

AGENT & KYNECTOR BI-WEEKLY NEWSLETTER

This Newsletter should NOT be distributed or printed. Hyperlinks can only be accessed in the PDF version attached to this email.

Plan Year 2025 (PY25) Open Enrollment Support

The Open Enrollment **Incident Tracker** is LIVE! The Incident Tracker is a quick survey for Agents and kynectors to report incidents for escalation and receive resolution. The link to the survey may be accessed [here](#).

Agents and kynectors are responsible for properly removing or redacting any Personally Identifiable Information (PII) from all submissions. Agents and kynectors must have watched the [Incident Tracker Micro Video](#) prior to accessing the Incident Tracker and may review the [Incident Tracker Quick Reference Guide](#).



Please note: The Open Enrollment Incident Tracker **does not** replace contacting the appropriate helpdesk and receiving a ticket number.

Virtual One-on-One sessions are AVAILABLE from **November 1, 2024 – January 15, 2025!** These virtual sessions will include team members from both KHBE and Deloitte. Time slots are assigned on a first-come, first-served basis Monday through Friday and must be scheduled at least 24 hours in advance. For additional information and to register, click [here](#).

Did you know?



PY25 Office Hour Session Recordings are AVAILABLE!

PY25 Office Hours are intended to provide real-time updates and address specific questions from Agents and kynectors.



- [Session One: November 21](#)
- [Session Two: December 19](#)

Pregnancy Special Enrollment Period

Pregnant Individuals can use the Special Enrollment option to enroll in Qualified Health Plans (QHPs). Once the Special Enrollment is submitted, eligibility can be backdated to the date of pregnancy determination, providing retroactive coverage.



This Special Enrollment Period (SEP) allows a pregnant Individual, as well as any Individuals eligible for coverage due to their relationship to the pregnant Individual, to enroll in a QHP **at any time during the pregnancy**.



The coverage effective date is the **first day of the calendar month** in which a medical professional determines that the pregnancy began, or a later date if chosen by the pregnant Individual.

For more information, reference the [Exceptional Special Enrollment](#) and [Special Enrollment Fact Sheet](#).

Helpful Contacts

Inbox for Requesting Retroactive Coverage of Medicaid

DFS.Medicaid@ky.gov

Inbox for Requesting Name Change, Date of Birth Change, or Case Specific Questions

KHBE.Program@ky.gov

Dire Need (Medically Urgent)

kynectdireneed@ky.gov

Professional Services Line (PSL)

855-326-4650

Hours: Mon-Fri 8am-7pm (EST)

Department for Medicaid Services (DMS)

855-4kynect (459-6328)

Hours: Mon-Fri 8am-7pm (EST)

kynect benefits/Contact Center (Public)

855-4kynect (459-6328)

Hours: Mon-Fri 8am-7pm (EST)

Saturdays during Open Enrollment 8am-5pm (EST)

kynect Technical Assistance (Public)

844-407-8398

Hours: Mon-Fri 8am-5pm (EST)

Department for Community Based Services (DCBS)

855-306-8959

Hours: Mon-Fri 8am-4:30pm (EST)/ Sat 9am-2pm (EST)

[kynector and Agent Escalation Process](#)



Anthem's Medicaid Managed Care Organization (MCO) Transition

As of January 1, 2025, Anthem is no longer a Medicaid MCO in Kentucky. This does not change an Individual's Medicaid eligibility and will not interrupt current Medicaid coverage. Anthem's other lines of business, such as their QHPs and Small Business Health Options Program (SHOP), are not impacted by this change.

Individuals affected by Anthem's MCO transition might have begun receiving notifications starting on November 12, 2024, informing them about this change. Those who were reassigned should have received a welcome packet along with a new ID card from their new MCO.

Need Help?

Effective January 1, 2025, Individuals with Anthem as their MCO were automatically reassigned to either Humana or UnitedHealthcare Community Plan. If Individuals have questions, direct them to contact their newly assigned MCO.



For more information about the transition, visit [Kentucky Medicaid Anthem MCO Transition](#), where frequently asked questions can be accessed.



Reminder: Individuals may change their MCO at any time.

Dental and Vision Coverage

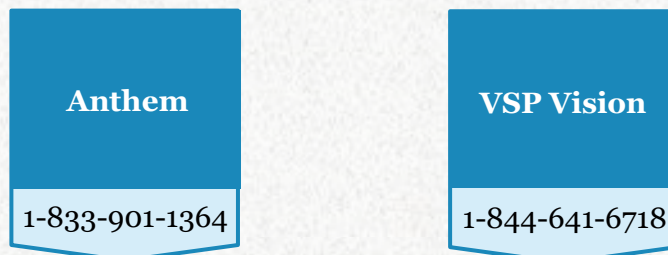
Dental Coverage

After completing a kynect benefits application, Individuals may select a health plan that includes dental coverage or enroll in a stand-alone dental plan. Dental coverage is an Essential Health Benefit for Individuals under the age of 21 and optional for Individuals over the age of 21.



Vision Coverage

Individuals **cannot enroll in a vision plan through kynect health coverage**. However, they may enroll directly with one of the participating Issuers at any time throughout the year.



For more information, reference the [Essential Health Benefits page](#), [Dental Insurance Fact Sheet](#), [Adult Vision Coverage Fact Sheet](#), or contact one of the participating Issuers listed above.

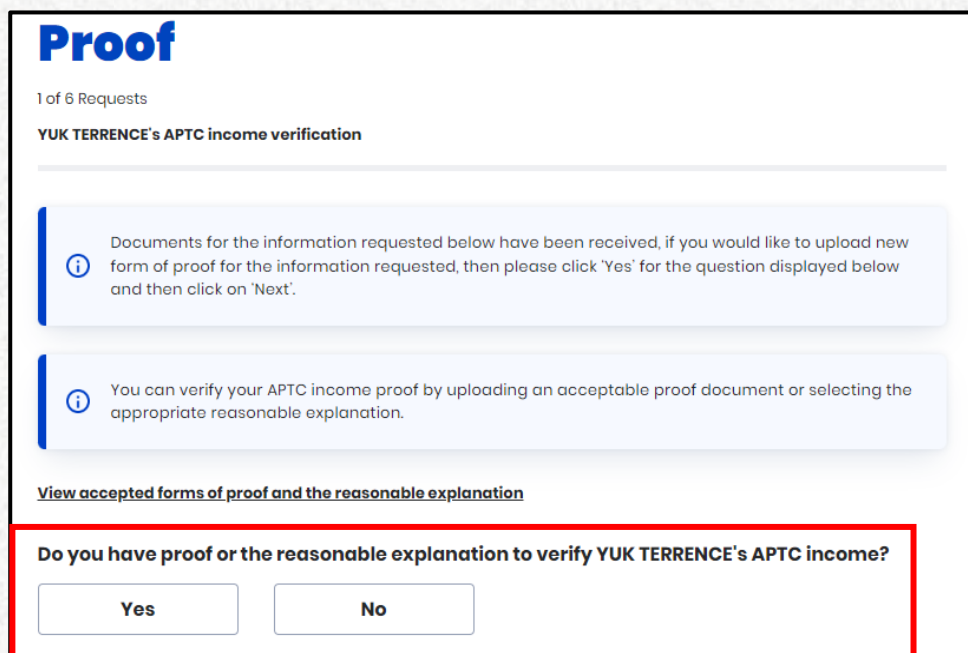
Reasonable Explanation and Written Statement

When processing an income update or a change of income, a Request for Information (RFI) will often be generated, requesting that Agents and kynectors upload additional documentation. From the **Document Center** located on the **Resident Dashboard**, Agents and kynectors can attest to Advance Premium Tax Credit (APTC) income verification RFIs by uploading a form of proof or by selecting an applicable reasonable explanation. For further details, reference the [APTC Reasonable Explanation Fact Sheet](#).

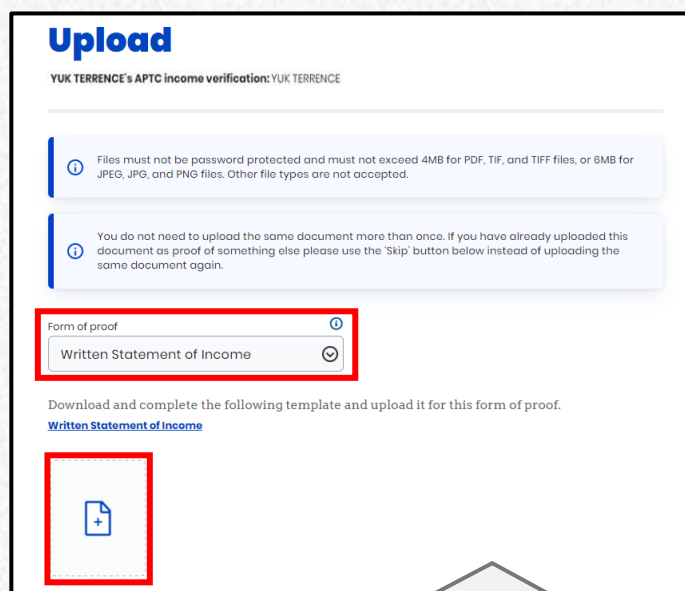
Follow the instructions below to access the *Reasonable Explanation for APTC Income Verification* or *Written Statement of Income* question.

First, on the **Proof** screen, click **Yes** for *Do you have proof or the reasonable explanation to verify [Individual Name]’s APTC income?*

Next, click either **Upload form of proof** or **Reasonable Explanation** for *How would you prefer to verify [Individual Name]’s APTC Income?*

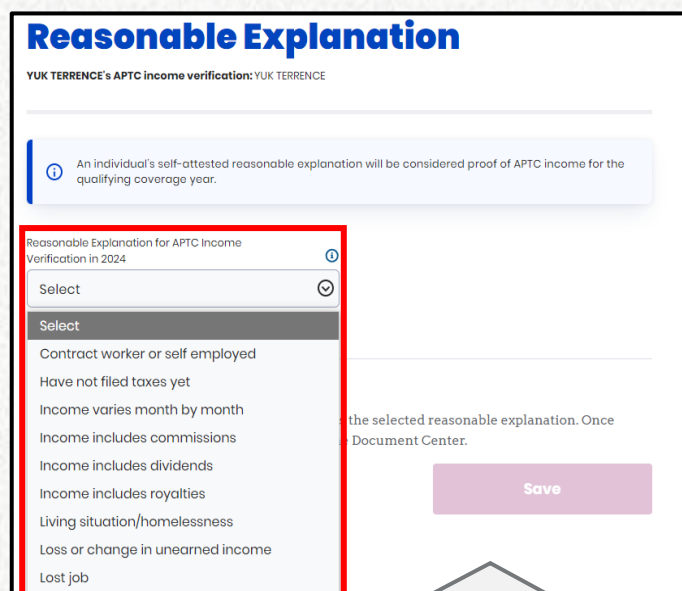


After selecting either **Upload form of proof** or **Reasonable Explanation**, either the **Upload** screen or **Reasonable Explanation** screen will display.



On the **Upload** screen, click **Written Statement of Income** from the *Form of proof* drop-down.

Next, click the **Upload icon** and upload **Written Statement of Income** document(s).



On the **Reasonable Explanation** screen, click the **applicable reason** from the *Reasonable Explanation for APTC Income Verification in [Year]* drop-down.

 **Selecting a valid reasonable explanation will satisfy the RFI.**



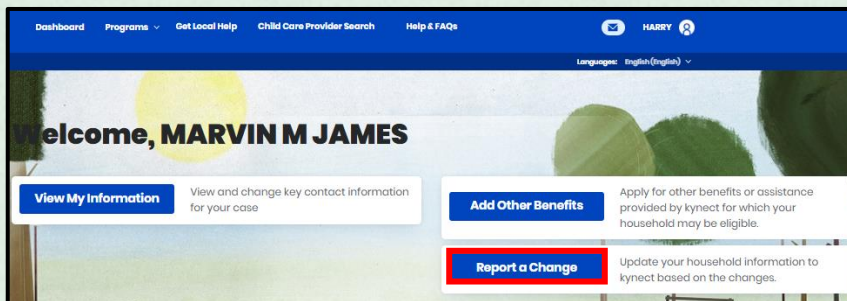
Agents and kynectors may download and complete the Written Statement of Income template. The template can be accessed from the **Upload** screen and/or the [Printable Forms](#) page on kynect.

Report a Change

Agents, kynectors, and Residents can update important household information throughout the year by using the Report a Change feature located on the **Resident Dashboard**.

How to Access Report a Change:

- 1 Navigate to the **Resident Dashboard**.
- 2 Click **Report a Change** to update relevant household information.



What Case Details Can Be Updated Using Report A Change?

- | | | |
|--------------------------------------------------------------------------------|------------------------------------------------------------------------|-----------------------------------------------------|
| <input checked="" type="checkbox"/> Contact Information | <input checked="" type="checkbox"/> Citizenship and Immigration Status | <input checked="" type="checkbox"/> Health Coverage |
| <input checked="" type="checkbox"/> Income | <input checked="" type="checkbox"/> Medicare Coverage | <input checked="" type="checkbox"/> Pregnancy |
| <input checked="" type="checkbox"/> Emergency Medical Condition and Disability | <input checked="" type="checkbox"/> Relationship and Tax Filing Status | |

Why Might Report a Change Not Appear on the Resident Dashboard?

Report a Change may not appear on the **Resident Dashboard** if the case is in Change Mode, Renewal Mode, is QHP-only, or if APTC was discontinued. For more information on updating income details, reference the [Income Fact Sheet](#).

Resource Bank

Provided below are some additional resources Agents and kynectors may reference.



kynect On Demand (KOD)

- [kynect on Demand QRG](#)
- [kynect on Demand Fact Sheet](#)
- [kynect On Demand Registration & Overview for kynectors Micro Video](#)
- [How to "Pause" kynect on Demand for Breaks for kynectors Fact Sheet](#)



Frequently Asked Questions (FAQs)

- [Anthem Medicaid MCO Transition FAQ](#)
- [Kentucky Integrated Health Insurance Premium Payment \(KI-HIPP\) FAQ](#)
- [kynect benefits FAQ](#)
- [PY25 Q&A Series FAQ](#)



Fact Sheets

- [Income Fact Sheet](#)
- [APTC Reasonable Explanation Fact Sheet](#)
- [Failure to Reconcile \(FTR\) Fact Sheet](#)
- [Updating Agent Contact Information Fact Sheet](#)
- [Non-Contracted and Contracted kynector Fact Sheet](#)
- [Agent Delegation Fact Sheet](#)



Other Resources

- [kynecting You to the Truth, Busting QHP Myths](#)
- [PY25 Bi-Weekly Newsletters](#)