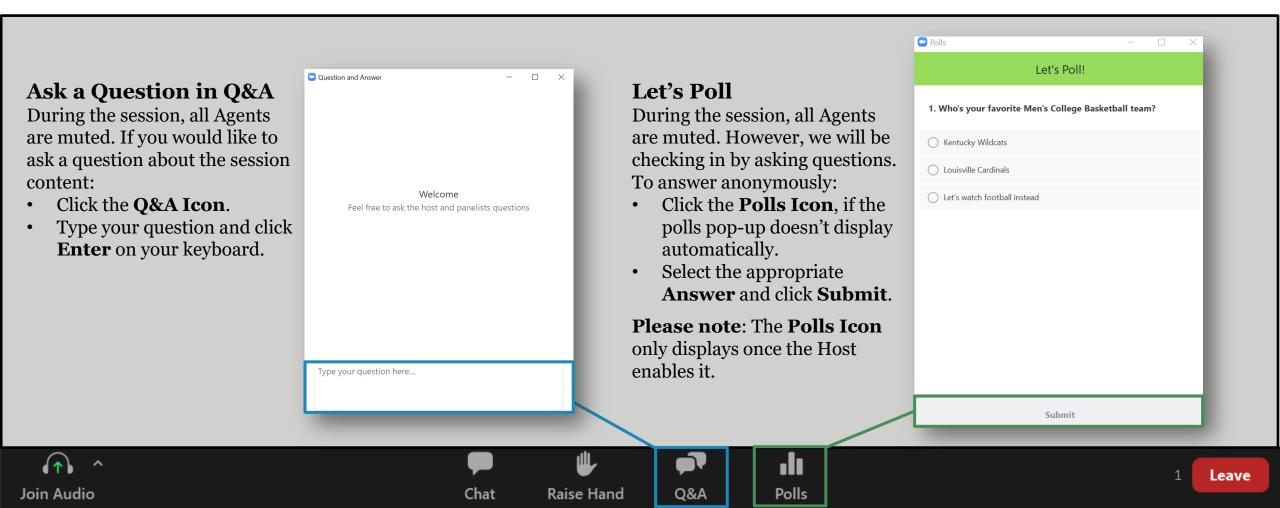
Agent Office Hours



Please review the Zoom Tips for Success while you wait:



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



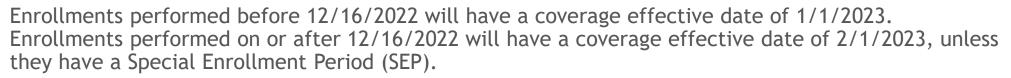
Slide 5	Coverage Effective Date Reminders	Slide 13	Escalation Path After Open Enrollment
Slide 7	Initial Premium Payment Reminders	Slide 16	Medicaid Unwinding
Slide 9	Exceptional Special Enrollment	Slide 21	Question and Answer
Slide 11	Release Notes Overview		



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	Please whit the Health Plans tab to view your plan coverage dates.				

Coverage Effective Date Reminders





Please note: Coverage effective dates are listed in the Benefits tab, Enrollment Manager, or Agent report. Initial premium payments must be made to effectuate coverage. Due dates are detailed on the Make Initial Payment screen of the EMM.



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.

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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.

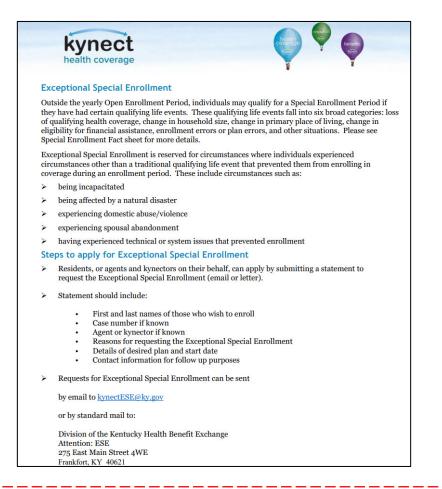
Exceptional Special Special Encounter of the second second

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		targanges: English(English)	
Benefits			
View and manage your approved programs. Ensure your information is up-to-date as changes to you	or information may affect your benefits	Report a Change	
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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.



Please note: The Exceptional Special Enrollment Fact Sheet may be found on the KHB website here.

Release Notes

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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.

2.1 Enhancements	ed are resolved as of December 16 th , 2022	
	n and Agents Changes Phase 3	
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	r Details section, if 'self-only' and 'other Inc uestions, and content appear as shown be	
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	Employer's Health Coverage Details	
	Does the employer offer a health plan that moets the minimum value standard?	
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Please note: Release notes also contain system defects that have been fixed and their associated tracking number (TFS ID).

Escalation Process After Open Encollment

Interested in other state programs and resources?		
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Household Members	Θ	
-		
Head of Household Contact Information Jonn DOL Preferred method of getting notices	Θ	
📀 Reps, kynectors & Agents		
😋 Relationship & Tax-Filing		
S Member Details - Individual Information		

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)	• 1-855-326-4650
KHBE Program Inbox	• <u>KHBE.program@ky.gov</u>
Exceptional Special Enrollment Inbox	• <u>kynectESE@ky.gov</u>
kynect Dire Need Inbox	<u>kynectdireneed@ky.gov</u>
KOG Helpdesk	<u>KOGhelpdesk@ky.gov</u>





Escalation Process After Open Enrollment

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

			nector and Agent Escala Updated: January 24, 2022	ition Proc	ess (page 3 o	f 3)	Kentucky Health Benefit Exchange	kynect health coverage Together for a better Kentucky
					Issuer In	cident Escalation		
						Phone	Website	
kynector and Agent Escalation Process (page 2 of 3)				nect	Anthem Blue	Cross Blue Shield		
Last Updated: January 24, 2022			Kentucky Health Benefit Exchange	th coverage er for a better Kentucky	and Blue Shield	855-769-1464	Anthem.com	
Incident Description	Check These Materials First	I still have questions, wh	- J_ T10		1-1			
Individual is approved for MA but does not wish to be enrolled in MA	CHFS Policy Manuals on the DCBS website, training manuals on MyPurpose LMS FPL chart Countable and Non-Countable MAGI MA	 Medicaid enrollment Incider Confirm the correct income wa Contact <u>DFS.Medicaid@ky.gov</u> Then, DCBS will review the cas 	kynector and Agent Last Updated: January 24, 20 Incident Description	22	These Materials First	•		the Benefit Exchange
	<u>ORG</u> 824 ⁷	Transactions			ing materials on the I	• Call the Professional Serv		26-4650
834 Transaction is an electronic communication amongst kynect and Insurers that relates to the provision of health coverage	CHFS Policy Manuals on the DCBS website, training manuals on MyPurpose LMS	 If an Individual has not receive showing a status of <i>Enrollment</i> kynectors should email <u>KHBE</u>. Transaction" and provide brief P Overrides 	kynect incidents and technical incidents	 Health and Release Not Notes as app 	nect benefits - Cabinet Family Services es – KHBE will share plicable d Agent resources at	 For any incident that ren by email <u>KHBE. Program</u> appropriate. When emailing KHBE, ky 	<u>@ky.gov</u> . KHBE will revie ynectors and Agents shou	ıld include ticket number from
Individual requires an override due to a Special Enrollment Period (SEP)	APTC Changes Effective QRG	Contact <u>KHBE.Program@ky.ge</u>		KHBE.ky.go	ov ing Materials, <u>kynecto</u>	included in the email.	of Incident, and screens	hot of Incident. No PII can be
		Association 3 Ways to Resolve-		11anning Ma		or Medicaid Services (DMS) Inci	dents	
Individual would like to add a kynector, Agent, or Rep to their case	Agent Case Association Fact Sheet kynector Association Protocol	 kynector/Agent contacts the P kynector/Agent, and PSL rep 0 Individual calls the Contact Ce 3. Individual can add the Agent/ 	DMS incidents related to eligibility requirements for Residents		y Manuals on the DCE ining manuals on LMS	by email <u>KHBE.Program</u> KHBE will review and eso	<u>@ky.gov</u> .	res further escalation, notify K ate.
	N CL DOD CL	Agents" tile on the kynect Resi		1		Dire Need Incidents		
Individual requires a name or DOB change in kynect or is requesting retroactive coverage for Medicaid	Name Changes, DOB Changes CHFS Policy Manuals on the DCBS website, training manuals on MyPurpose LMS	 s, and Retroactive Coverage R Contact <u>DFS.Medicaid@ky.gov</u> etc. or the reason for requesting necessary verifications. 	Dire Need Incidents are those requiring attention within a 24-hour period	 KHBE Insig 11/18/2021 	<u>tht Newsletter</u> from	 Email <u>kynectdireneed@k</u> kynectors should use the is for a Medicaid, Qualifi KHBE determines approx 	subject line "Dire Need" a ed Health Plan (QHP), or	and indicate whether the Dire another case.
For any other incidents, please contact <u>KH</u>	IBE.Program@ky.gov				Kentucky	Online Gateway (KOG) Inciden		
			Kentucky Online Gateway (KOG) account related Incidents	Agent Welco New kynect kynector KC Agent KOG	or Welcome Packet OG QRG		helpdesk, agents and kyn ot of the Incident. No Per	KOGHelpdesk@ky.gov ectors should include a brief rsonally Identifiable Informati

Please note: For a full list of escalations process/contacts, please view the Fact Sheet <u>here</u>.

Medicaid Unwinding

PRESC

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		Languages: English (English) 🗸
EENING 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.



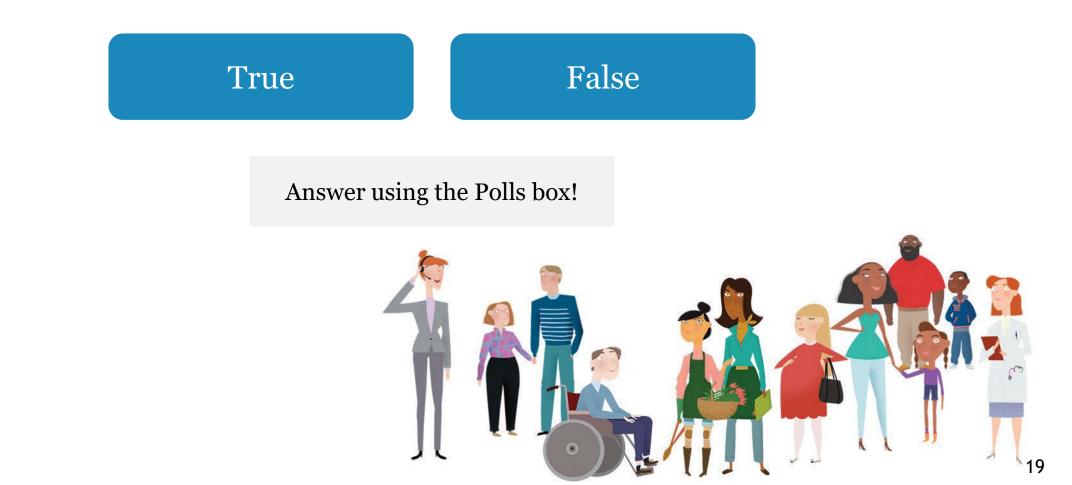


Knowledge Check



Knowledge Check #1

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





Knowledge Check #1 - Answer

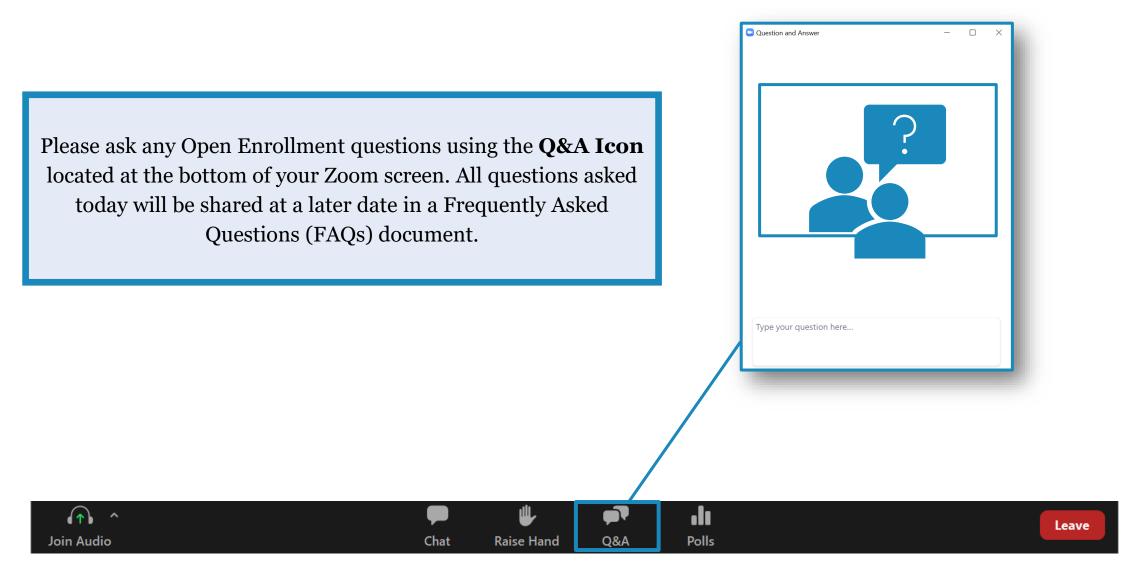
True or False: Agents may utilize the KHBE program inbox for continued support with enrollments throughout the year.



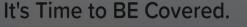


Questions and Answers





Appendix/Helpful Resources



We'll help you find and enroll in the health insurance plan that's right for you.

Get in touch with a kynector or Agent Now 🛛 🛛

Open Enrollment for Plan Year 2023 Begins

20 22 43 50 Davs Hours Minutes Second

i condinentia for Pion Yua 2022 has mended est If you need coverage for an enrollment period which has already expired you may qualify for a Special Enrollment Period (JEEP). For mation related to Special Enrollment Periods please review the following resources.

ecial Enrollment Fact Sheet 🕼

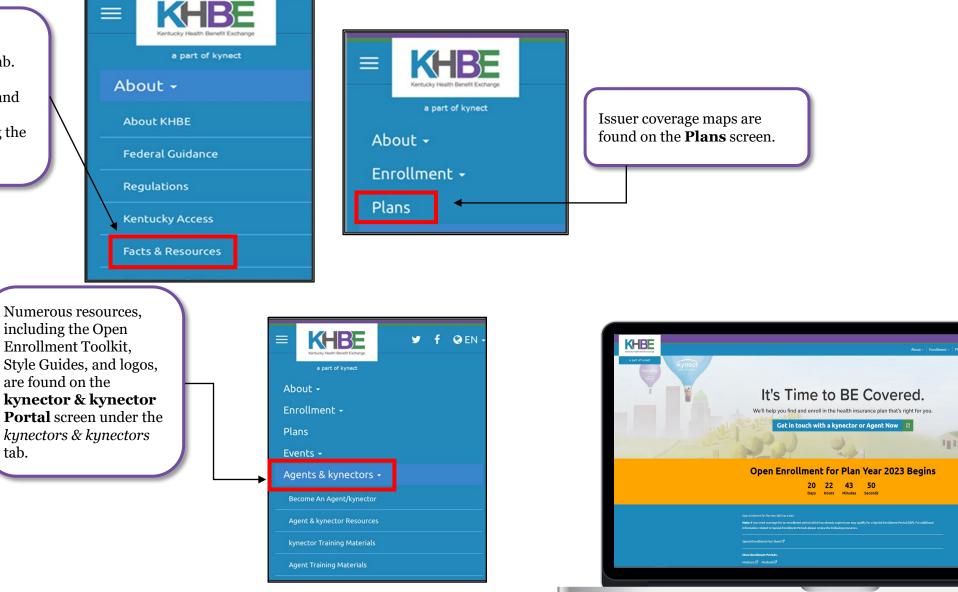
Medicare 🗗 Medicaid 🗗



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.





Helpful Resources: Additional Websites

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

<u>Department for Community</u> <u>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</u> <u>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</u> <u>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</u> <u>Medicaid Services (CMS)</u>	Agents can find training and supplemental materials about Medicaid, KCHIP, and Medicare.
<u>Health and Human Services</u> <u>(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</u> <u>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.