kynect On Demand Office Hour

May 2, 2023

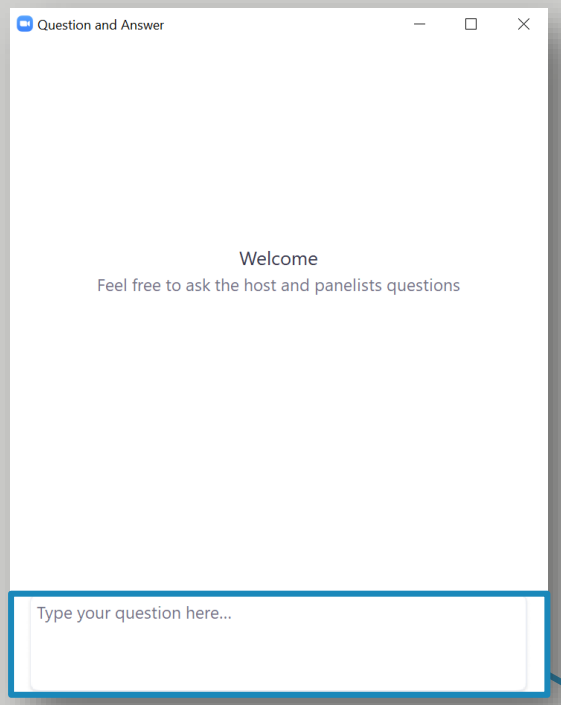
kynect On Demand Office Hour

Please review the Zoom Tips for Success while you wait:

Ask a Question in Q&A

During the session, all Agents are muted. If you would like to ask a question about the session content:

- Click the **Q&A Icon**.
- Type your question and click **Enter** on your keyboard.

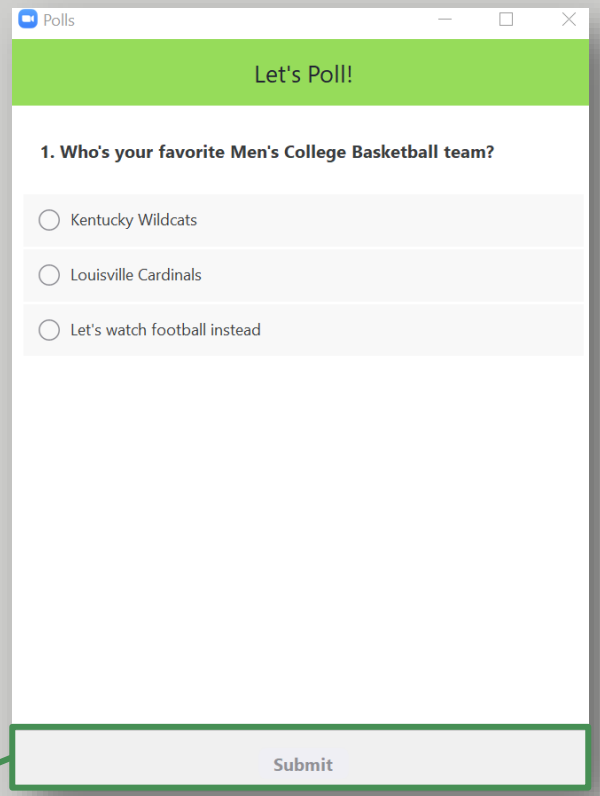


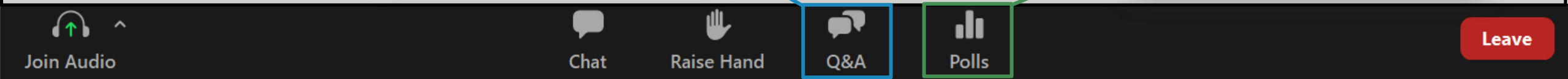
Let's Poll

During the session, all Agents are muted. However, we will be checking in by asking questions. To answer anonymously:

- Click the **Polls Icon**, if the polls pop-up does not display automatically.
- Select the appropriate **Answer** and click **Submit**.

Please note: The **Polls Icon** only displays once the Host enables it.





Icebreaker

Which superpower would you choose?
A. Flight
B. Time Travel
C. Telepathy
D. Water Breathing

Fun Fact: Superman, who first appeared in comic books in 1938, was the first superhero created with superpowers.

Agenda

Section Topic	Slide Number
Welcome and Housekeeping	2
kynect On Demand Overview	5
Register for kynect On Demand	8
Agent Match and Messages	15
kynect On Demand Dashboard	28
Question and Answer	37

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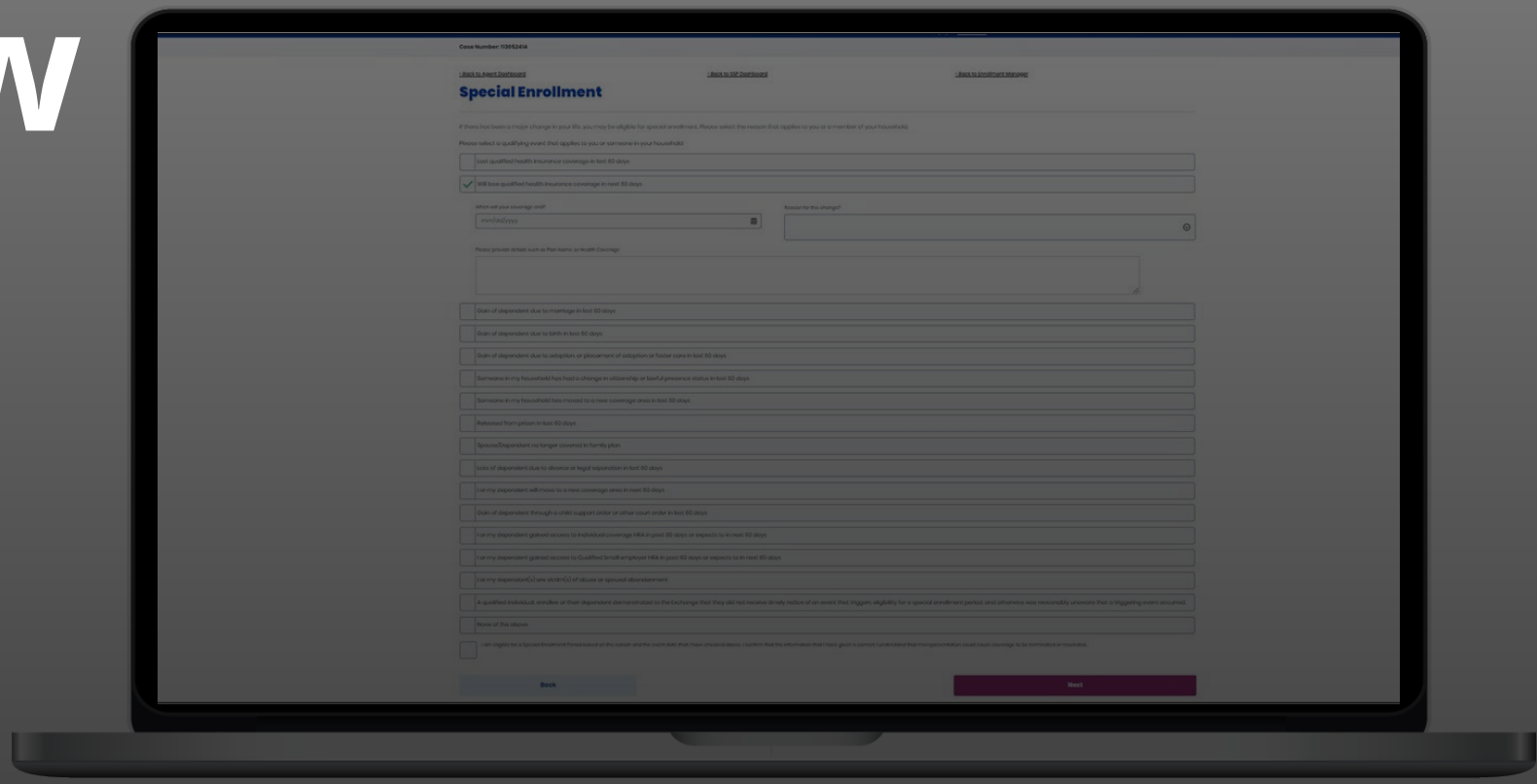
kynect On Demand Overview



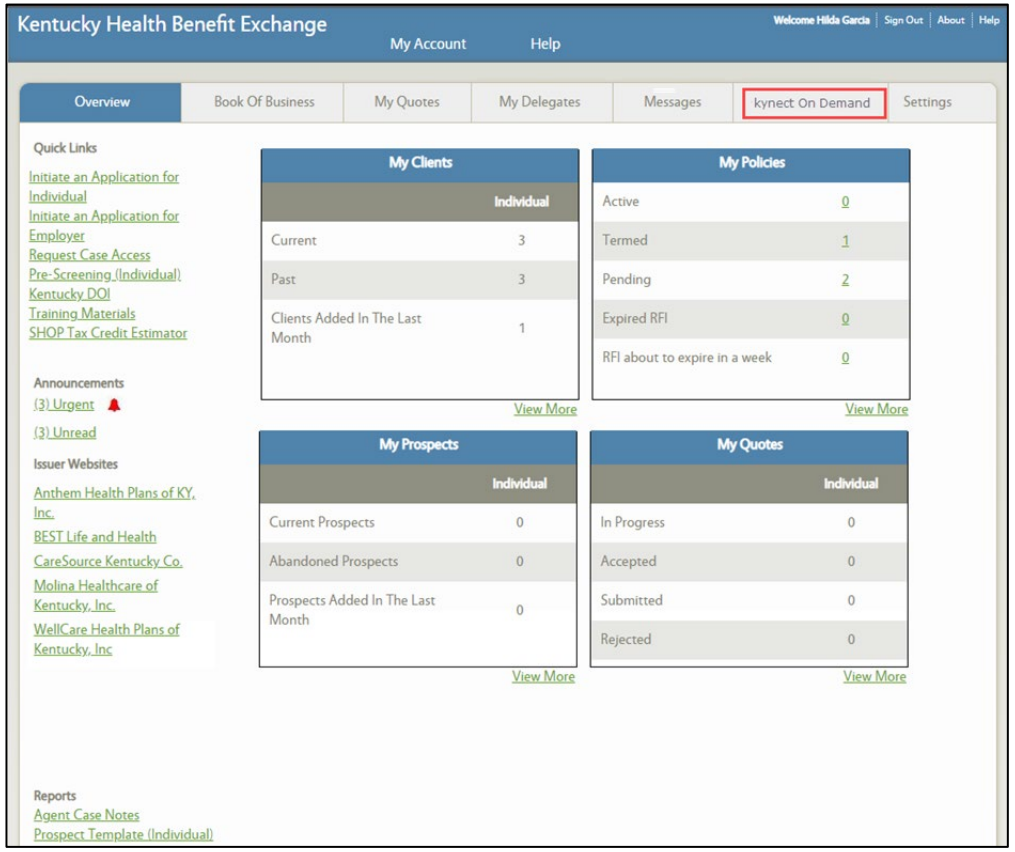
kynect On Demand Introduction

kynect On Demand is a real-time functionality that allows Individuals to request assistance from Agents based on the Agents availability. The functionality is optional for Agents and highlights are detailed below.

kynect On Demand

kynect On-Demand allows Individuals to request assistance from Agents in real-time. Agents can easily set their availability and preferences from their Dashboard in Agent Portal. kynect On Demand has the following functionality available to Agents:

- **Quick Updates**: View today's notifications
- **Referral Manager**: Take action on open requests
- **View Metrics**: View applicable metrics
- **My Availability**: Edit weekly availability
- **Preferred Contact**: Edit contact details
- **De-Register**: Disenroll from kynect On Demand



kynect On Demand Resident Access

kynect On Demand is available to Residents through various screens on kynect.

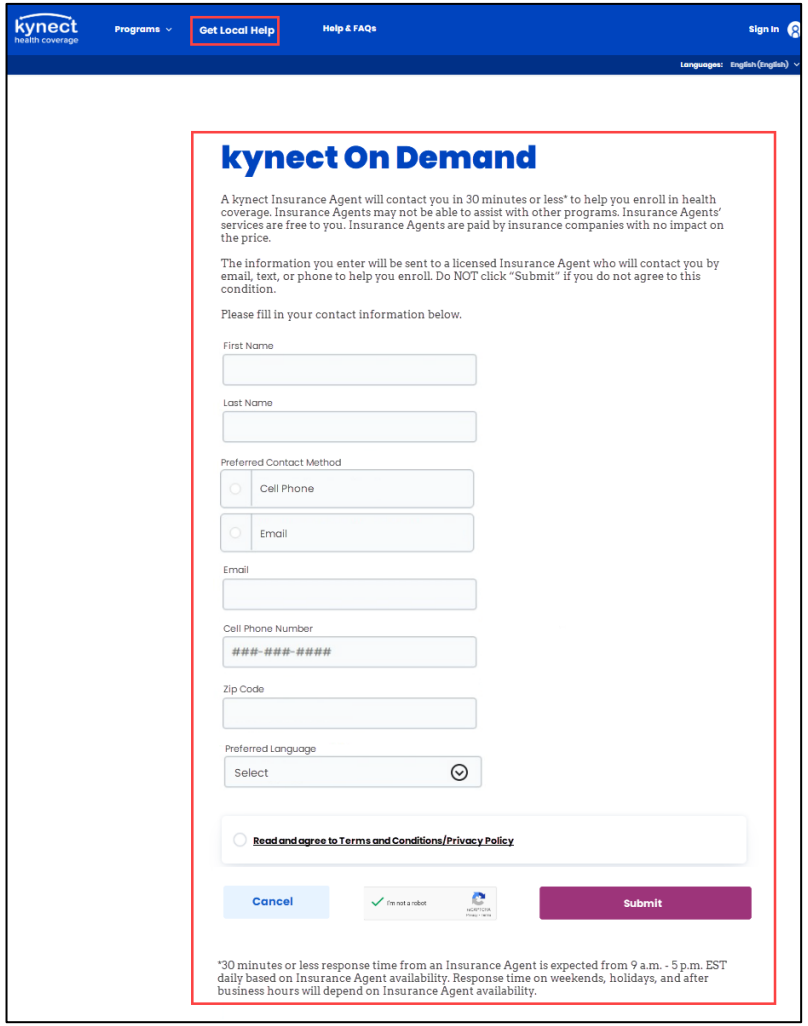
Resident Access

Residents may request assistance on the following screens:

- kynect health coverage home page
- kynect benefits home page
- Qualified Health Plan (QHP) home page
- Agents page
- Authorized Representative, kynector, & Agents page

On-Screen Messaging

A kynect Insurance Agent will contact you in 30 minutes or less to help you enroll in health coverage. Insurance Agents may not be able to assist with other programs. Insurance Agents' services are free to you. Insurance Agents are paid by insurance companies with no impact on the price. The information you enter will be sent to a licensed Insurance Agent who will contact you by email, text, or phone to help you enroll. Do NOT click "Submit" if you do not agree to this condition. Please fill in your contact information below.*



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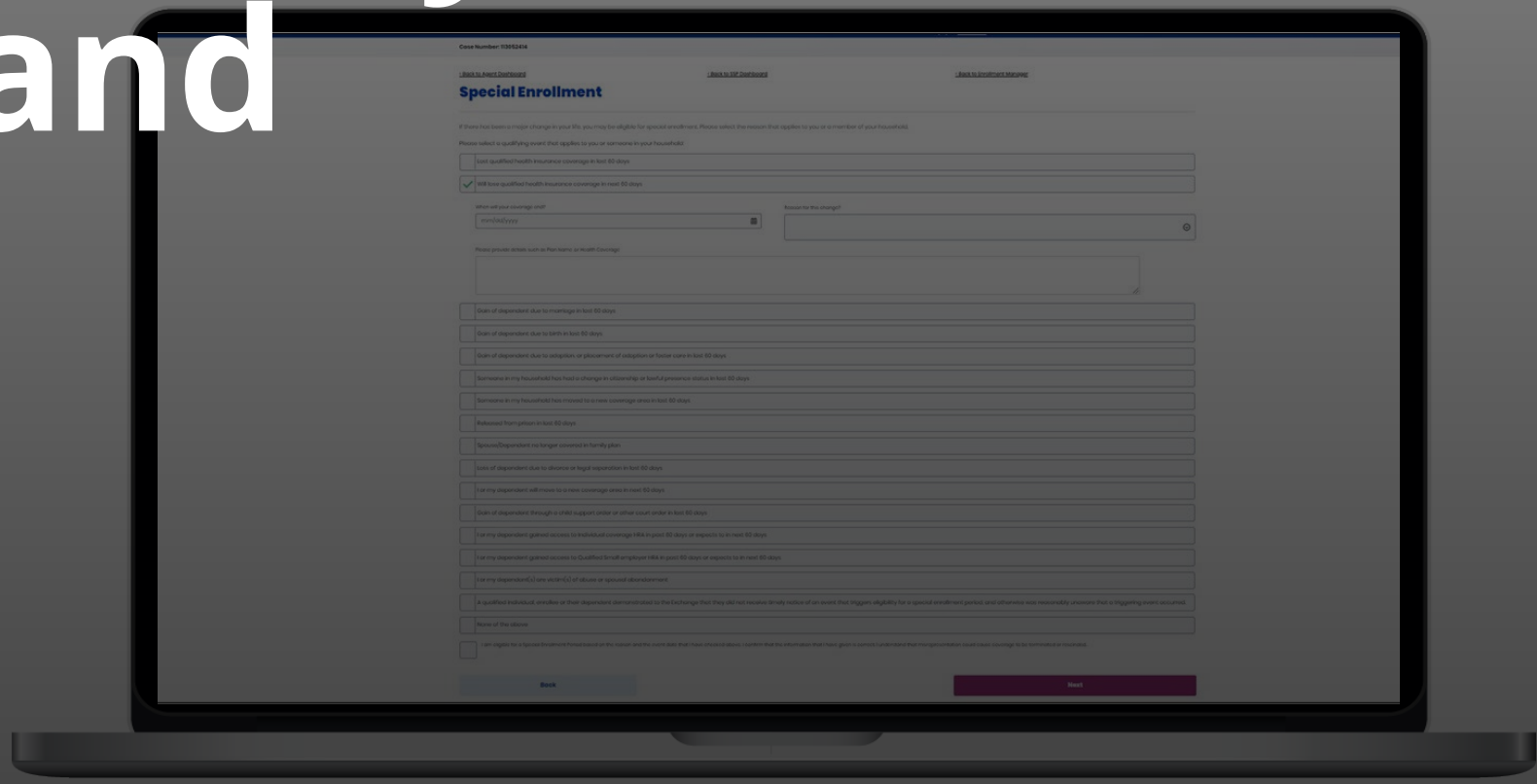
Register for kynect On Demand



Register for kynect On Demand

kynect On Demand is optional for Agents to participate in. If Agents wish to participate, they must follow the steps detailed below:

Registration Process

To participate in kynect On Demand agents should complete the registration in Agent Portal via the kynect On Demand tab.

1. On the **Registration** screen, select the radio button indicating interest in participating.
2. On the **Preferred Contact** screen, confirm preferred contact details are up to date.
3. On the **My Availability** screen, confirm available hours for the week.

Important Notes

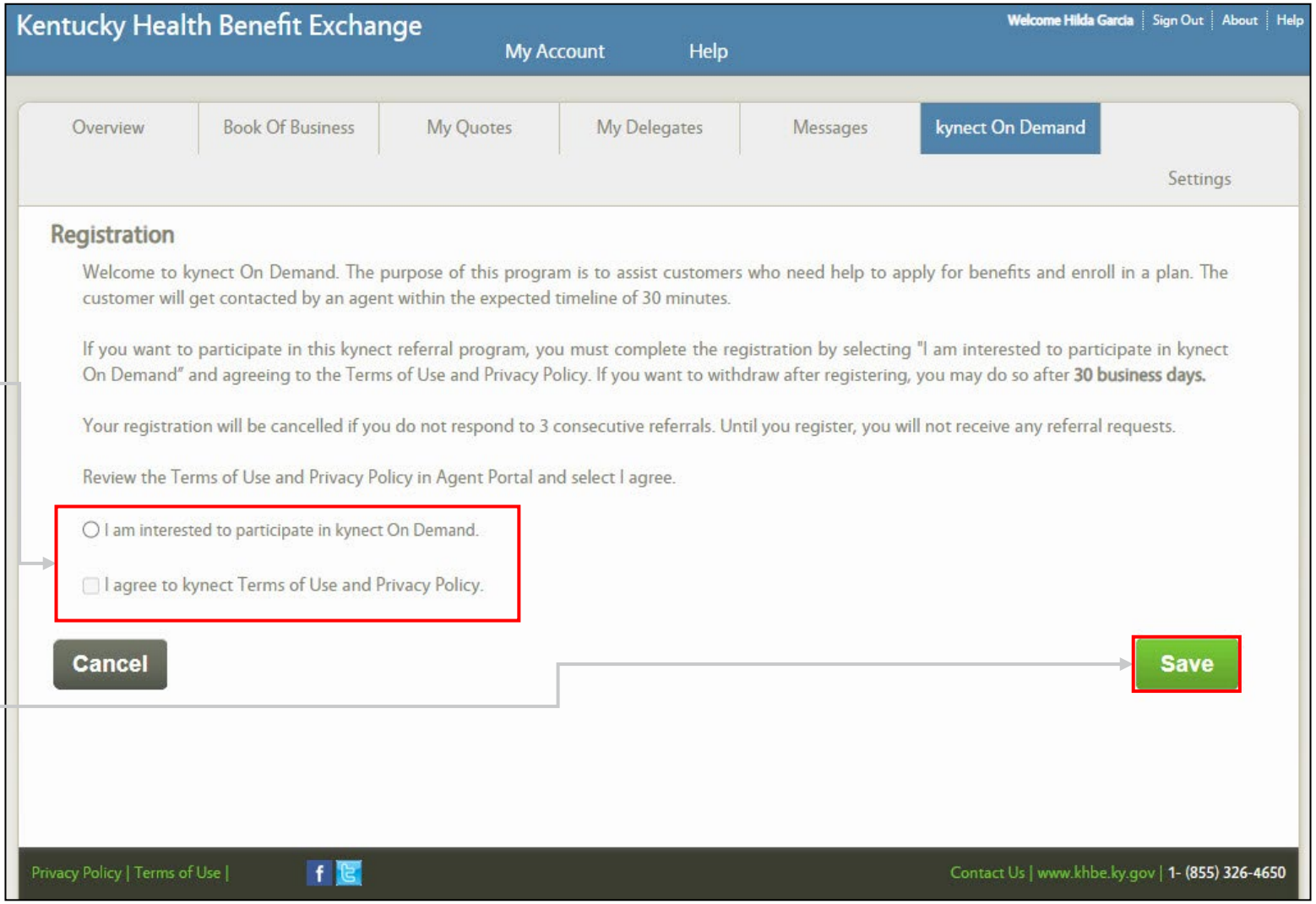
- Agent's preferred contact method options include:
  - Email & Text
  - Text Only
  - Email Only
- Agents must maintain their Availability Settings so they only receive referrals when they are available and ready to assist Residents. Agents will be able to set standard hours for each day, add breaks, and add out of office time.
- **Please Note**: An Agent registered to participate in kynect on Demand and does not respond for 3 consecutive requests will be de-registered and must re-register to participate.

kynect On Demand Registration

Agents indicate their interest in participating on the kynect On Demand tab.

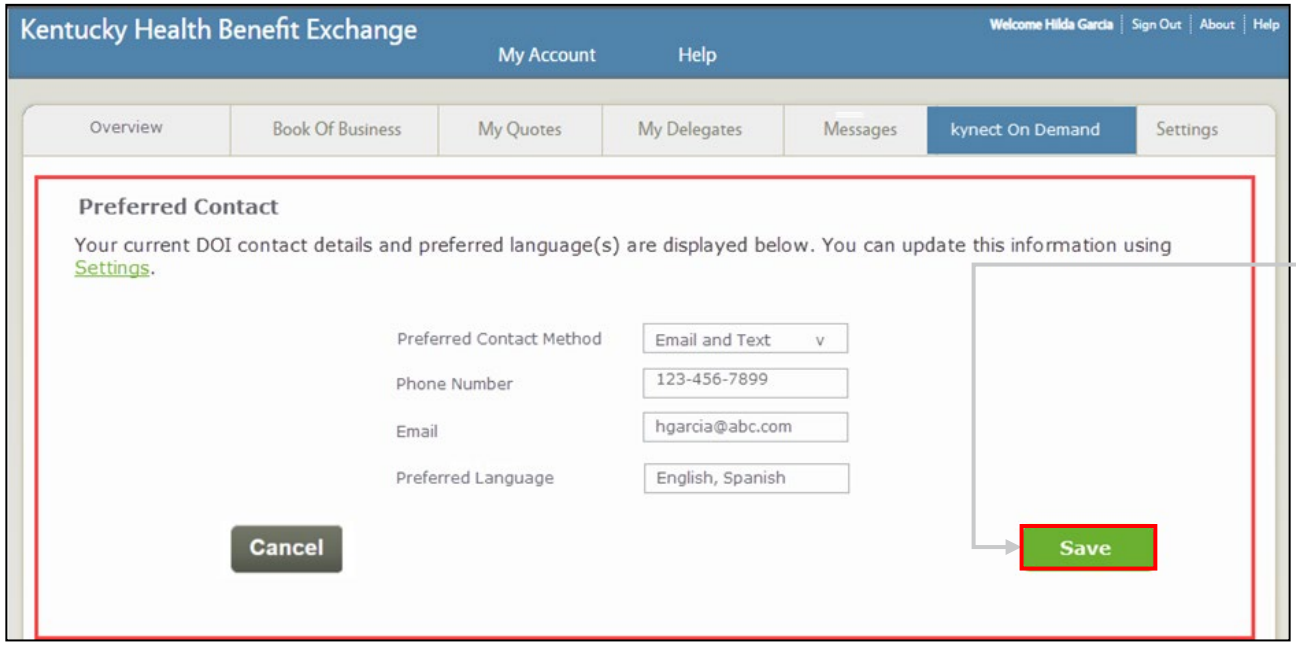
1. Select **I am interested to participate in kynect On Demand**.

2. Click **Save**.



Preferred Contact Details Screen

Confirm contact details.



3. Click **Save**.

Please note: Agents must update their preferred contact details through the Department of Insurance for that information to be reflected in Agent Portal.

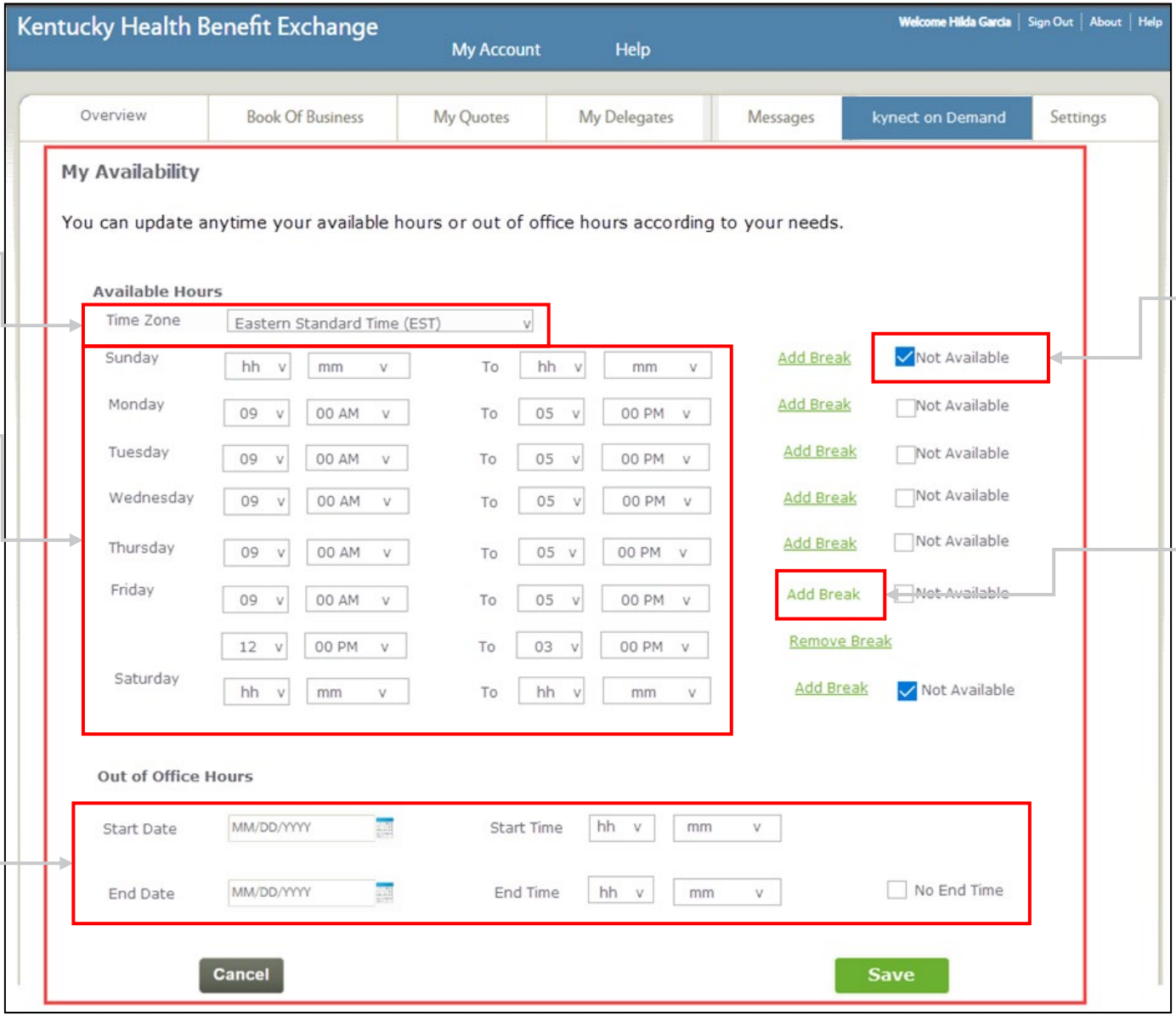
My Availability Screen

Adjust availability as needed. Agents may make edits at any time.

4. Select the applicable **Time Zone.**

5. Select the daily **Available Hours**.

8. Select any applicable **Out of Office Hours**.



6. Select any **Unavailable Day(s).**

7. Add **Break(s)** to block off time for lunch, meetings, etc.

Knowledge Check #1

True or False: Agents should continually update their availability as it changes.

True

False

Answer using the Polls box!

Knowledge Check #1 - Answer

True or False: Agents should continually update their availability as it changes.

True

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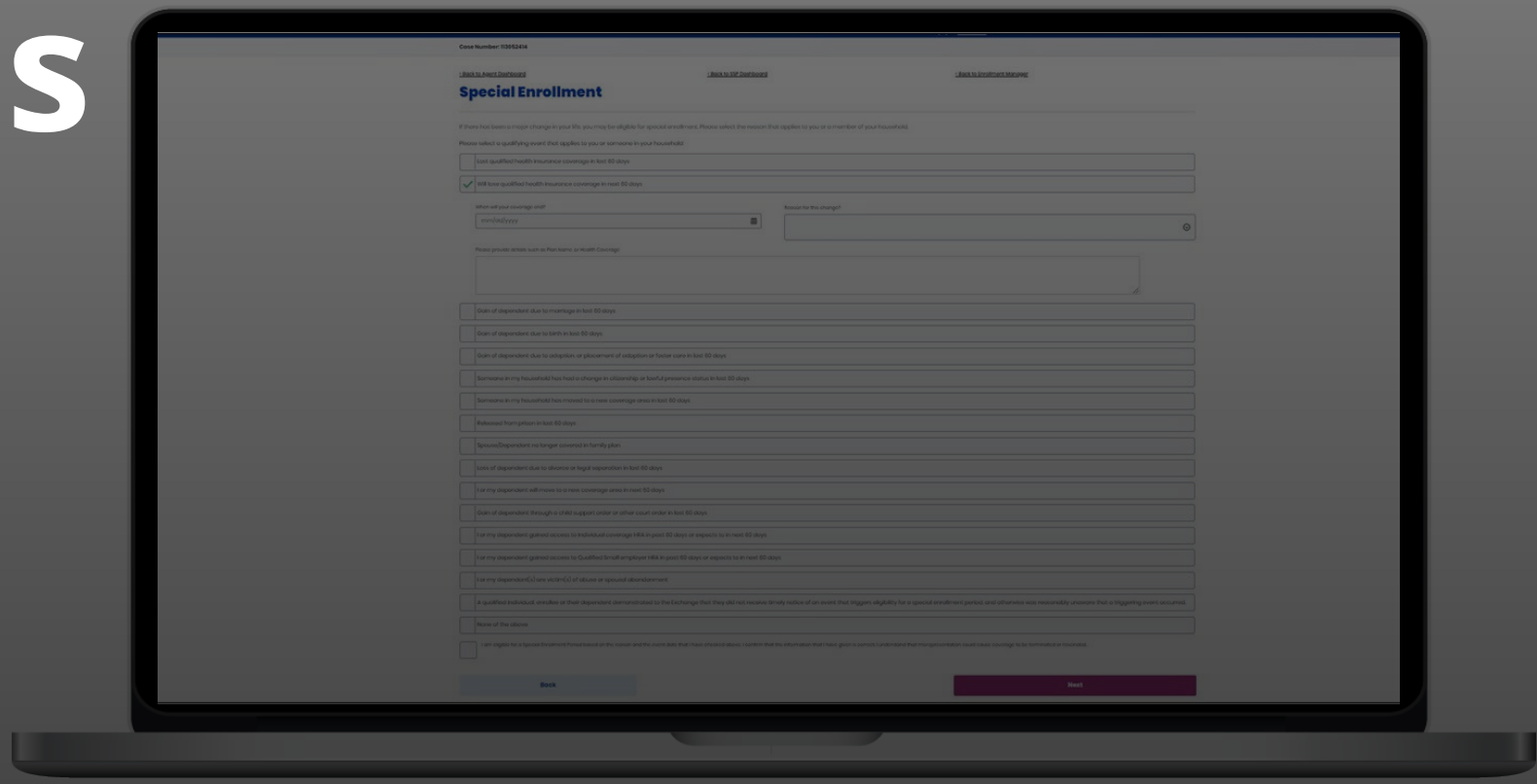
Agent Match and Messages



Agent Match Matrix

kynect On Demand runs match logic match Residents with an available Agent.

Match Criteria

1. **Proximity:** Based on customer Zip Code and the proximity (distance) from the Agent's business address. The closest Agent is given precedence.
2. **Availability:** Checks Agent availability from the My Availability screen in Agent Portal.
3. **Preferred Language:** Confirms Resident and Agent preferred language align.
4. **Referral Count:** Checks Agent referral count.

General Vs Mass Request

There are two separate request types Agents may receive:

- **General:** General notifications are sent when an Agent is matched with a Resident request. This notification is only sent to one Agent. Once matched, the Agent has 15 minutes to respond.
    - Agents' registration may be cancelled if they fail to respond to three (3) consecutive general referrals.
- **Mass:** If an Agent rejects or fails to respond to a general notification, a mass notification is sent to the next 10 available Agents. The notification expires for the original Agent and the notification remains pending until one of the remaining Agents accepts the request.

Please note: If one of the Agents accepts the Mass request, the request for the remaining Agents expires, and the listing will be removed from their Referral Manager inbox once the page is refreshed.

kynect On Demand Process Flow: First Agent Accepts Request

kynect On Demand requests are based on Agent match logic and request response type. Below details a scenario if the first Agent contacted accepts the request.

1 The Resident submits a request through kynect On Demand.

- The overall timer starts.

2 Request is sent to the first Agent in the match queue based on match logic.

- Agent Match Logic includes closest proximity to the Resident, Agent availability, preferred language, and Agent with the minimum referral in the closest proximity range.

3 The Agent in the match queue receives a notification.

- The Agent has 15 minutes to accept or reject the request once the notification is received.

4 The Agent accepts the request in Agent Portal. Resident information is shared in Agent Portal and the Agent assists the Resident.

kynect On Demand Process Flow: First Agent Accepts Request

kynect On Demand requests are based on Agent match logic and request response type. Below details a scenario if the first Agent contacted accepts the request.

Agent Accepts Request

1) Referral Status is **Pending** with Accept/Reject button available.
   - 15-minute timer begins
2) Agent accepts and Resident name/contact details display.
   - Referral Status changes from **Pending** to **In-Progress**.
   - Referral request is updated to **Accepted**.
3) Agent updates the status of the request to **Complete** after contacting and assisting the Resident.

Referral Manager

Referral Type	Name	Customer Zip Code	Contact Details	Referral Assigned	Action	Referral Status
General		40506		05/23/2023 11:01 AM	✓ ✗	Pending

Referral Type	Name	Customer Zip Code	Contact Details	Referral Assigned	Action	Referral Status
General	John Doe	40506	123-456-7890	05/23/2023 11:01 AM	Accepted	In Progress

Referral Type	Name	Customer Zip Code	Contact Details	Referral Assigned	Action	Referral Status
General	John Doe	40506	123-456-7890	05/23/2023 11:01 AM	Accepted	Completed

kynect On Demand Process Flow: First Agent Rejects Request

kynect On Demand requests are based on Agent match logic and request response type. Below details a scenario if the first Agent contacted rejects the request.

1 The Resident submits a request through kynect On Demand.

- The overall timer starts.

2 Request is sent to the first Agent in the match queue based on match logic.

- Agent Match Logic includes closest proximity to the Resident, Agent availability, preferred language, and Agent with the minimum referral in the closest proximity range.

3 The Agent in the match queue receives a notification.

- The Agent has 15 minutes to accept or reject the request once the notification is received.

4 The Agent rejects the request in Agent Portal prior to the 15-minute deadline.

- The next scenario covers the process if the Agent ignores the notification.

5 Request is sent to the next Agent in the match queue.

6 The next Agent in the match queue receives a notification.

- The Agent has 15 minutes to accept or reject the request once the notification is received.

7 The Agent accepts the request. Resident information is shared in Agent Portal and the Agent assists the Resident.

kynect On Demand Process Flow: First Agent Rejects Request

kynect On Demand requests are based on Agent match logic and request response type. Below details a scenario if the first Agent contacted rejects the request.

Agent Rejects Request

1) Referral request is **Pending** with Accept/Reject button available.
   - 15-minute timer begins
2) The first Agent rejects the request within 10 minutes and Resident name/contact details are not shared.
   - Referral Status changes from **Pending** to **Rejected**.
3) Referral request sent to the second Agent who accepts the request.

kynect On Demand Process Flow: First Agent Ignores Request

kynect On Demand requests are based on Agent match logic and request response type. Below details a scenario if the first Agent contacted ignores the request.

1 The Resident submits a request through kynect On Demand.

- The overall timer starts.

2 Request is sent to the first Agent in the match queue based on match logic.

- Agent Match Logic includes closest proximity to the Resident, Agent availability, preferred language, and Agent with the minimum referral in the closest proximity range.

3 The Agent in the match queue receives a notification.

- The Agent has 15 minutes to accept or reject the request once the notification is received.

4 The Agent ignores the request.

- The 15-minute timer has expired.

5 A mass referral is sent to the next 10 Agents in the match queue.

- Mass referral notifications do not expire until one Agent accepts the request, or all Agents reject the request.

6 An Agent accepts the request. Resident information is shared in Agent Portal and the Agent assists the Resident.

- If all Agents reject the mass referral request, another mass referral notification is sent to the next 10 Agents in the match queue.

Resident and Agent Notifications:

- Residents receive updates at 30 minutes, 60 minutes, and 24 hours after they submit the request if an Agent has not accepted from the mass referral notification.
- Agents receive an additional notification at 24 hours if the mass referral is still pending.

kynect On Demand Process Flow: First Agent Ignores Request

kynect On Demand requests are based on Agent match logic and request response type. Below details a scenario if the first Agent contacted ignores the request.

Agent Ignores Request

1) Referral request is **Pending** with Accept/Reject button available.
   - 15-minute timer begins
2) The first Agent does not respond, and Resident name/contact details are not shared.
   - Referral Status changes from **Pending** to **Missed Referral**.
3) Mass notification is sent to the next 10 Agents. One Agent accepts the request and updates the status to **Complete** after contacting and assisting the Resident.

Agent General Request Messaging

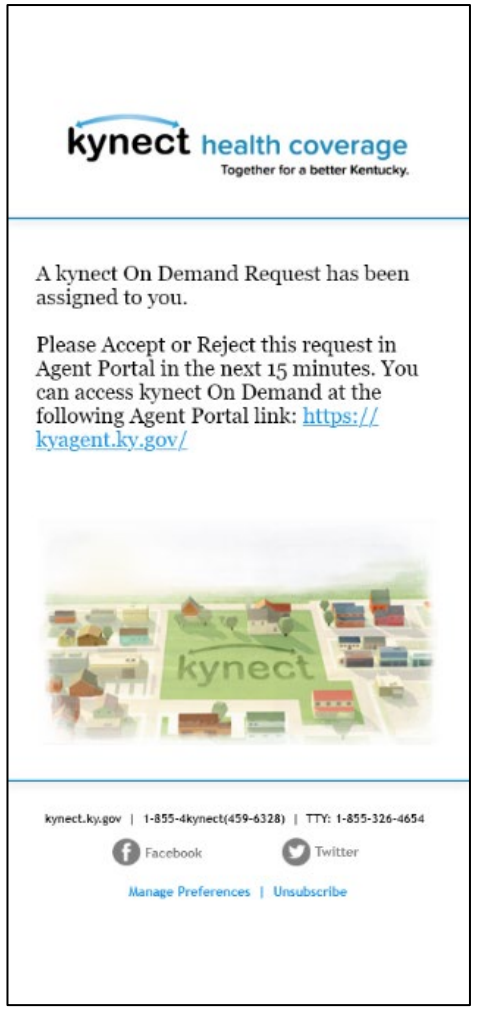
Subject Line: New Request – kynect On Demand

Message Text

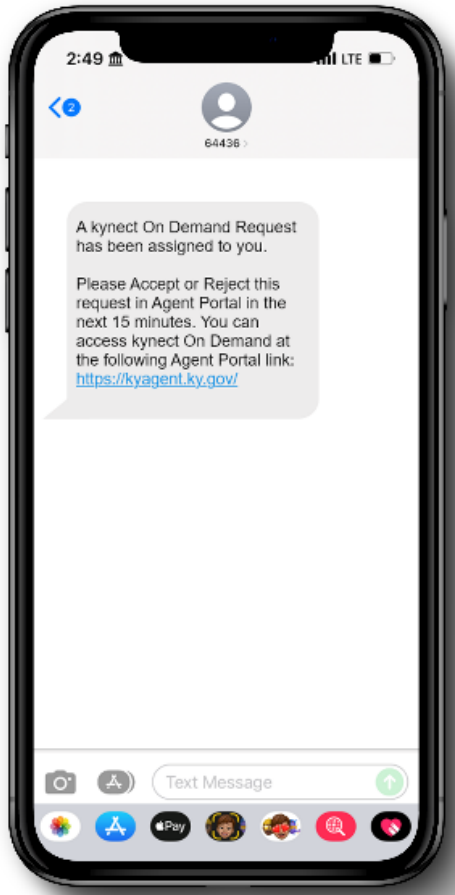
A kynect On Demand Request has been assigned to you.

Please Accept or Reject this request in Agent Portal in the next 15 minutes. You can access kynect On Demand at the following Agent Portal link: https://kyagent.ky.gov/

Email Notification



SMS Notification



Agent Mass Request Messaging

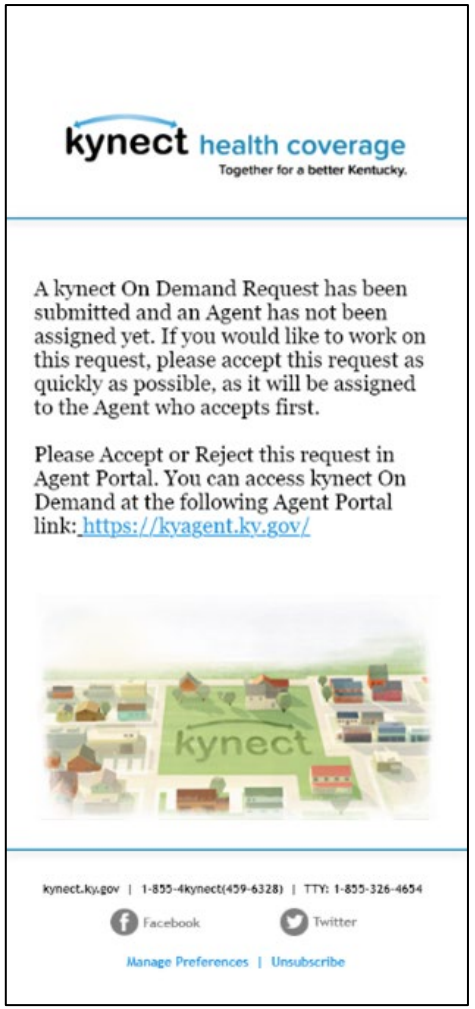
Subject Line: New Mass Request – kynect On Demand

Message Text

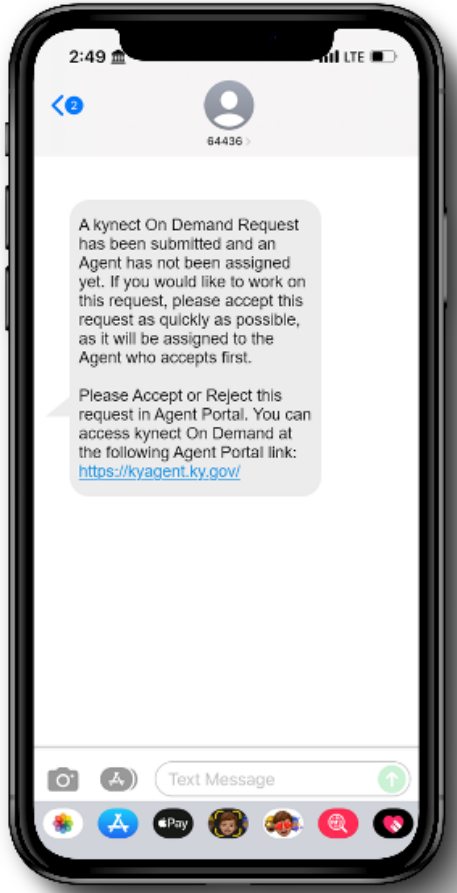
A kynect On Demand Request has been submitted and an Agent has not been assigned yet. If you would like to work on this request, please accept this request as quickly as possible, as it will be assigned to the Agent who accepts first.

Please Accept or Reject this request in Agent Portal. You can access kynect On Demand at the following Agent Portal link: https://kyagent.ky.gov/

Email Notification



SMS Notification



Resident Messaging

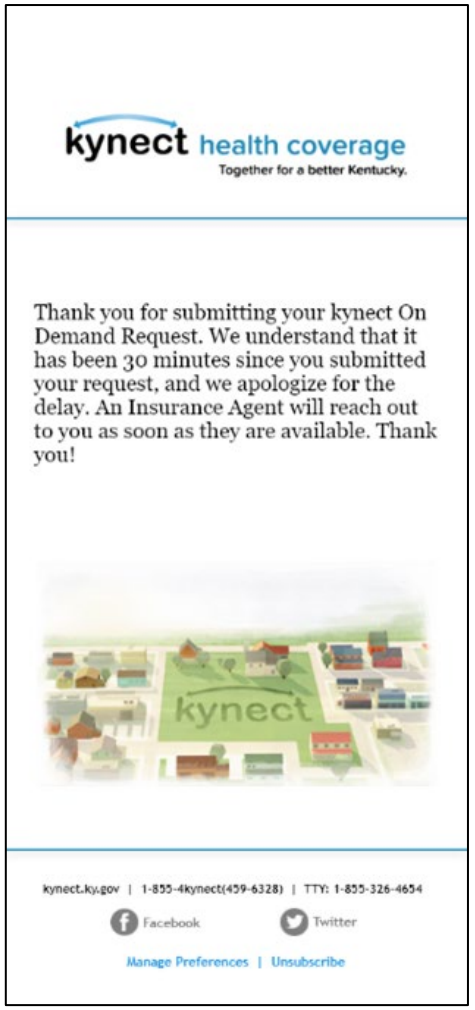
Subject Line: Update on you kynect On Demand Request

Message Text

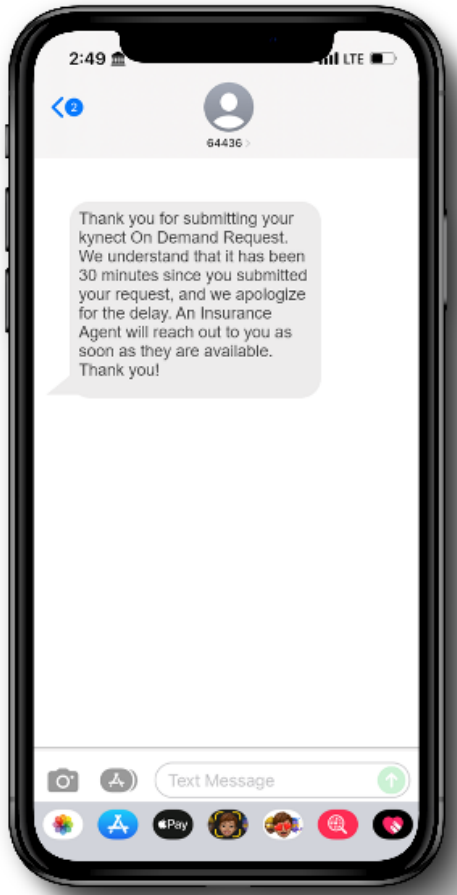
Thank you for submitting your kynect On Demand Request. We understand that it has been 30 minutes since you submitted your request, and we apologize for the delay. An Insurance Agent will reach out to you as soon as they are available. Thank you!

Please note: Resident messaging ends after 24-hours. Agents who received previous General and/or Mass referrals will receive reminders until the request is accepted.

Email Notification



SMS Notification



Knowledge Check #2

True or False: The two notification types are General and Mass.

True

False

Answer using the Polls box!

Knowledge Check #2 - Answer

True or False: The two notification types are General and Mass.

True

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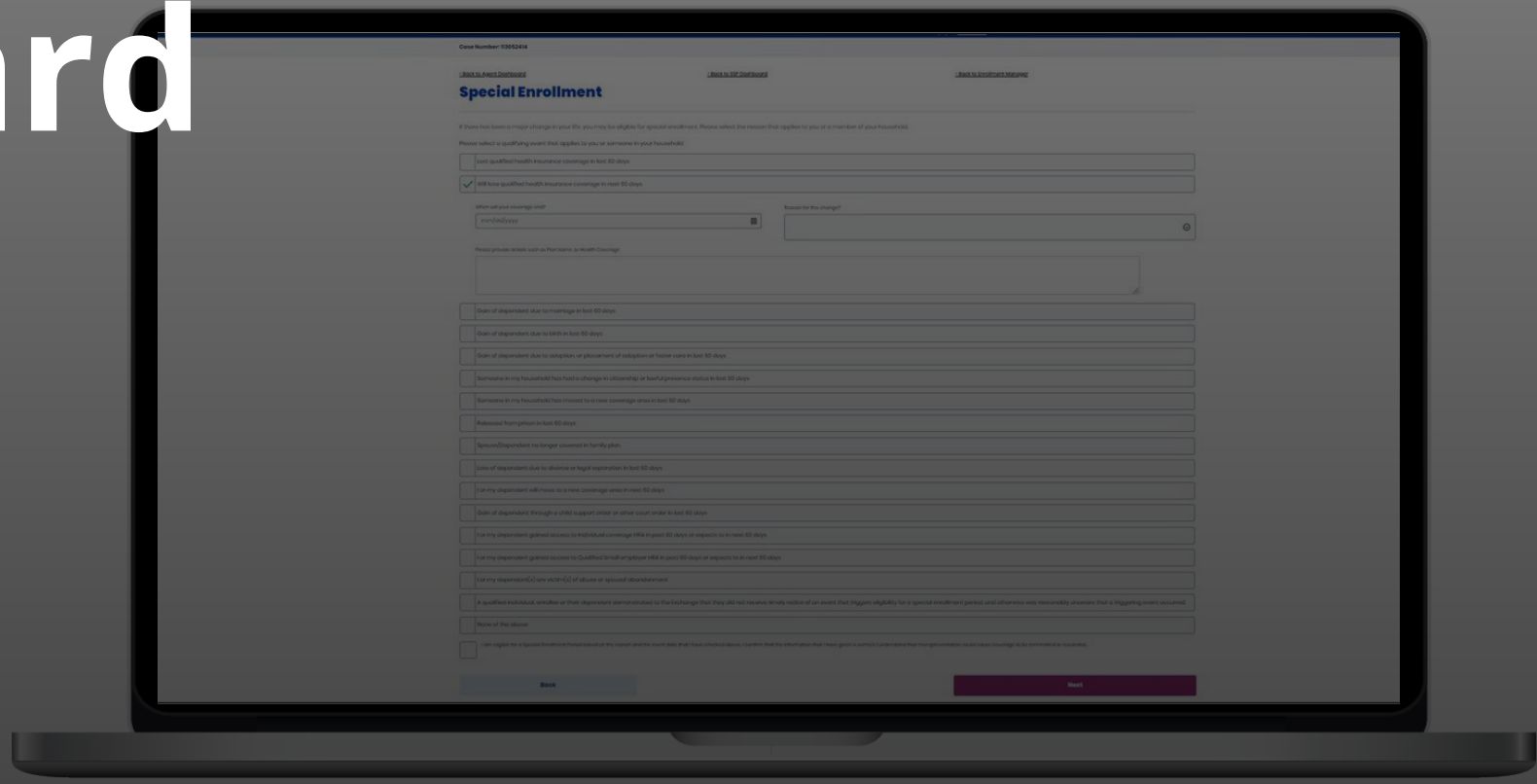
kynect On Demand Dashboard



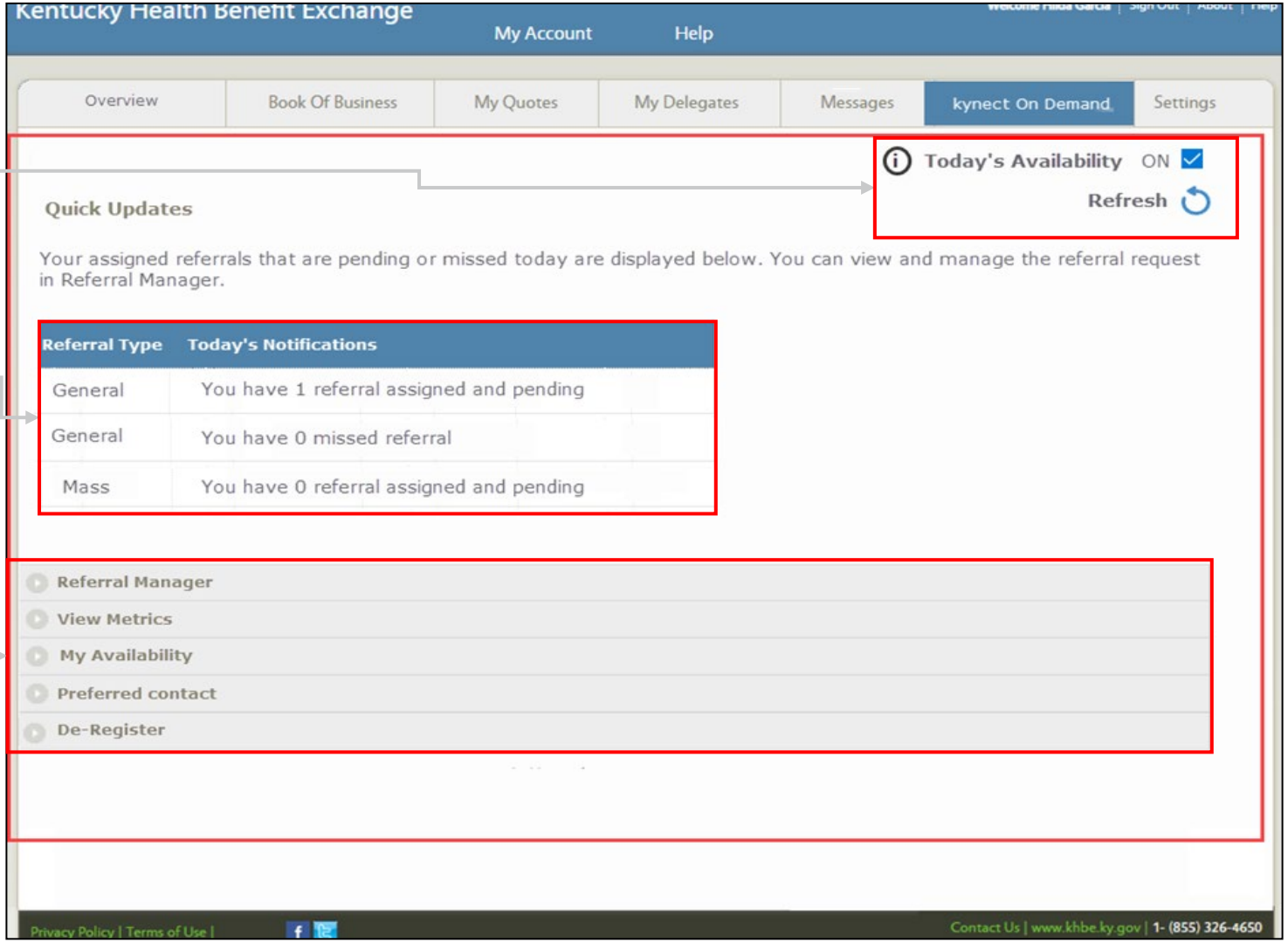
Quick Updates Screen

Quick Updates section displays notification about number of pending referrals (both General and Mass) and missed referrals (General) for the day.

Turn *Today's Availability* off or refresh the screen.

View *Today's Notifications*.

Expand the other tabs to view the information.



Referral Manager Screen

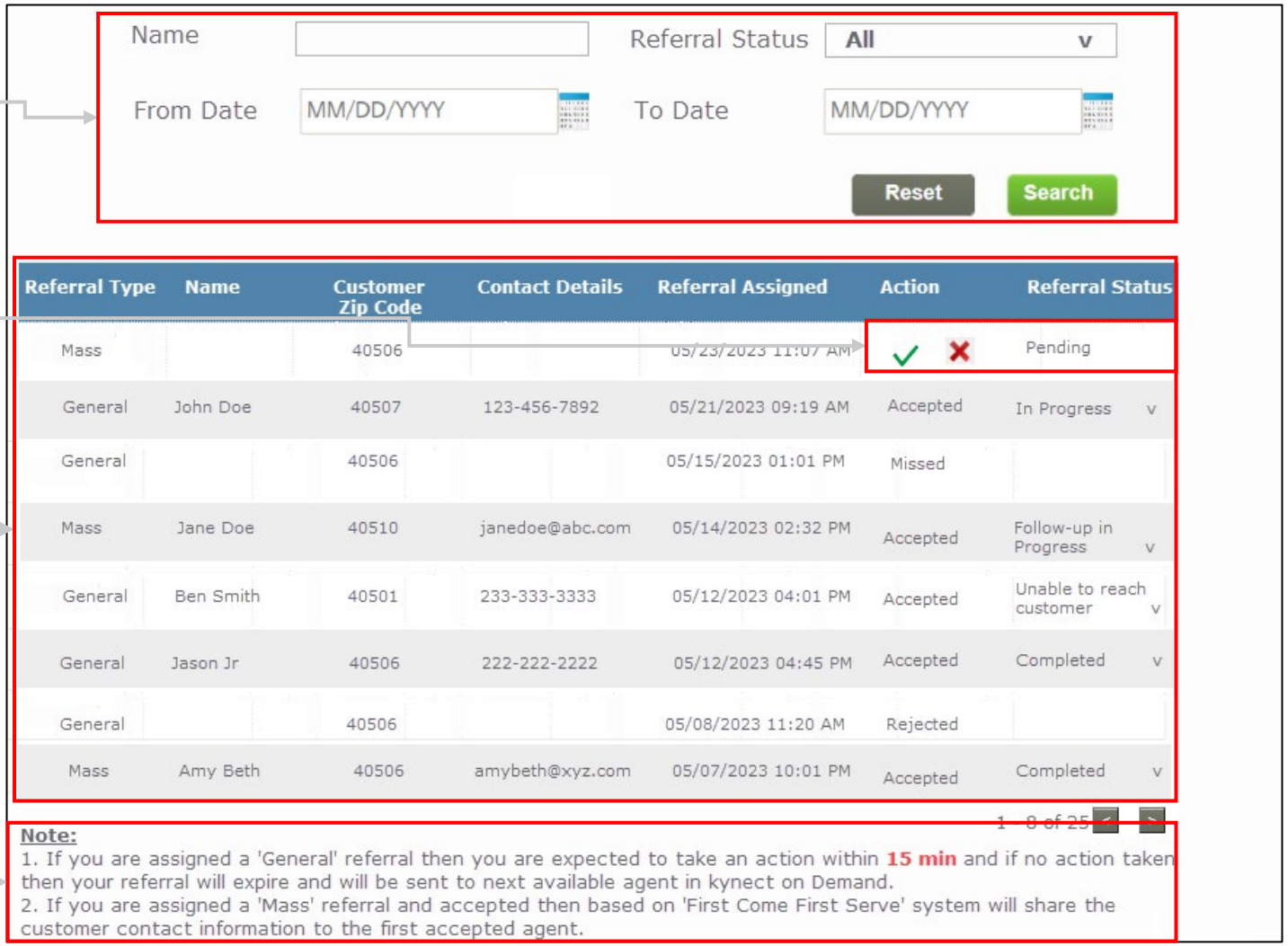
Referral Manager section allows Agents to expand and view the referrals and manage the assigned referrals.

Search for referrals as needed by entering *Name*, *From Date*, *To Date*, or selecting the *Referral Status*.

Accept or **Reject** a referral and update the *Referral Status*.

View referral details.

View applicable *Notes*.

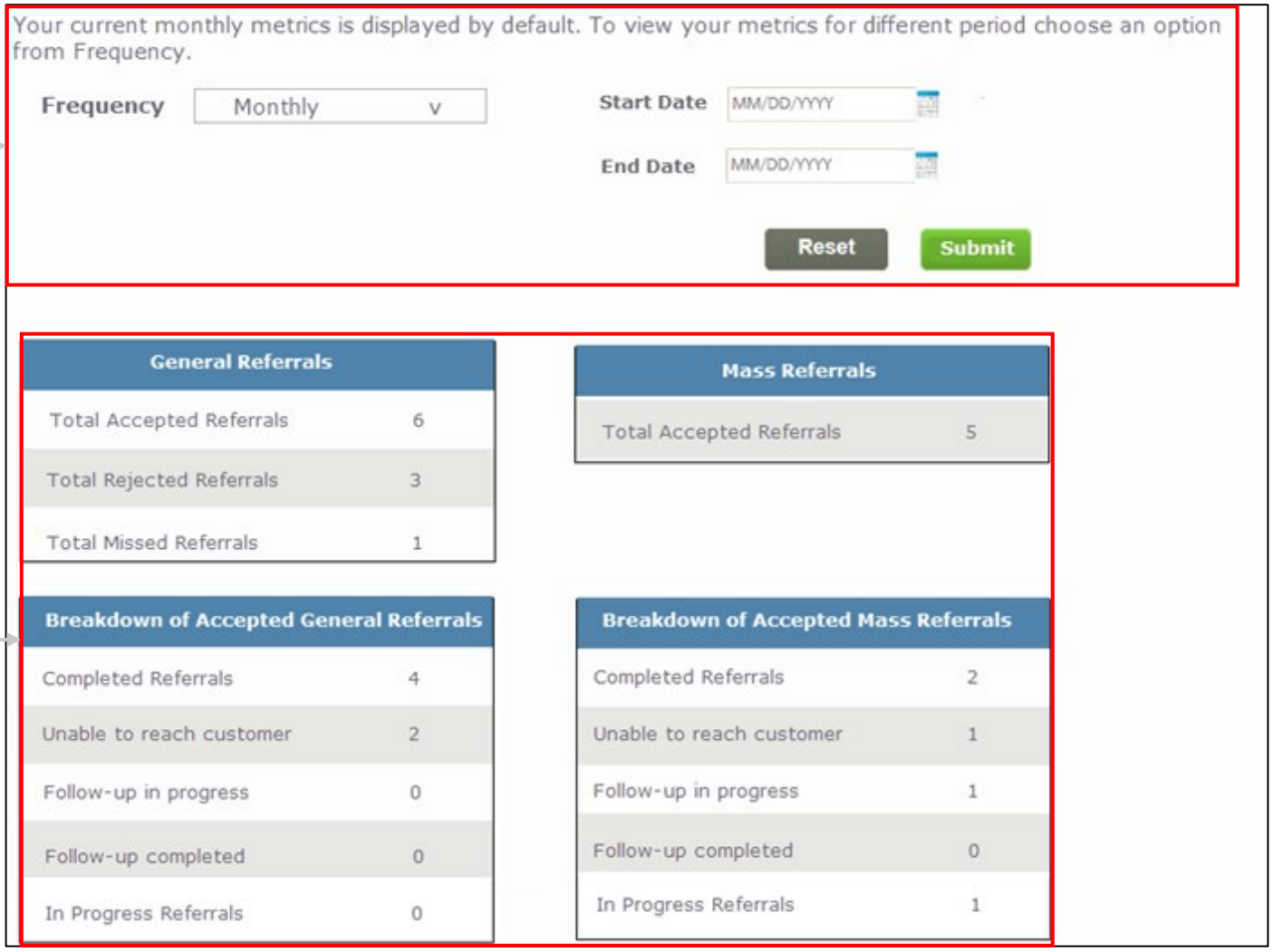


View Metrics Screen

View Metrics section provides information about the assigned referrals and associated counts.

Filter metrics as needed by *Frequency*, *Start Date*, and *End Date*.

View metric details.



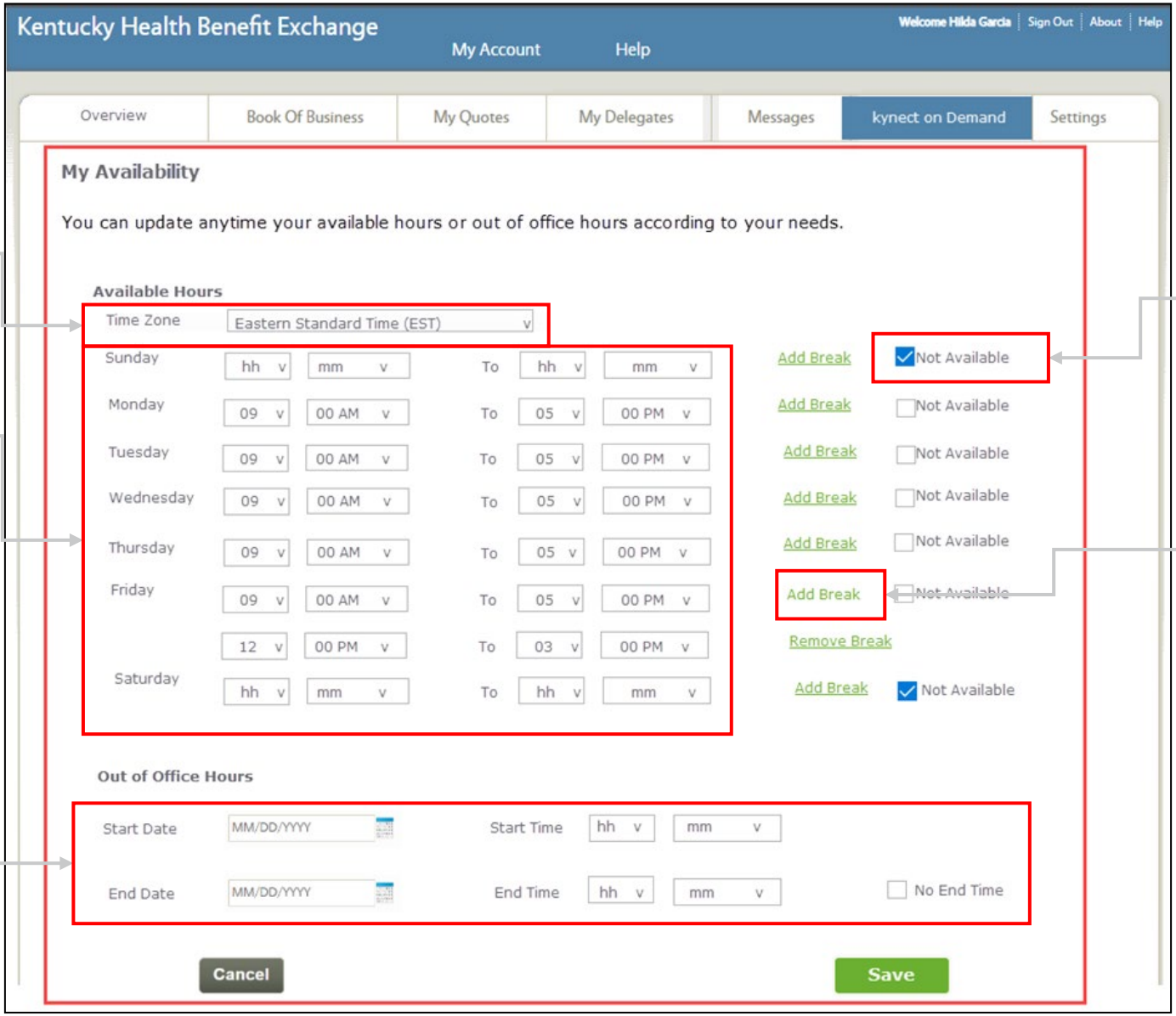
My Availability Screen

My Availability section has 2 sections – Available Hours and Out of Office Hours. Agents can review and update the available hours and out of office hours.

Select the applicable **Time Zone.**

Select the daily **Available Hours**.

Select any applicable **Out of Office Hours**.



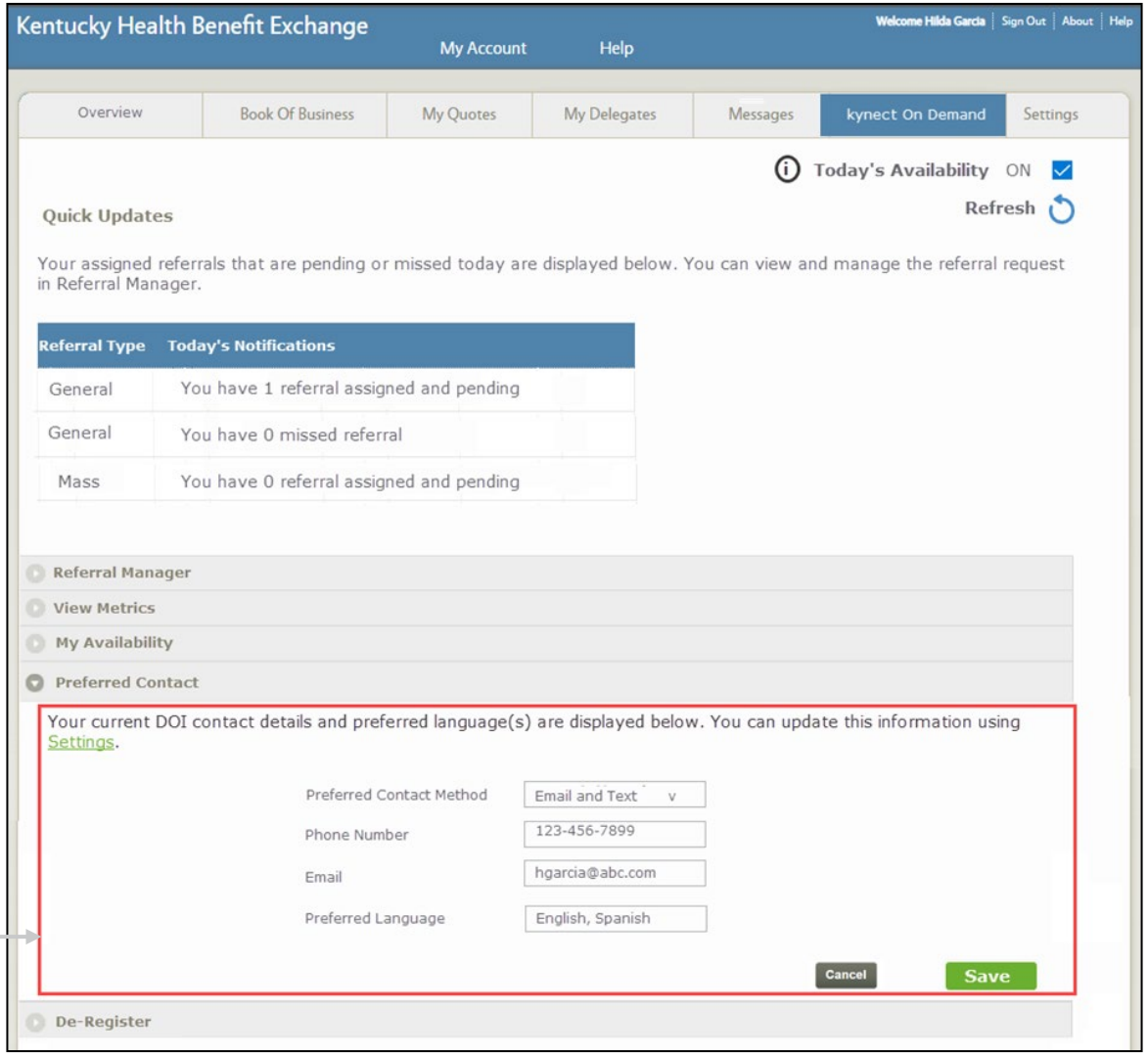
Select any **Unavailable Day(s).**

Add **Break(s)** to block off time for lunch, meetings, etc.

Preferred Contact Screen

Preferred Contact section allows Agents to review the preferred contact details and select the preferred contact method option to receive notifications. To update these details, Agents should call the Department of Insurance (DOI).

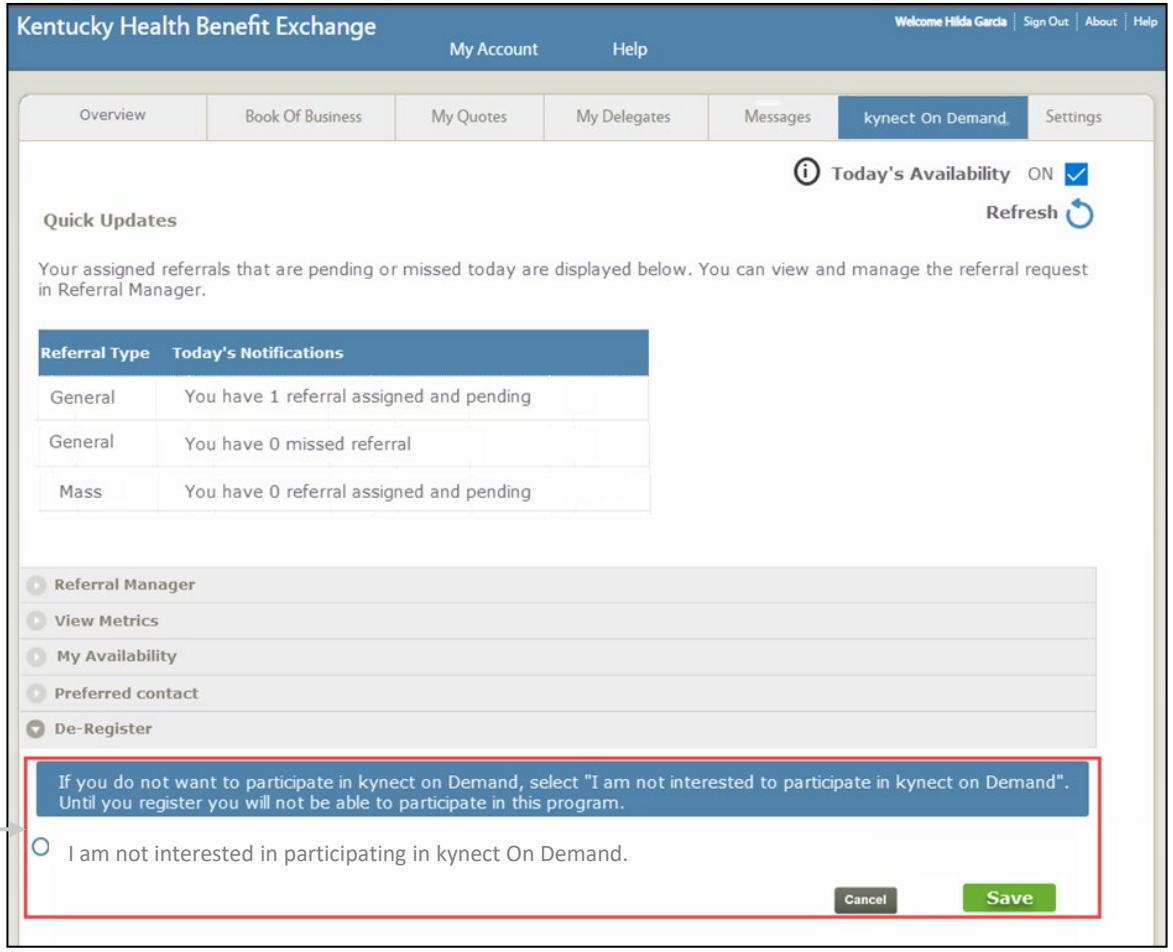
Update contact details as needed.



De-Register Screen

De-register section allows Agents to disenroll themselves from the kynect On Demand program. Agents may de-register from kynect On Demand after 30 days.

De-register from kynect On Demand by clicking **I am not interested in participating in kynect Od Demand** and click **Save**.



Knowledge Check #3

True or False: Agents may set their availability including out of office hours, breaks, and more through the My Availability screen.

True

False

Answer using the Polls box!

Knowledge Check #3 - Answer

True or False: Agents may set their availability including out of office hours, breaks, and more through the My Availability screen.

True

Questions and Answers

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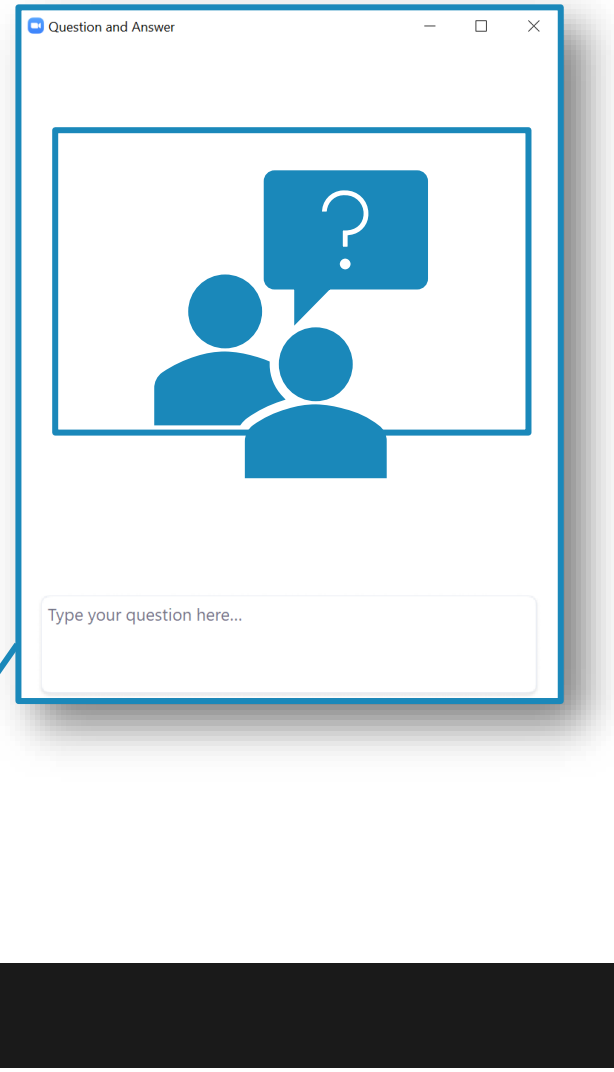
Please ask any using the **Q&A Icon** located at the bottom of your Zoom screen.