out the referral.

