

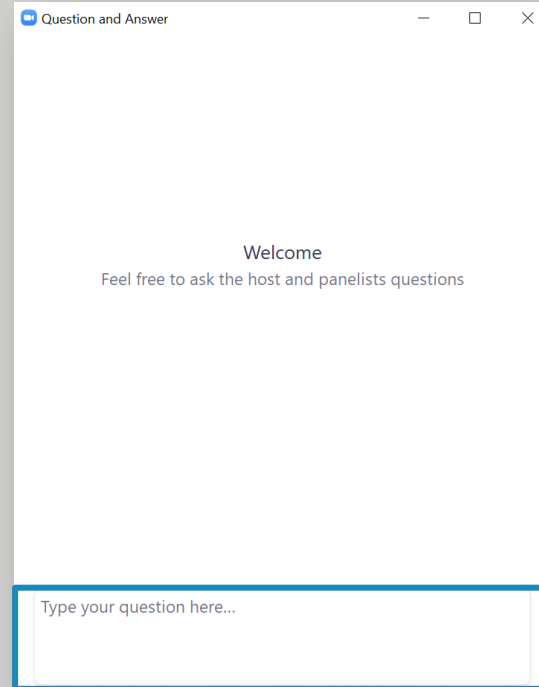
Agent Office Hours

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.

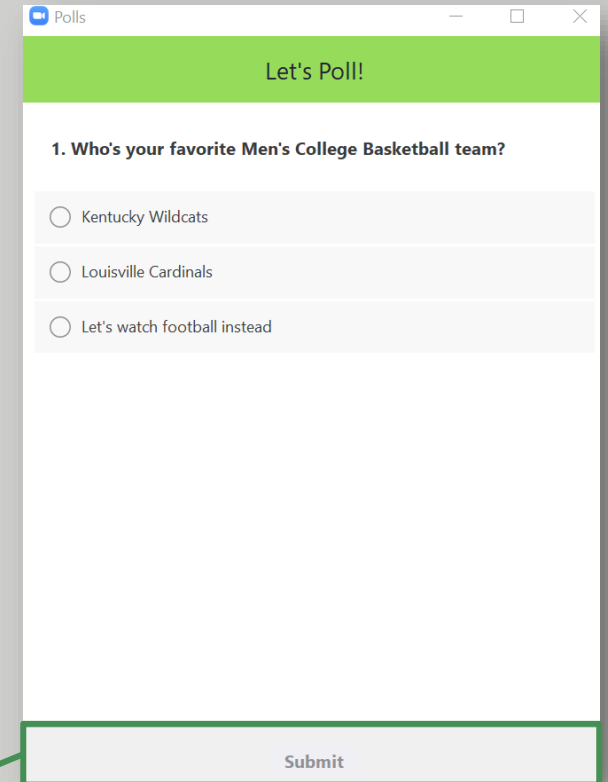


Let's Poll

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 doesn't display automatically.
- Select the appropriate **Answer** and click **Submit**.

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



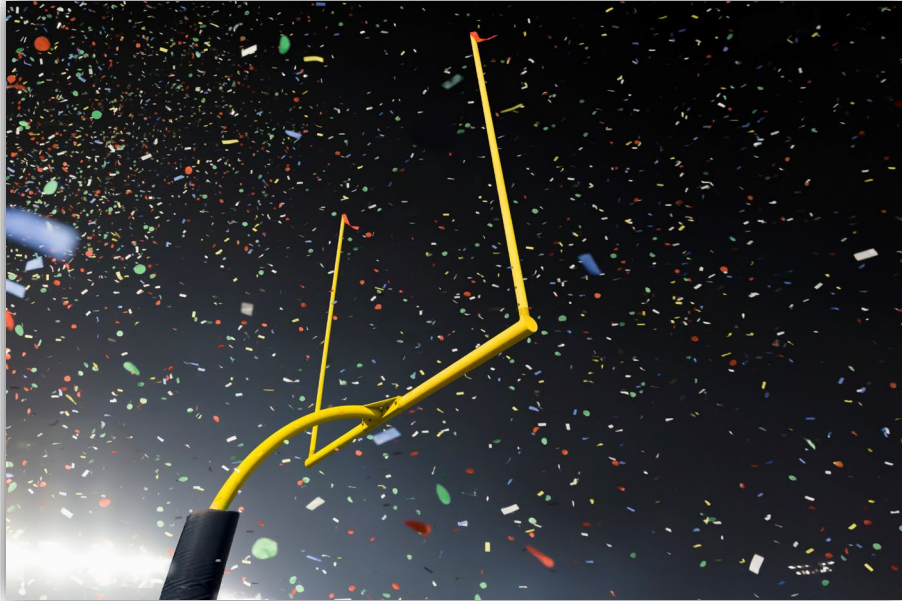


Agent Office Hours

Session 3

January 11, 2023

It's time to re-kynect.



Icebreaker

What are you most excited for during the Super Bowl?

- A. Football
- B. Parties/Food
- C. Commercials
- D. I don't watch the Super Bowl

Agenda

Slide 5 | Coverage Effective Date Reminders

Slide 7 | Initial Premium Payment Reminders

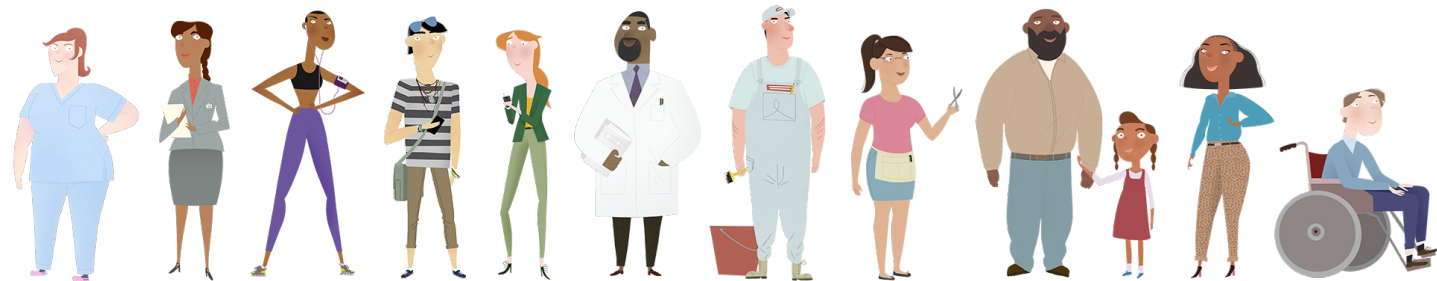
Slide 9 | Exceptional Special Enrollment

Slide 11 | Release Notes Overview

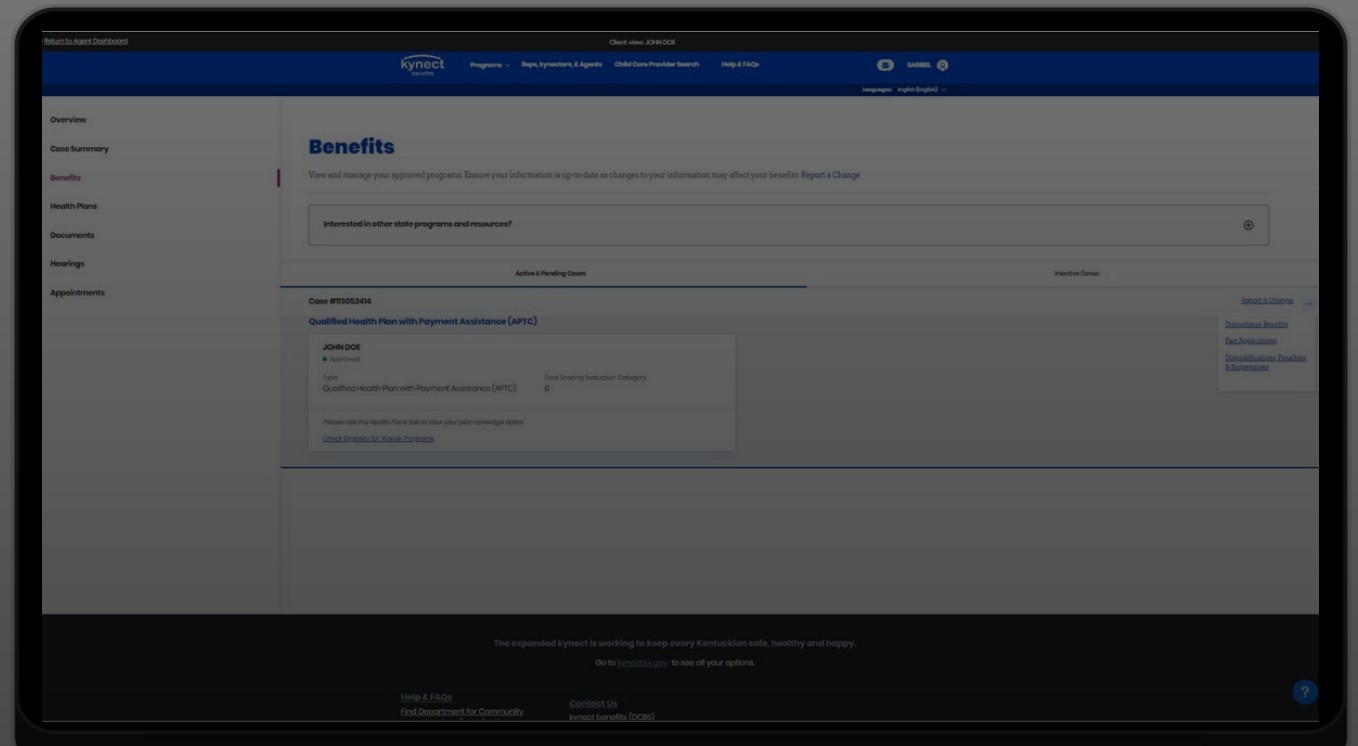
Slide 13 | Escalation Path After Open Enrollment

Slide 16 | Medicaid Unwinding

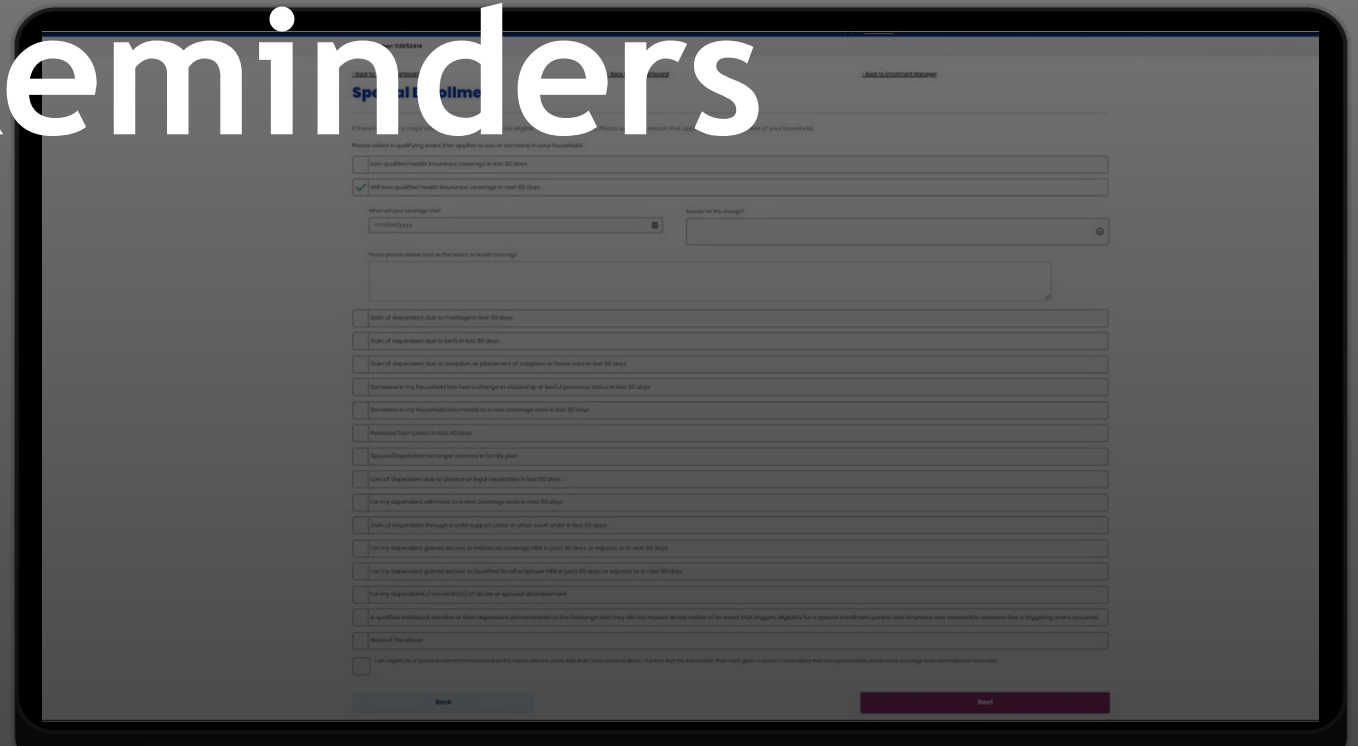
Slide 21 | Question and Answer



Coverage Effective Date Reminders

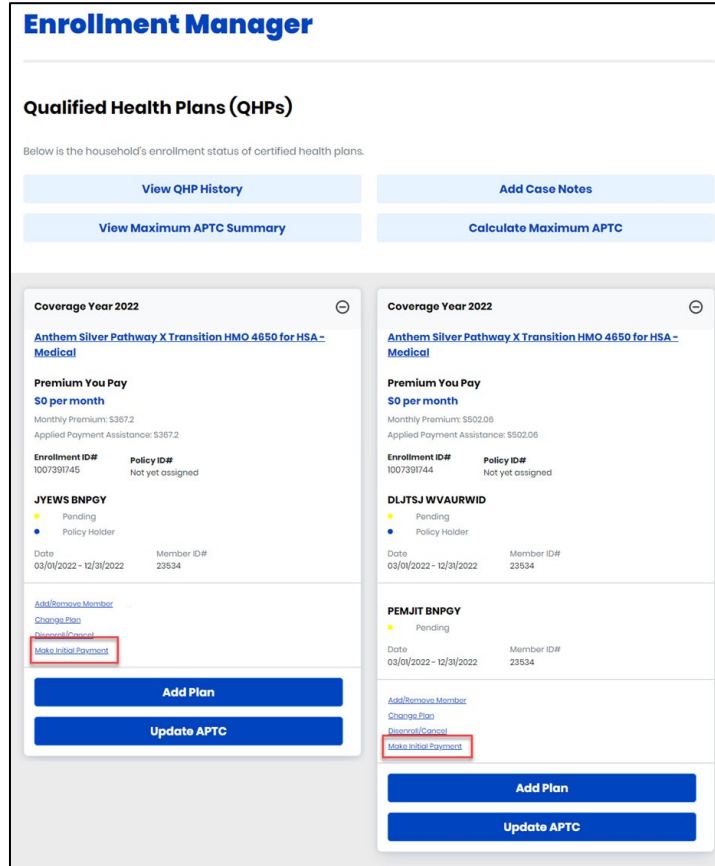


Initial Premium Payment Reminders



Pay Now

The Pay Now service can be accessed through the Enrollment Manager and allows Agents to assist Residents in making their initial payments directly from kynect. The Pay Now service will automatically redirect users to the Issuer’s payment portal for the initial premium payment.



Enrollment Manager

Qualified Health Plans (QHPs)

Below is the household's enrollment status of certified health plans.

View QHP History | Add Case Notes

View Maximum APTC Summary | Calculate Maximum APTC

Coverage Year 2022

Anthem Silver Pathway X Transition HMO 4650 for HSA - Medical

Premium You Pay
\$0 per month
Monthly Premium: \$387.2
Applied Payment Assistance: \$387.2

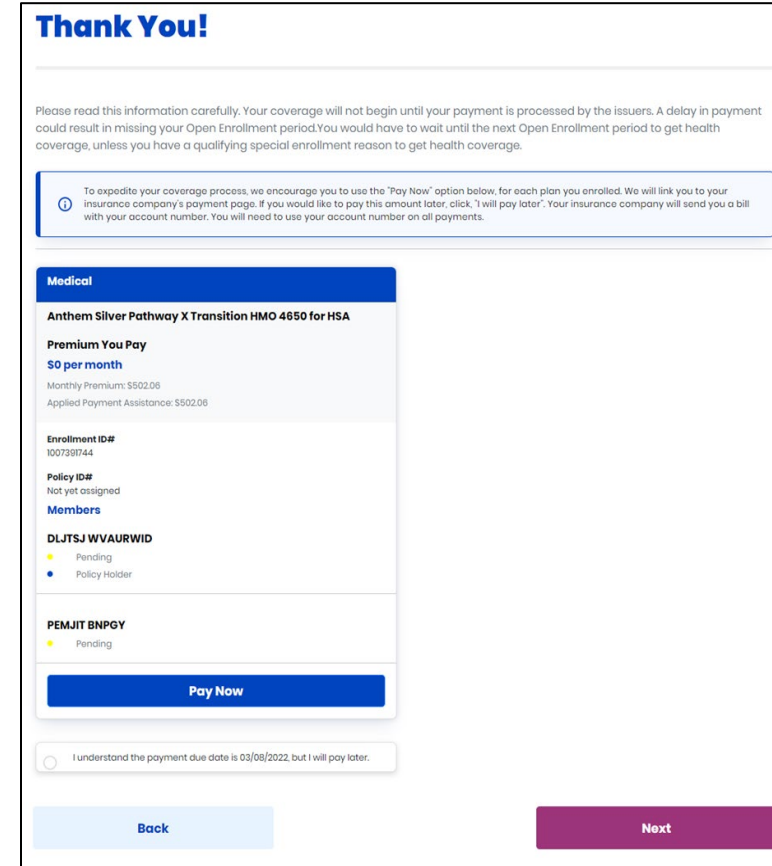
Enrollment ID# 1007391745 | Policy ID# Not yet assigned

JYEWS BNPGY
Pending
Policy Holder

Date 03/01/2022 - 12/31/2022 | Member ID# 23534

[Add/Remove Member](#)
[Change Plan](#)
[Disenroll/Cancel](#)
Make Initial Payment

Add Plan | Update APTC



Thank You!

Please read this information carefully. Your coverage will not begin until your payment is processed by the issuers. A delay in payment could result in missing your Open Enrollment period. You would have to wait until the next Open Enrollment period to get health coverage, unless you have a qualifying special enrollment reason to get health coverage.

To expedite your coverage process, we encourage you to use the "Pay Now" option below, for each plan you enrolled. We will link you to your insurance company's payment page. If you would like to pay this amount later, click, "I will pay later". Your insurance company will send you a bill with your account number. You will need to use your account number on all payments.

Medical

Anthem Silver Pathway X Transition HMO 4650 for HSA

Premium You Pay
\$0 per month
Monthly Premium: \$502.06
Applied Payment Assistance: \$502.06

Enrollment ID# 1007391744 | Policy ID# Not yet assigned

Members

DLJTSJ WVAURWID
Pending
Policy Holder

PEMJIT BNPGY
Pending

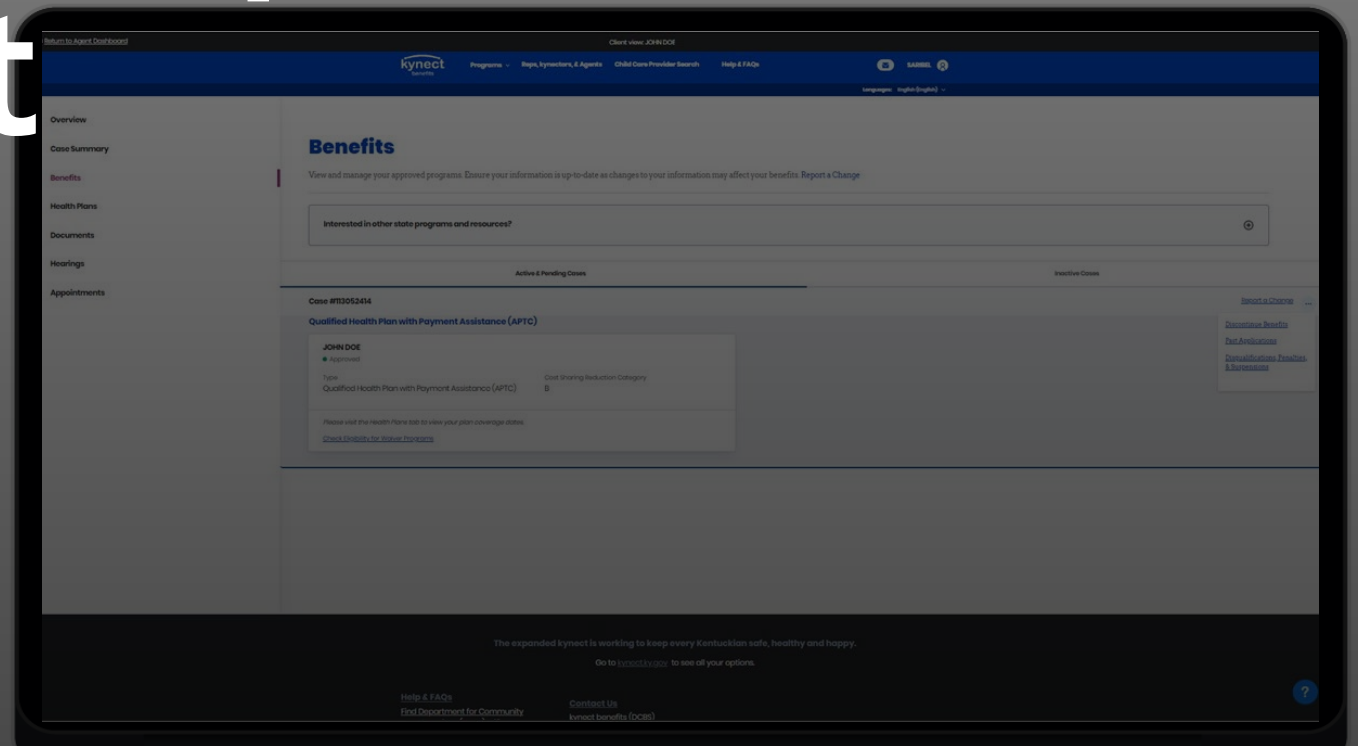
Pay Now

I understand the payment due date is 02/08/2022, but I will pay later.

Back | Next


Please note: The initial premium payment must be made for coverage to be effectuated. The Make Initial Payment button will continue to display until the Issuer processes the binder payment.

Exceptional Special Enrollment



Exceptional Special Enrollment

Exceptional Special Enrollment is reserved for circumstances where individuals experienced circumstances other than a traditional qualifying life event that prevented them from enrolling in coverage during an enrollment period.



Exceptional Special Enrollment

Outside the yearly Open Enrollment Period, individuals may qualify for a Special Enrollment Period if they have had certain qualifying life events. These qualifying life events fall into six broad categories: loss of qualifying health coverage, change in household size, change in primary place of living, change in eligibility for financial assistance, enrollment errors or plan errors, and other situations. Please see Special Enrollment Fact sheet for more details.

Exceptional Special Enrollment is reserved for circumstances where individuals experienced circumstances other than a traditional qualifying life event that prevented them from enrolling in coverage during an enrollment period. These include circumstances such as:

- being incapacitated
- being affected by a natural disaster
- experiencing domestic abuse/violence
- experiencing spousal abandonment
- having experienced technical or system issues that prevented enrollment

Steps to apply for Exceptional Special Enrollment

- Residents, or agents and kynectors on their behalf, can apply by submitting a statement to request the Exceptional Special Enrollment (email or letter).
- Statement should include:
 - First and last names of those who wish to enroll
 - Case number if known
 - Agent or kynector if known
 - Reasons for requesting the Exceptional Special Enrollment
 - Details of desired plan and start date
 - Contact information for follow up purposes
- Requests for Exceptional Special Enrollment can be sent

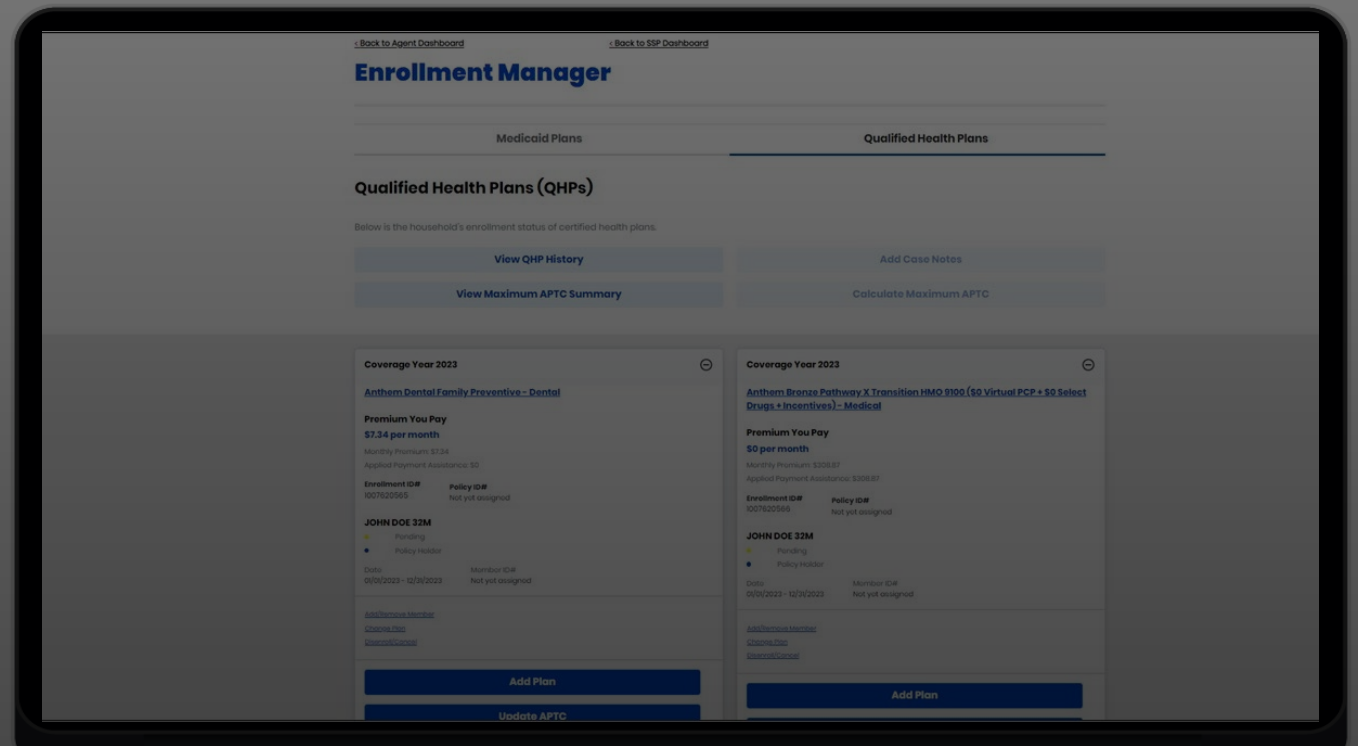
by email to kynectESE@ky.gov

or by standard mail to:

Division of the Kentucky Health Benefit Exchange
Attention: ESE
275 East Main Street 4WE
Frankfort, KY 40621

Please note: The Exceptional Special Enrollment Fact Sheet may be found on the KHB website [here](#).

Release Notes



Release Notes

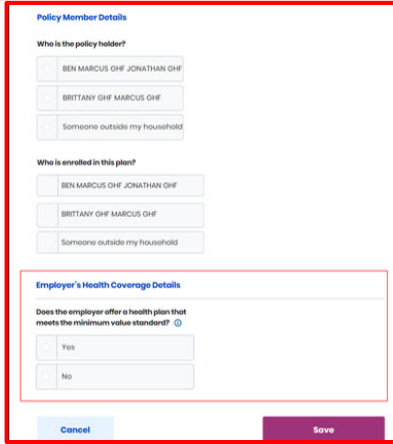
Release notes are distributed to Agents and detail system updates/enhancements. The Navigation tab may be used to search for specific words or jump to a specific section. The first bullet explains the system change and sub-bullets describe additional details such as applicable programs or conditional questions. Screenshots highlight the updated screen/language/functionality.

Version Summary

The following changes are a part of the **22.12 release** and are highlighted as having notable impact for end users. All items listed are resolved as of **December 16th, 2022**.

2.1 Enhancements

CR 1629: Family Glitch and Agents Changes Phase 3

- The Health Care Coverage section has been enhanced for both Enrollment Details and Access Details screens. The updated screen is displayed if the Individual answers 'Yes' to the question "What is the source of health care coverage?" on the Health Care Coverage screen and makes the selection as described below:
 - Based on the selected Individuals under 'Who is enrolled in this plan?' in the Policy Member Details section, if 'self-only' and 'other Individuals' is selected then additional fields, questions, and content appear as shown below in the figure below:
 
 - This CR applies to Medicaid/KCHIP/Qualified Health Plan (QHP) with payment assistance (APTC) and QHP (Medical and Dental Insurance plans without payment

Please note: Release notes also contain system defects that have been fixed and their associated tracking number (TFS ID).

Escalation Process After Open Enrollment

Agent may reference the Escalation Process for reference material and points of contact for different scenarios.

Who to Contact?	Where to Contact?
Professional Services Line (PSL)	<ul style="list-style-type: none"> • 1-855-326-4650
KHBE Program Inbox	<ul style="list-style-type: none"> • KHBE.program@ky.gov
Exceptional Special Enrollment Inbox	<ul style="list-style-type: none"> • kynectESE@ky.gov
kynect Dire Need Inbox	<ul style="list-style-type: none"> • kynectdireneed@ky.gov
KOG Helpdesk	<ul style="list-style-type: none"> • KOGhelpdesk@ky.gov

Escalation Process After Open Enrollment

Agent may reference the Escalation Process for reference material and points of contact for different scenarios.

kynector and Agent Escalation Process (page 3 of 3)
 Last Updated: January 24, 2022

Issuer Incident Escalation		
	Phone	Website
Anthem Blue Cross Blue Shield		
and Blue Shield	855-769-1464	Anthem.com

kynector and Agent Escalation Process (page 2 of 3)
 Last Updated: January 24, 2022

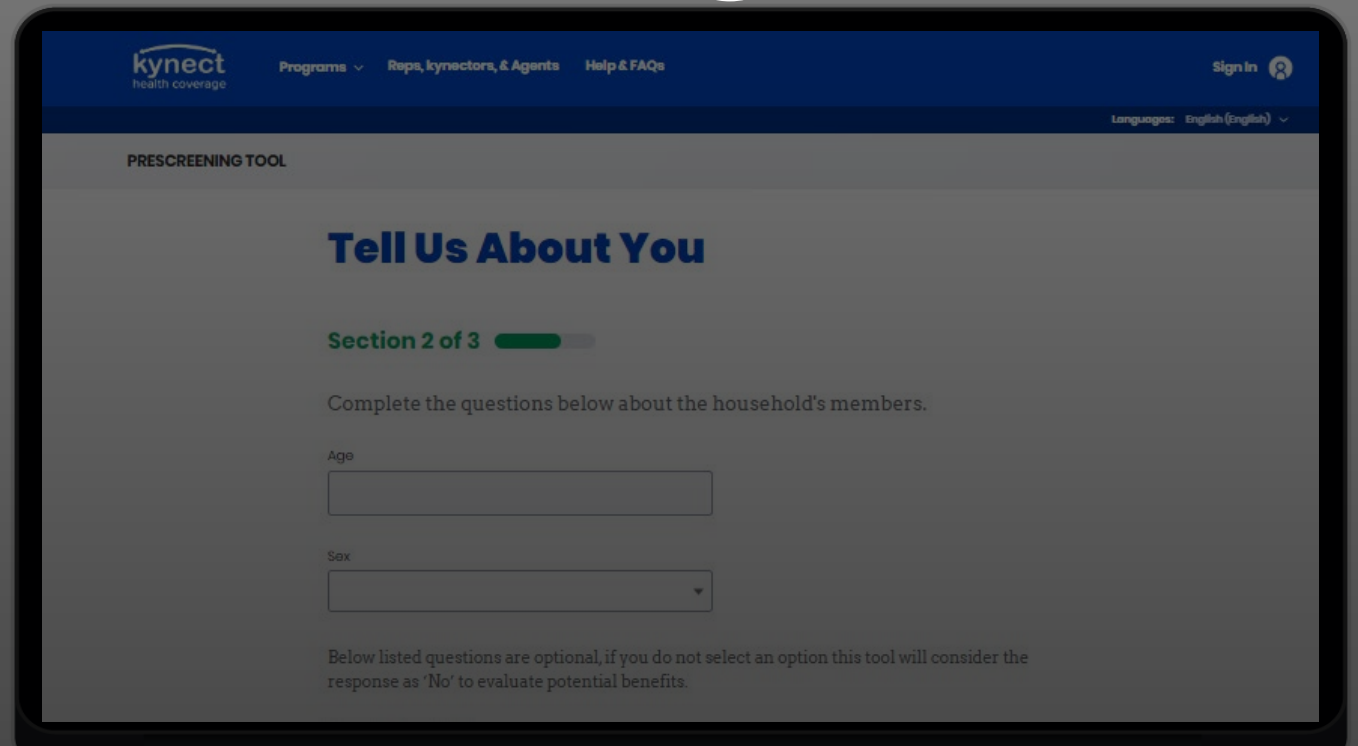
Incident Description	Check These Materials First	I still have questions, who do I contact?
Incorrect or unwanted Medicaid enrollment Incidents		
Individual is approved for MA but does not wish to be enrolled in MA	<ul style="list-style-type: none"> CHFS Policy Manuals on the DCBS website, training manuals on MyPurpose LMS FPL chart Countable and Non-Countable MAGI MA ORG 	<ul style="list-style-type: none"> Confirm the correct income was entered Contact DFS.Medicaid@ky.gov Then, DCBS will review the case
834 Transactions		
834 Transaction is an electronic communication amongst kynect and Insurers that relates to the provision of health coverage	<ul style="list-style-type: none"> CHFS Policy Manuals on the DCBS website, training manuals on MyPurpose LMS 	<ul style="list-style-type: none"> If an Individual has not received a status of <i>Enrollment</i> kynectors should email KHBE.Support@ky.gov and provide brief description of the incident
SEP Overrides		
Individual requires an override due to a Special Enrollment Period (SEP)	<ul style="list-style-type: none"> APTC Changes Effective ORG 	<ul style="list-style-type: none"> Contact KHBE.Program@ky.gov
Case Association		
Individual would like to add a kynector, Agent, or Rep to their case	<ul style="list-style-type: none"> Agent Case Association Fact Sheet kynector Association Protocol 	3 Ways to Resolve- 1. kynector/Agent contacts the PSL 2. Individual calls the Contact Center 3. Individual can add the Agent/Rep to their case via the "Add Agent/Rep" tile on the kynect Res
Name Changes, DOB Changes, and Retroactive Coverage Requests		
Individual requires a name or DOB change in kynect or is requesting retroactive coverage for Medicaid	<ul style="list-style-type: none"> CHFS Policy Manuals on the DCBS website, training manuals on MyPurpose LMS 	<ul style="list-style-type: none"> Contact DFS.Medicaid@ky.gov etc. or the reason for requesting retroactive coverage.
For any other incidents, please contact KHBE.Program@ky.gov		

kynector and Agent Escalation Process (page 1 of 3)
 Last Updated: January 24, 2022

Incident Description	Check These Materials First	I still have questions, who do I contact?
kynect Self-Service Portal (SSP) Incidents		
kynect incidents and technical incidents	<ul style="list-style-type: none"> kynect training materials on the DMS website: kynect benefits - Cabinet for Health and Family Services Release Notes – KHBE will share Release Notes as applicable kynector and Agent resources at KHBE.ky.gov Agent Training Materials, kynector Training Materials 	<ul style="list-style-type: none"> Call the Professional Services Line (PSL): 1-855-326-4650 For any Incident that remains unresolved or requires further escalation, notify KHBE by email KHBE.Program@ky.gov. KHBE will review and escalate further as appropriate. When emailing KHBE, kynectors and Agents should include ticket number from PSL, case number, description of Incident, and screenshot of Incident. No PII can be included in the email.
Department for Medicaid Services (DMS) Incidents		
DMS incidents related to eligibility requirements for Residents	<ul style="list-style-type: none"> CHFS Policy Manuals on the DCBS website, training manuals on MyPurpose LMS 	<ul style="list-style-type: none"> For any Incident that remains unresolved or requires further escalation, notify KHBE by email KHBE.Program@ky.gov. KHBE will review and escalate further as appropriate.
Dire Need Incidents		
Dire Need Incidents are those requiring attention within a 24-hour period	<ul style="list-style-type: none"> KHBE Insight Newsletter from 11/18/2021 	<ul style="list-style-type: none"> Email kynectdireneed@ky.gov for Dire Need Incidents. kynectors should use the subject line "Dire Need" and indicate whether the Dire Need is for a Medicaid, Qualified Health Plan (QHP), or another case. KHBE determines appropriate response agency for escalation.
Kentucky Online Gateway (KOG) Incidents		
Kentucky Online Gateway (KOG) account related Incidents	<ul style="list-style-type: none"> Agent Welcome Packet New kynector Welcome Packet kynector KOG ORG Agent KOG ORG 	<ul style="list-style-type: none"> These unresolved Incidents should be emailed to KOGHelpdesk@ky.gov When emailing the KOG helpdesk, agents and kynectors should include a brief description and screenshot of the Incident. No Personally Identifiable Information (PII) can be included in the email.

Please note: For a full list of escalations process/contacts, please view the Fact Sheet [here](#).


Medicaid Unwinding



The screenshot shows a laptop displaying the Kynect health coverage website. The page is titled 'PRESCREENING TOOL' and features a 'Tell Us About You' section. A progress indicator shows 'Section 2 of 3' with a green bar. The instructions state: 'Complete the questions below about the household's members.' There are two input fields: 'Age' (a text box) and 'Sex' (a dropdown menu). A note at the bottom states: 'Below listed questions are optional, if you do not select an option this tool will consider the response as 'No' to evaluate potential benefits.'

kynect
health coverage


Programs ▾ Reps, kynectors, & Agents Help & FAQs

Sign In 

Language: English (English) ▾

PRESCREENING TOOL

Tell Us About You

Section 2 of 3 

Complete the questions below about the household's members.

Age

Sex

Below listed questions are optional, if you do not select an option this tool will consider the response as 'No' to evaluate potential benefits.

Medicaid Unwinding

The December 2022 Omnibus Spending Bill ends the continuous Medicaid requirement due to the Public Health Emergency beginning April 1, 2023. At that time, states may begin initiating Medicaid and CHIP eligibility redeterminations.



How Does this Impact Agents?

Impacted Individuals will have a Special Enrollment Period to reevaluate their eligibility. Agents should be prepared to answer questions and enroll Individuals into other benefit programs.

Please note: More information and specific guidance is forthcoming. For more information, please reference the Sellers Dorsey article [here](#).

Knowledge Check

Knowledge Check #1

True or False: Agents may utilize the KHBE program inbox for continued support with enrollments throughout the year.

True

False

Answer using the Polls box!



Knowledge Check #1 - Answer

True or False: Agents may utilize the KHBE program inbox for continued support with enrollments throughout the year.

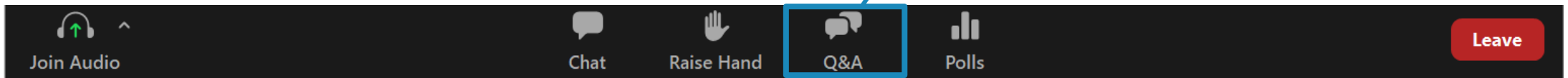
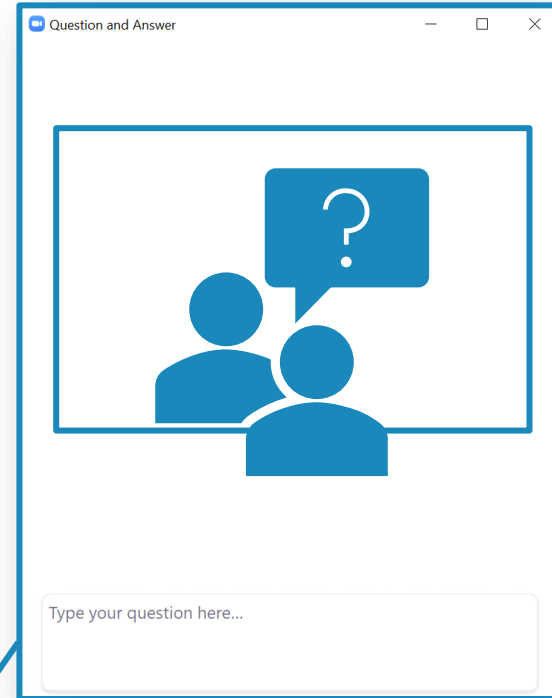
True



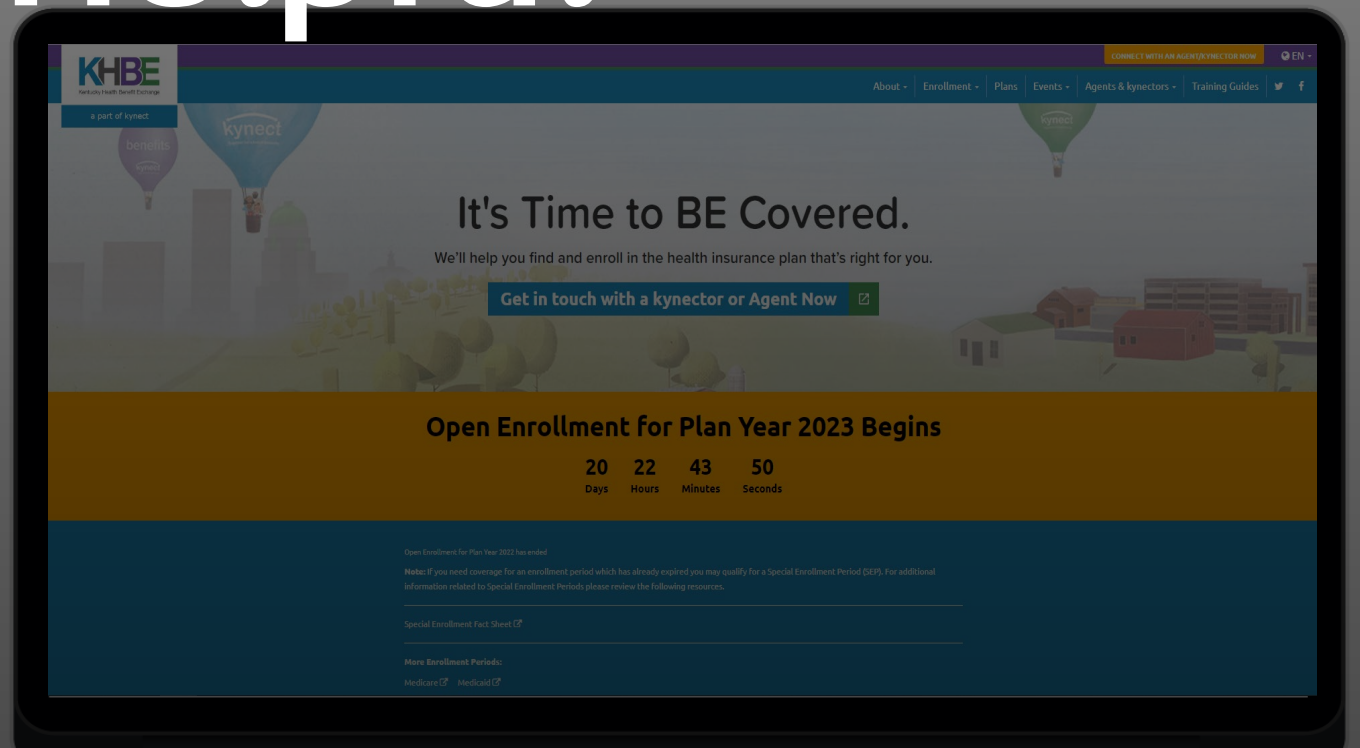
An illustration of a diverse group of ten people of various ages and ethnicities standing in a line. From left to right: a man in a blue suit, a man with a beard in a tan jacket, a woman in a blue top and patterned pants, a young girl in a red dress, a young girl in a white shirt and yellow overalls, a woman in a light blue shirt and dark pants, a woman in a green blazer and pants, and a man with glasses in a brown jacket and dark pants. The background is a solid light gray.

Questions and Answers

Please ask any Open Enrollment questions using the **Q&A Icon** located at the bottom of your Zoom screen. All questions asked today will be shared at a later date in a Frequently Asked Questions (FAQs) document.



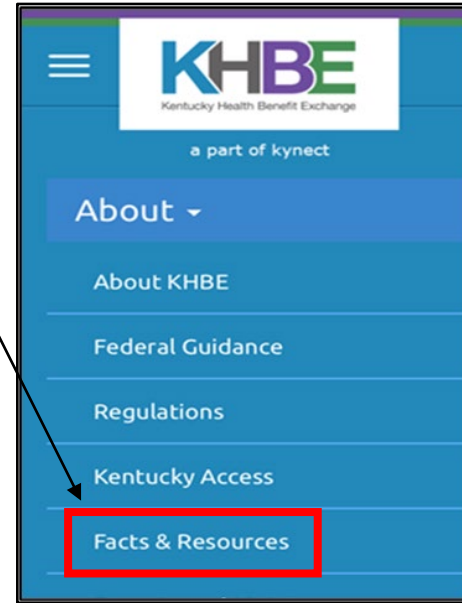
Appendix/Helpful Resources



Helpful Resources: KHBE Website

Fact Sheets are found on the **Facts & Resources** screen under the *About* tab.

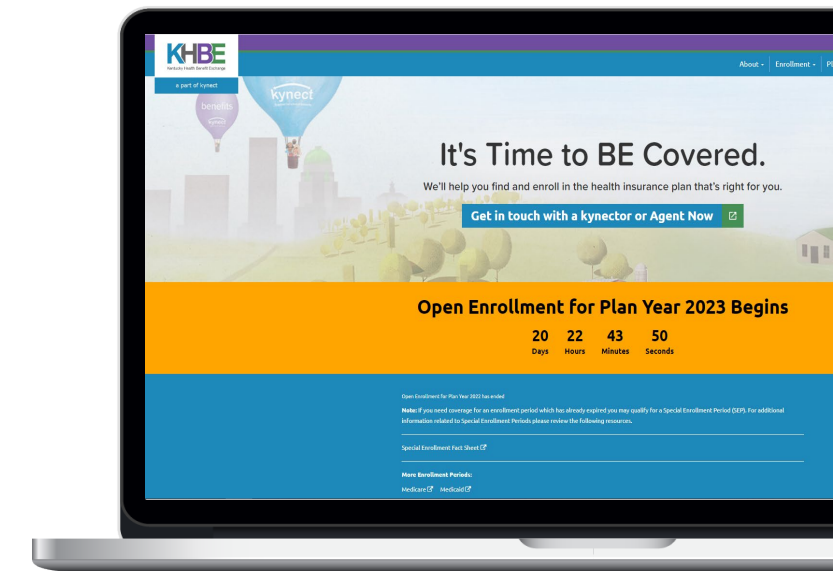
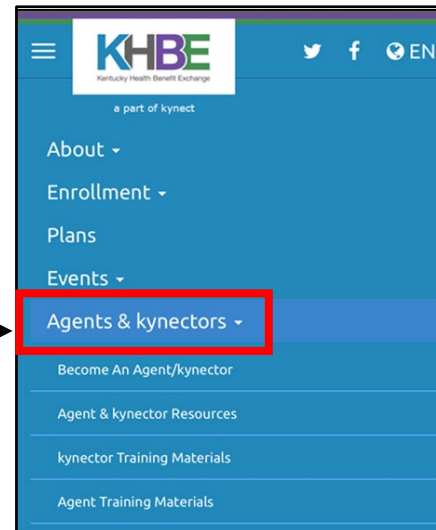
Please use the Fact Sheets to educate and assist Residents. They contain useful information that can be helpful during the transition and Open Enrollment.



Issuer coverage maps are found on the **Plans** screen.



Numerous resources, including the Open Enrollment Toolkit, Style Guides, and logos, are found on the **kynector & kynector Portal** screen under the *kynectors & kynectors* tab.



Helpful Resources: Additional Websites

The websites below provide additional information during Plan Year 2023 Open Enrollment.

<u>Department for Community Based Services (DCBS)</u>	Provides policy manuals, updated regulations, programs/services information, contact information for DCBS offices, and additional resources.
<u>kynect</u>	Helps Applicants complete the OE application process, determines eligibility for a variety of insurance affordability programs, including Medicaid, QHPs, and KCHIP.
<u>Department for Medicaid Services (DMS)</u>	Provides training documents, policy documents, DMS contact information, news, resources, and general updates about Kentucky Medicaid for Agents and Residents.
<u>Kentucky Health Benefit Exchange (KHBE)</u>	Offers Agents general resources, Job Aids, Quick Reference Guides, as well as webinars, Fact Sheets, flyers, posters, and other useful information.
<u>Centers for Medicare and Medicaid Services (CMS)</u>	Agents can find training and supplemental materials about Medicaid, KCHIP, and Medicare.
<u>Health and Human Services (HHS)</u>	Resources for Agents to learn the most up-to-date information on COVID-19, public health, and human services. Additional resources for Agents to learn about health equity, frequently asked questions about healthcare, and enhancing the health and well-being of Residents.
<u>Health Reform: Beyond the Basics</u>	A project by the Center on Budget and Policy Priorities designed to provide training and resources that explain health coverage available through Medicaid, KCHIP, and the Insurance Marketplace.
<u>Healthy at Work</u>	This site shares the most up-to-date information on Kentucky's COVID-19 precautions and guidelines, including the current incidence rate, COVID-19 hotline information, and daily reports.
<u>Regtap.info</u>	This portal serves as an information hub for CMS technical assistance related to Marketplace and Premium Stabilization programs. Registered users can access the library, FAQs, training resources, and the inquiry tracking and management system.