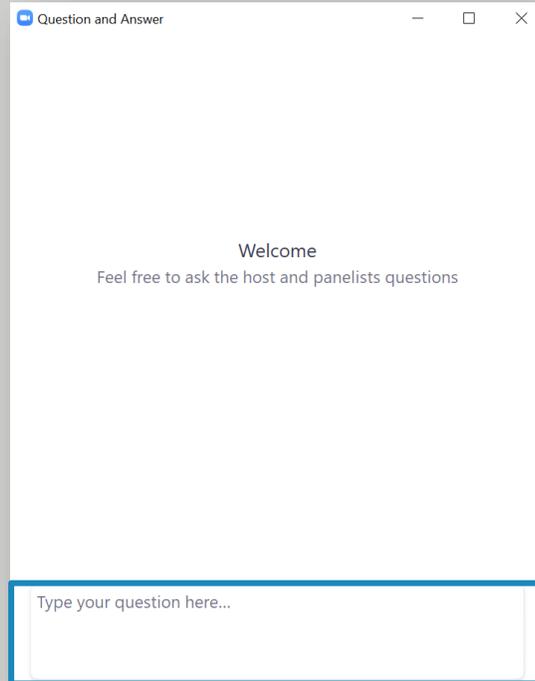


Please review the Zoom Tips for Success while you wait:

Ask a Question in Q&A

During the session, all kynectors 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.

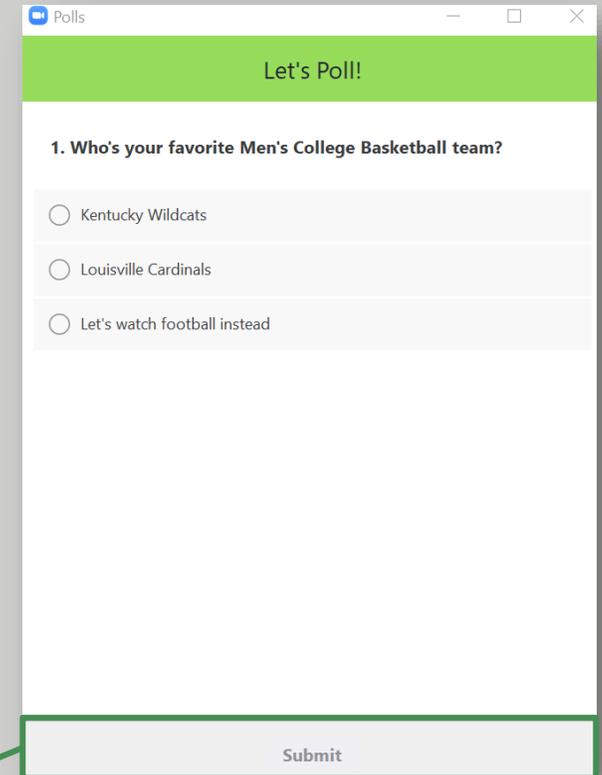


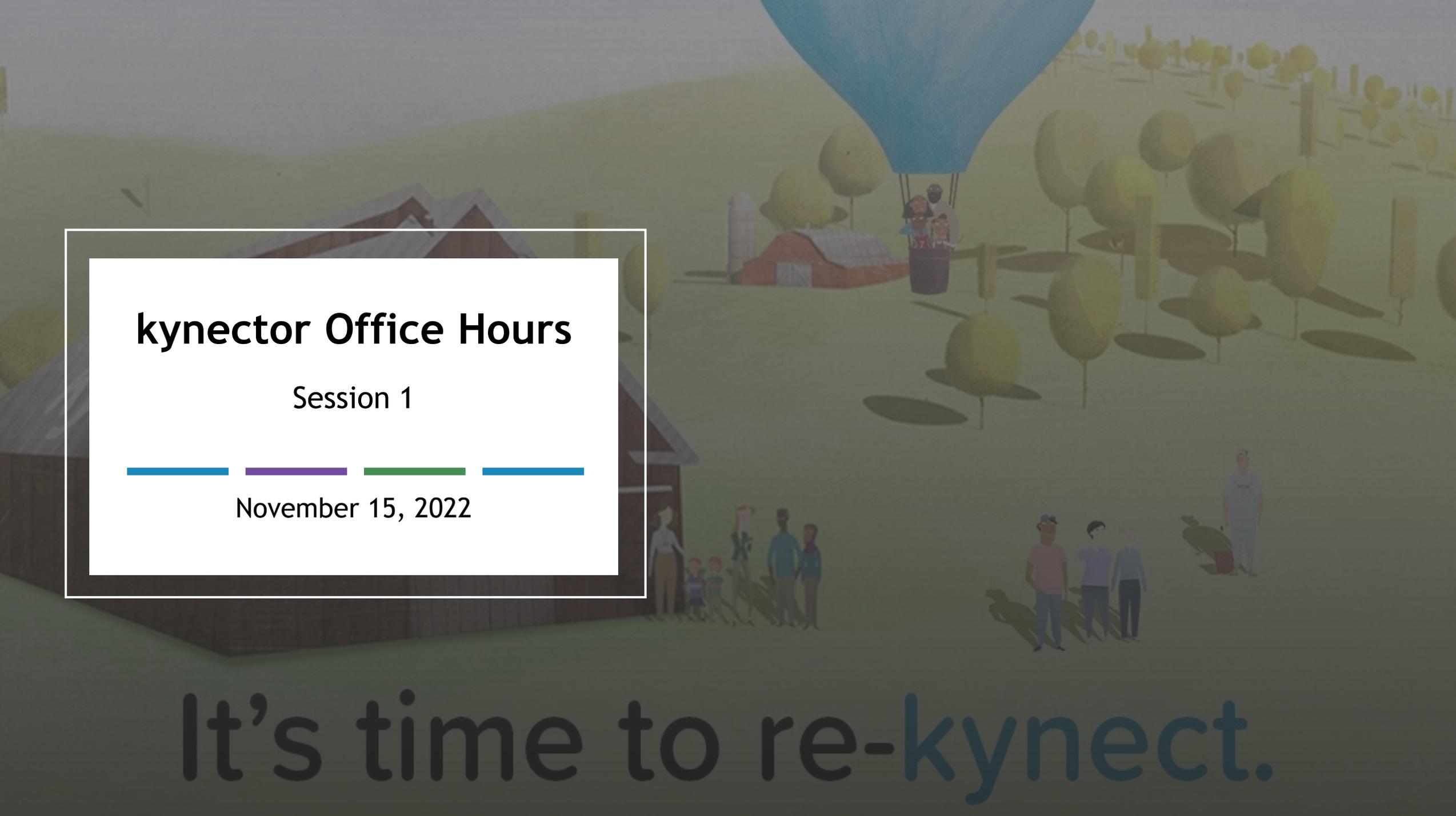
Let's Poll

During the session, all kynectors 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.





kynector Office Hours

Session 1

November 15, 2022

It's time to re-kynect.



What is your favorite Thanksgiving pie?

- A. Pumpkin Pie
- B. Pecan Pie
- C. Apple Pie
- D. Sweet Potato Pie

Icebreaker

Fun Fact: Pumpkin pie is the most famous Thanksgiving pie. Pumpkin pies were originally whole baked pumpkins stuffed with assorted spices and apples.

Agenda

Slide 5	What to Expect from Office Hours	Slide 18	Reporting and Verifying Income
Slide 6	Special Enrollment Period (SEP) Cases	Slide 20	SBM/kynect Enhancements
Slide 8	Verifying SEP	Slide 30	Knowledge Check
Slide 10	Cancel vs Terminate Plan	Slide 37	Questions and Answers
Slide 13	Transition to Medicare	Slide 40	Appendix/Helpful Resources



What to Expect from Office Hours

1 How kynector Office Hours Work

During kynector Office Hours, a new topic will be discussed each session with the intent to provide additional support to kynectors during Open Enrollment Plan Year 2023.

Please note: While kynector Office Hours are optional, please remember to register for each session if you wish to attend.

2 Questions

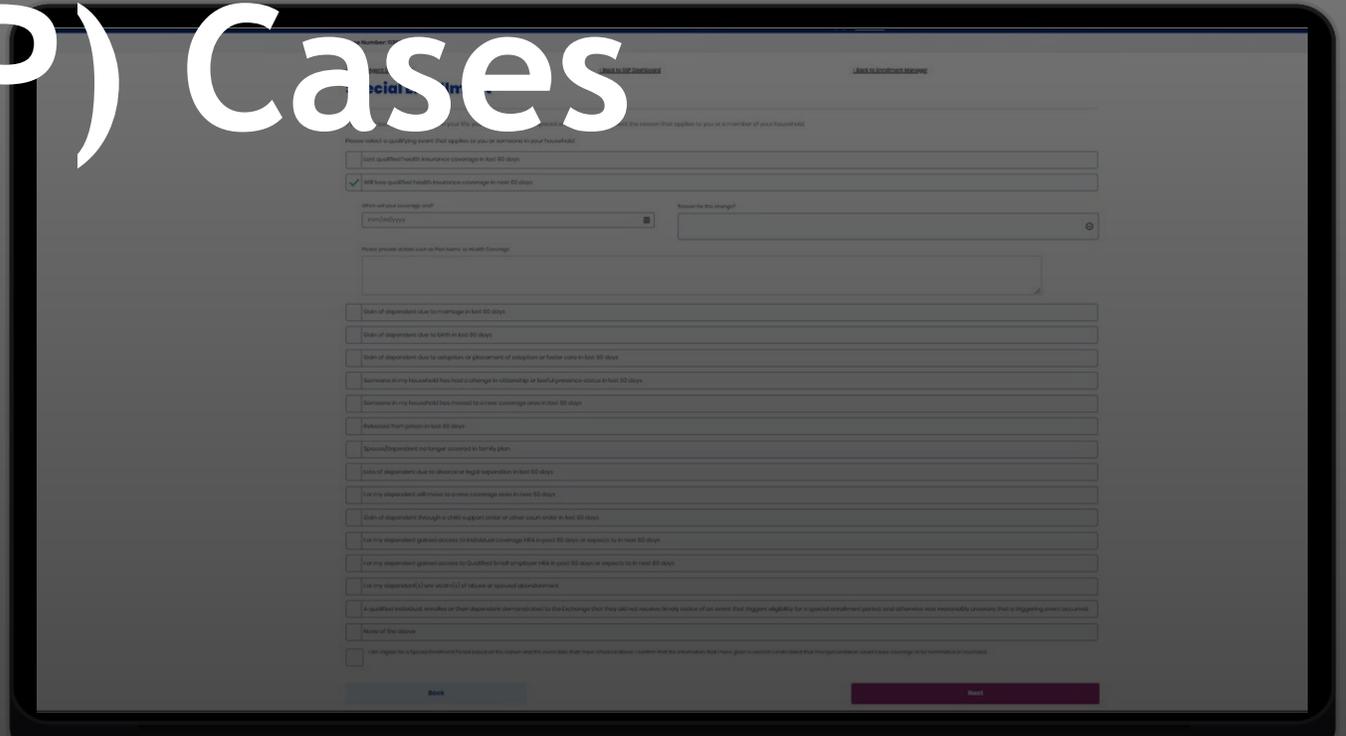
During Office Hours sessions, kynectors may ask questions relevant to the topic being discussed by using the **Questions and Answers (Q&A) Icon** located at the bottom of the Zoom screen. Time is allotted at the end of each session, for live questions and answers. Additionally, questions asked will be shared at a later date in a Frequently Asked Questions (FAQ) document once all kynector Office Hours sessions have ended.

3 Upcoming kynector Office Hours

Date
Session 2: Tuesday, December 13, 2022, at 2pm EST



Special Enrollment Period (SEP) Cases



Special Enrollment Period (SEP) Cases

kynectors will need to shop for both 2022 and 2023 coverage for Residents enrolling during SEP for November or December 2022. SEP coverage ends on 12/31/22 for Residents enrolled during November and December 2022.

Special Enrollment

If there has been a major change in your life, you may be eligible for special enrollment. Please select the reason that applies to you or a member of your household.

Please select a qualifying event that applies to you or someone in your household:

Lost qualified health insurance coverage in last 60 days

Will lose qualified health insurance coverage in next 60 days

When will your coverage end?

Reason for this change?

Please provide details such as Plan Name or Health Coverage:

Gain of dependent due to marriage in last 60 days

Gain of dependent due to birth in last 60 days

Gain of dependent due to adoption, or placement of adoption or foster care in last 60 days

Someone in my household has had a change in citizenship or lawful presence status in last 60 days

Someone in my household has moved to a new coverage area in last 60 days

Released from prison in last 60 days

Spouse/Dependent no longer covered in family plan

Loss of dependent due to divorce or legal separation in last 60 days

I or my dependent will move to a new coverage area in next 60 days

Gain of dependent through a child support order or other court order in last 60 days

I or my dependent gained access to Individual coverage HRA in past 60 days or expects to in next 60 days

I or my dependent gained access to Qualified Small employer HRA in past 60 days or expects to in next 60 days

I or my dependent(s) are victim(s) of abuse or spousal abandonment

A qualified individual, enrollee or their dependent demonstrated to the Exchange that they did not receive timely notice of an event that triggers eligibility for a special enrollment period, and otherwise was reasonably unaware that a triggering event occurred.

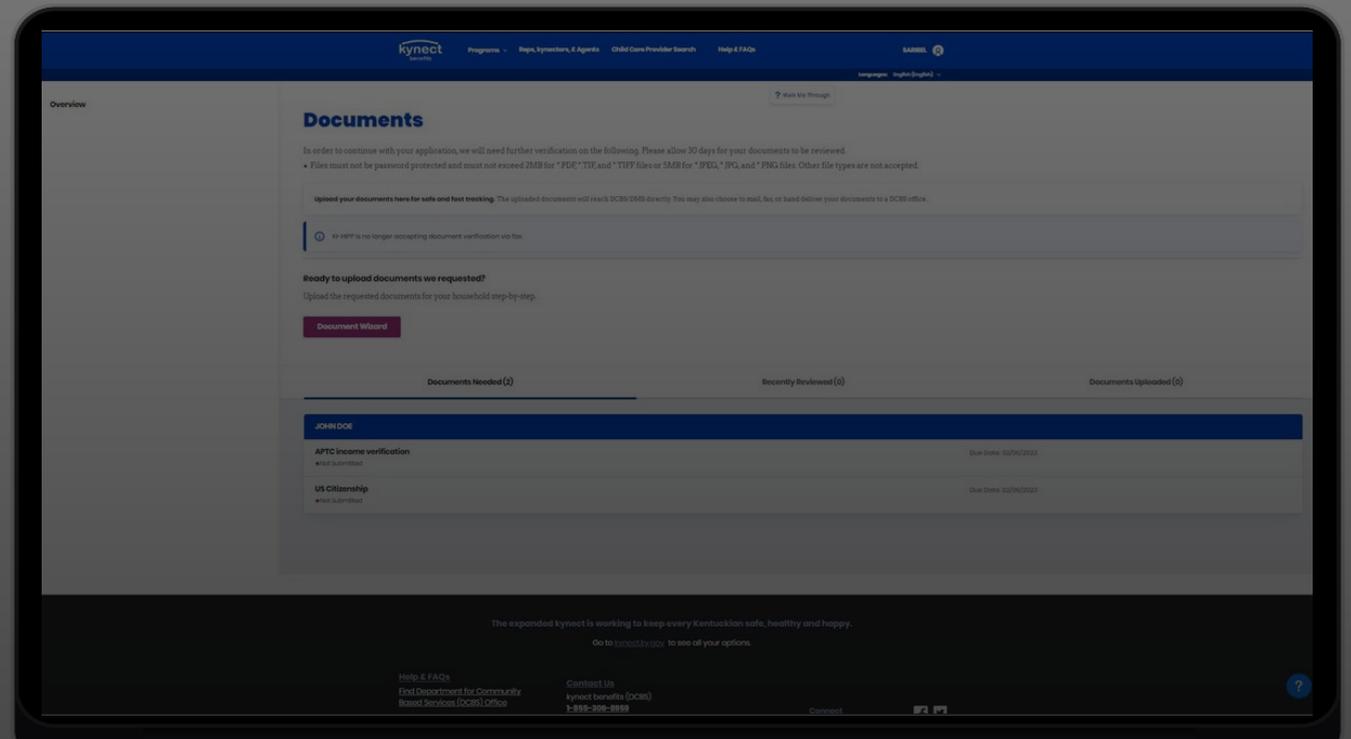
None of the above

I am eligible for a Special Enrollment Period based on the reason and the event date that I have checked above. I confirm that the information that I have given is correct. I understand that misrepresentation could cause coverage to be terminated or rescinded.

Back
Next

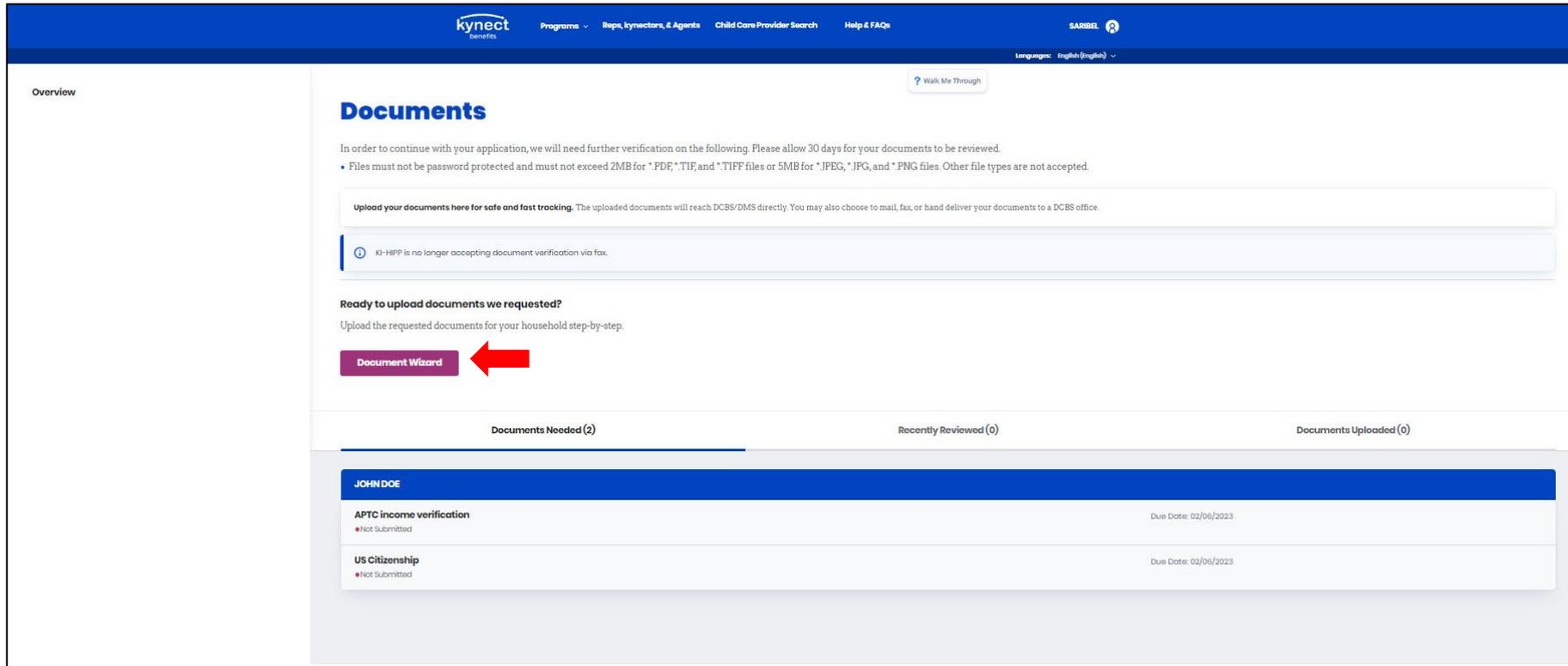
Please note: kynectors must submit documentation confirming SEP eligibility **BEFORE** the Resident can be enrolled and enrollment files are sent to Issuers.

Verifying SEP



Verifying SEP

Some SEPs require verification such as Proof of Loss of Coverage. The enrollment file will not be sent to the Issuer until this verification is received and approved. kynectors may use Document Wizard to upload required SEP documentation. If an extension on a Request For Information (RFI) is needed, kynectors should call the Professional Services Line (PSL) at (855) 326-4650 or DCBS to submit the request.

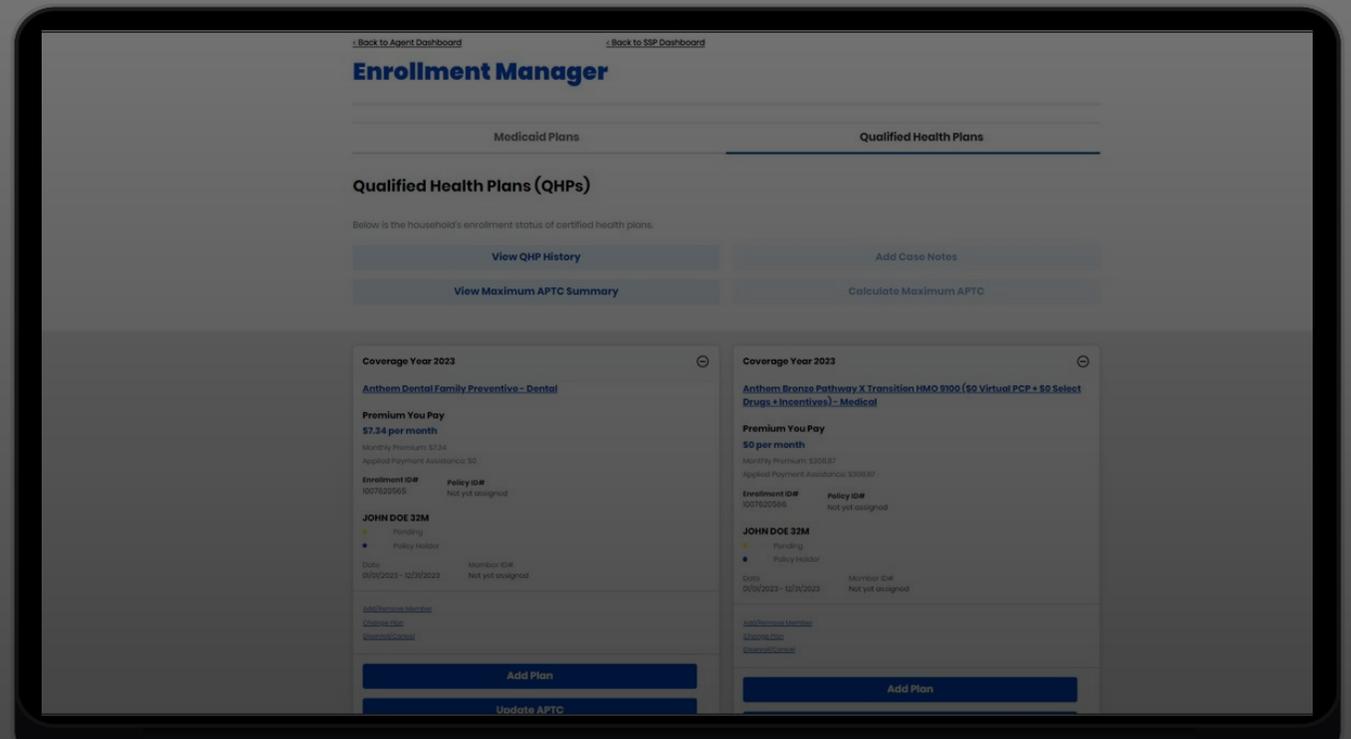


The screenshot shows the 'Documents' tab on the kynect benefits dashboard. The page header includes the kynect logo, navigation links for Programs, Resps, kynectors, & Agents, Child Care Provider Search, and Help & FAQs, and a user profile for SARIBEL. A 'Walk Me Through' button is visible. The main content area has a 'Documents' heading and a message: 'In order to continue with your application, we will need further verification on the following. Please allow 30 days for your documents to be reviewed.' Below this is a list of requirements: 'Files must not be password protected and must not exceed 2MB for *.PDF, *.TIF, and *.TIFF files or 5MB for *.JPEG, *.JPG, and *.PNG files. Other file types are not accepted.' A text box provides upload instructions: 'Upload your documents here for safe and fast tracking. The uploaded documents will reach DCBS/DMS directly. You may also choose to mail, fax, or hand deliver your documents to a DCBS office.' A note states: 'KI-HIPP is no longer accepting document verification via fax.' A section titled 'Ready to upload documents we requested?' includes the instruction 'Upload the requested documents for your household step-by-step.' and a prominent purple 'Document Wizard' button with a red arrow pointing to it. Below this is a table with columns for 'Documents Needed (2)', 'Recently Reviewed (0)', and 'Documents Uploaded (0)'. The table lists two items for 'JOHN DOE': 'APTC income verification' (Not Submitted, Due Date: 02/06/2023) and 'US Citizenship' (Not Submitted, Due Date: 02/06/2023).



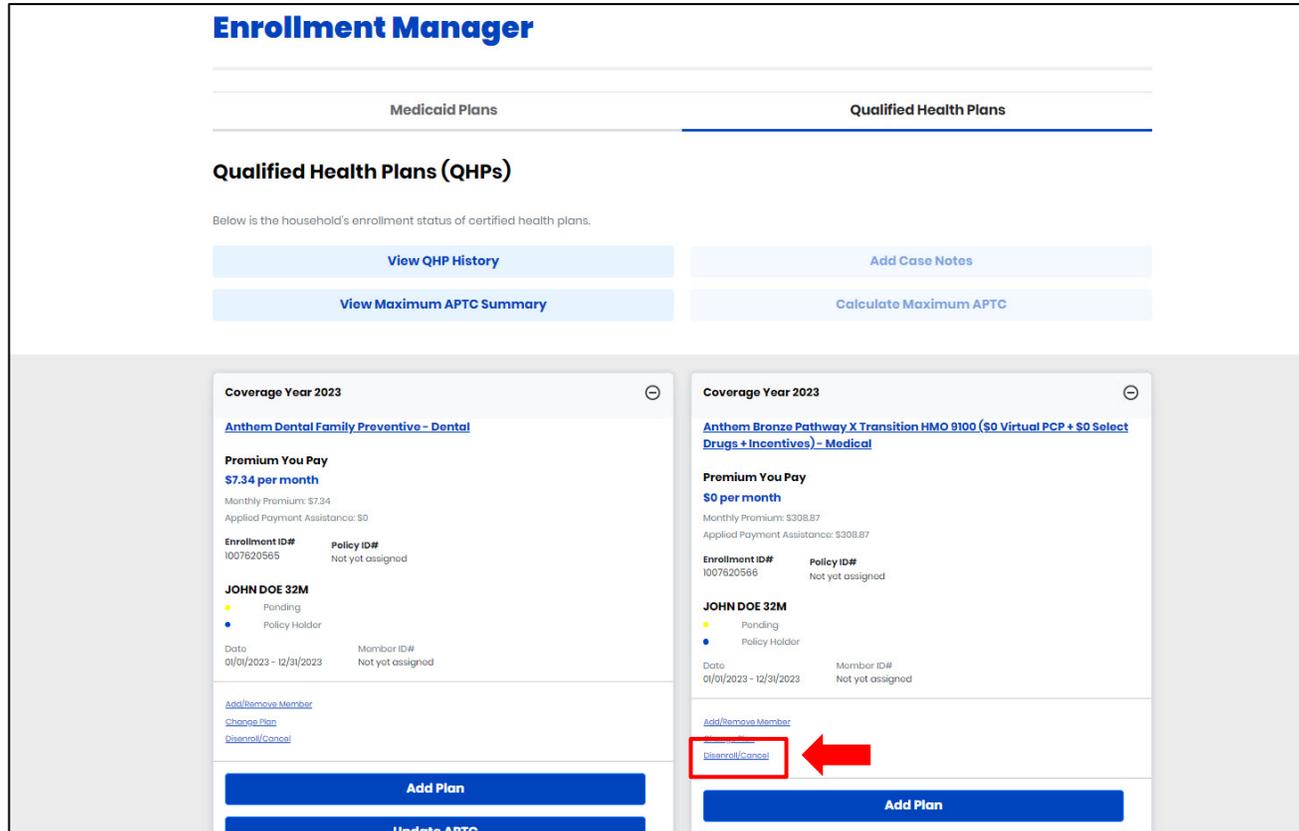
Residents will be prompted to provide supporting documentation. Open RFIs are displayed on the Resident's kynect benefits dashboard on the Documents tab along with their due date.

Cancel vs Terminate Plan



Cancel vs Terminate

Cancelling a plan removes the current plan selected and allows Applicants to choose a new plan. Terminating a plan discontinues coverage.



Enrollment Manager

Medicaid Plans | Qualified Health Plans

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 2023

Anthem Dental Family Preventive - Dental

Premium You Pay
\$7.34 per month

Monthly Premium: \$7.34
Applied Payment Assistance: \$0

Enrollment ID# 1007620565 | Policy ID# Not yet assigned

JOHN DOE 32M

Pending
Policy Holder

Date: 01/01/2023 - 12/31/2023 | Member ID# Not yet assigned

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

Add Plan

Update APTC

Coverage Year 2023

Anthem Bronze Pathway X Transition HMO 9100 (\$0 Virtual PCP + \$0 Select Drugs + Incentives) - Medical

Premium You Pay
\$0 per month

Monthly Premium: \$308.87
Applied Payment Assistance: \$308.87

Enrollment ID# 1007620566 | Policy ID# Not yet assigned

JOHN DOE 32M

Pending
Policy Holder

Date: 01/01/2023 - 12/31/2023 | Member ID# Not yet assigned

[Add/Remove Member](#)
[Disenroll/Cancel](#)

Add Plan

Cancel Plan

kynectors may cancel a plan up to the day before the coverage effective date (enrollment begins).

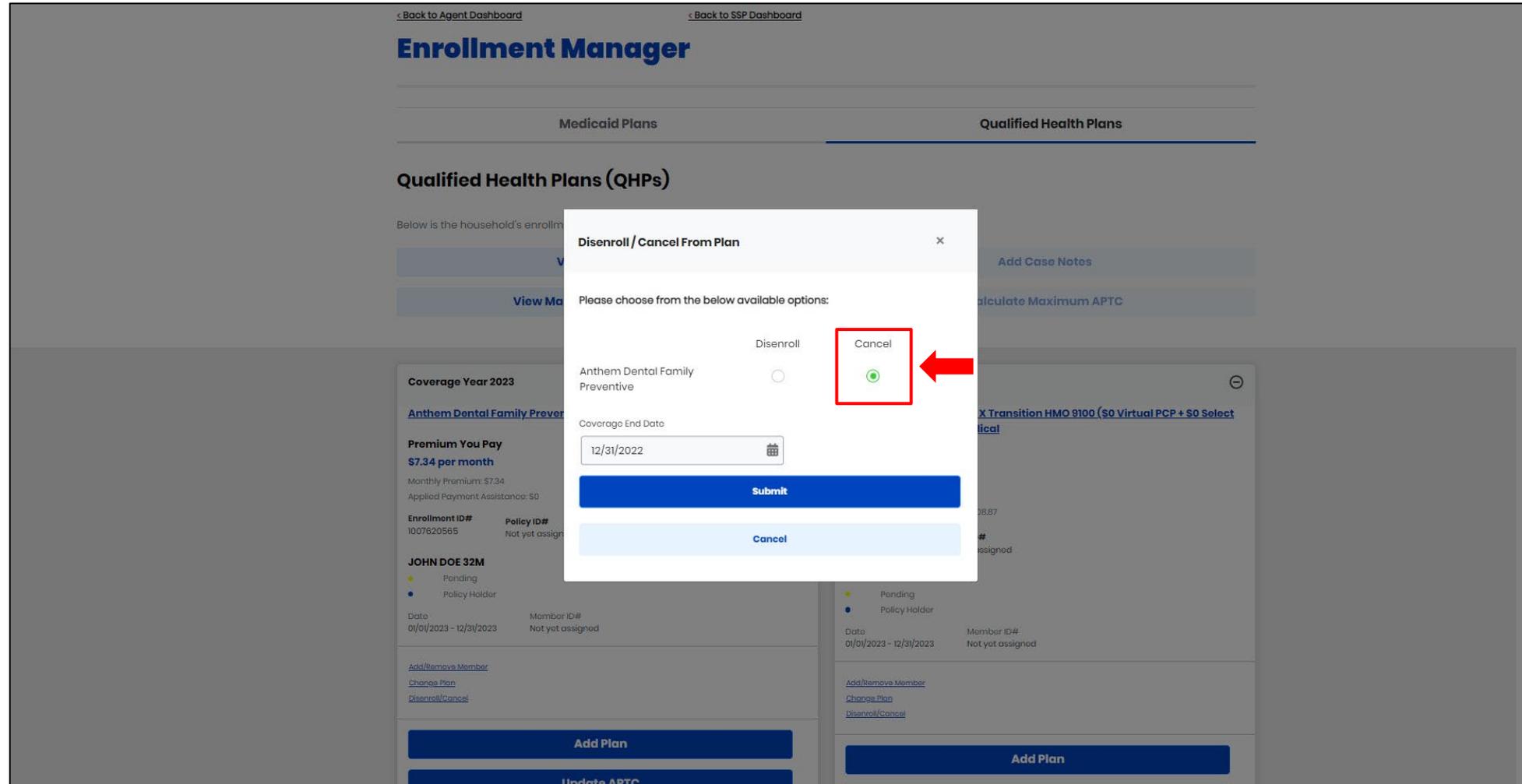
Disenroll/Terminate Plan

kynectors may terminate a plan at any time after enrollment, to discontinue coverage at a specified date.

Please note: For Plan Year 2023, there is no 14-day requirement. A plan may be terminated the same day a request is submitted.

Cancel vs Terminate

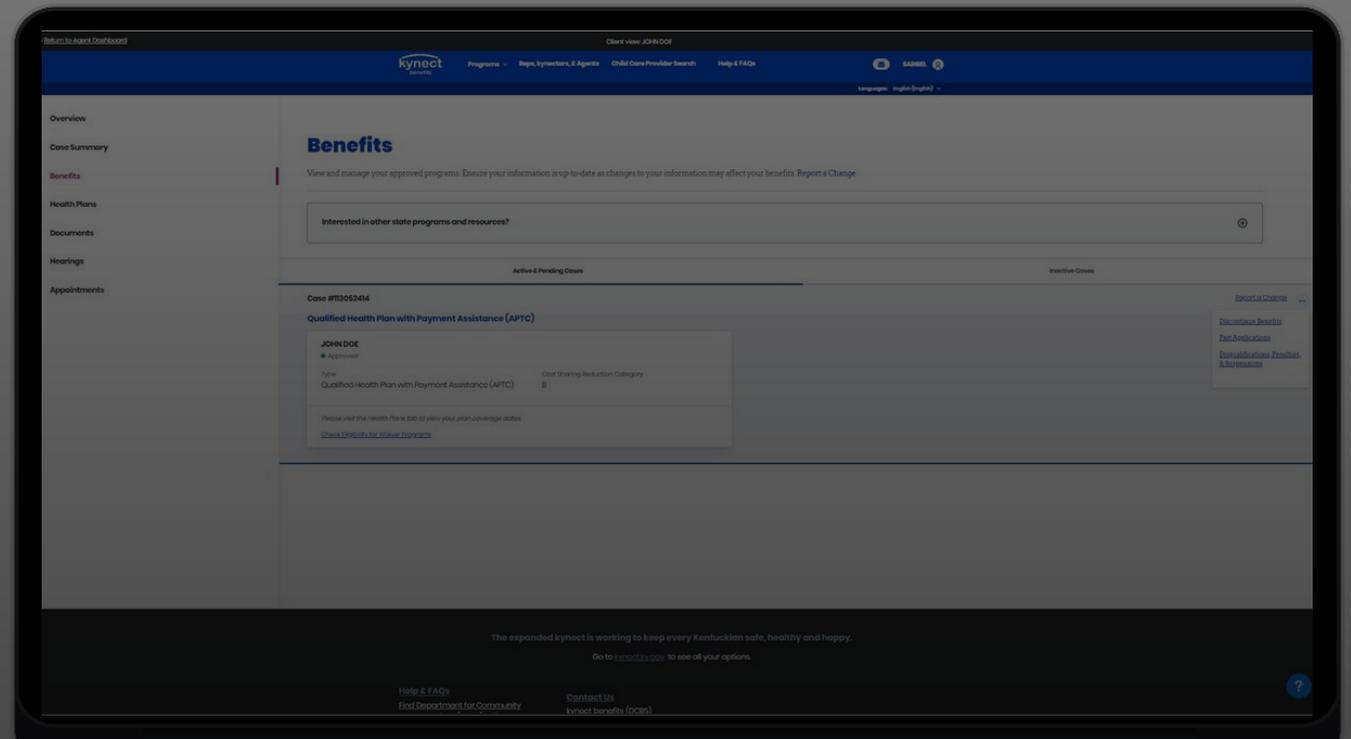
Cancelling a plan removes the current plan selected and allows Applicants to choose a new plan. Terminating a plan discontinues coverage.



The screenshot displays the 'Enrollment Manager' interface. At the top, there are navigation links for 'Back to Agent Dashboard' and 'Back to SSP Dashboard'. The main heading is 'Enrollment Manager'. Below this, there are tabs for 'Medicaid Plans' and 'Qualified Health Plans'. The 'Qualified Health Plans (QHPs)' section is active, showing a list of plans. A modal dialog titled 'Disenroll / Cancel From Plan' is open in the foreground. The dialog contains the text 'Please choose from the below available options:' followed by two radio buttons: 'Disenroll' and 'Cancel'. The 'Cancel' radio button is selected and highlighted with a red box and a red arrow. Below the radio buttons, there is a text input field for 'Coverage End Date' with the value '12/31/2022'. At the bottom of the modal, there are two buttons: 'Submit' (blue) and 'Cancel' (light blue). The background shows details for a plan named 'Anthem Dental Family Preventive' with a premium of \$7.34 per month and a coverage end date of 12/31/2022. The member name is 'JOHN DOE 32M' and the status is 'Pending'.

Please note: For Plan Year 2023, there is no 14-day requirement. A plan may be terminated the same day a request is submitted.

Transition to Medicare

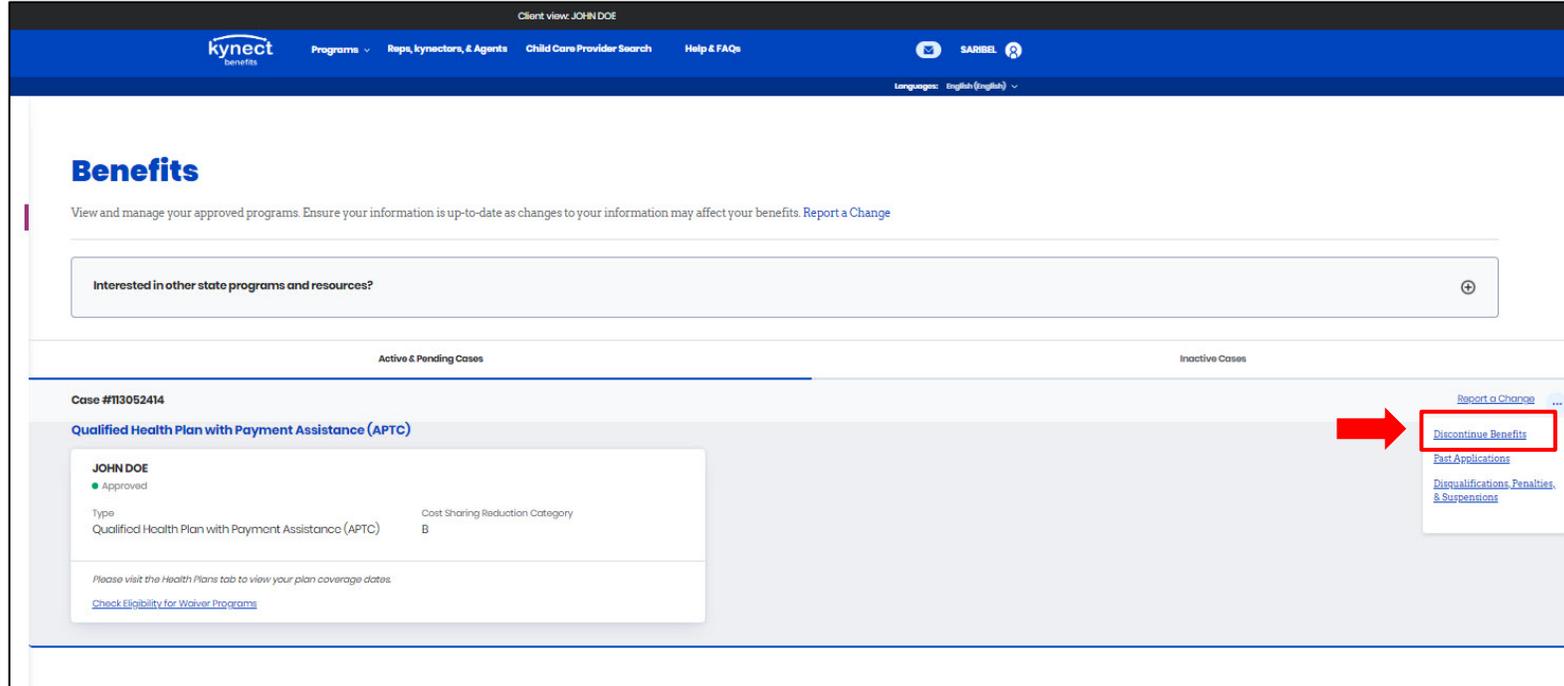


Scenario One: Primary Subscriber is Turning 65

One month before a Resident's Medicare enrollment begins, kynectors should discontinue benefits for the household member turning 65 years old and terminate the plan if the household member is the primary subscriber.

For the primary subscriber (Resident turning 65), kynectors should terminate their current plan.

If the primary subscriber has a spouse/dependents, they will need to be re-enrolled into a new plan.



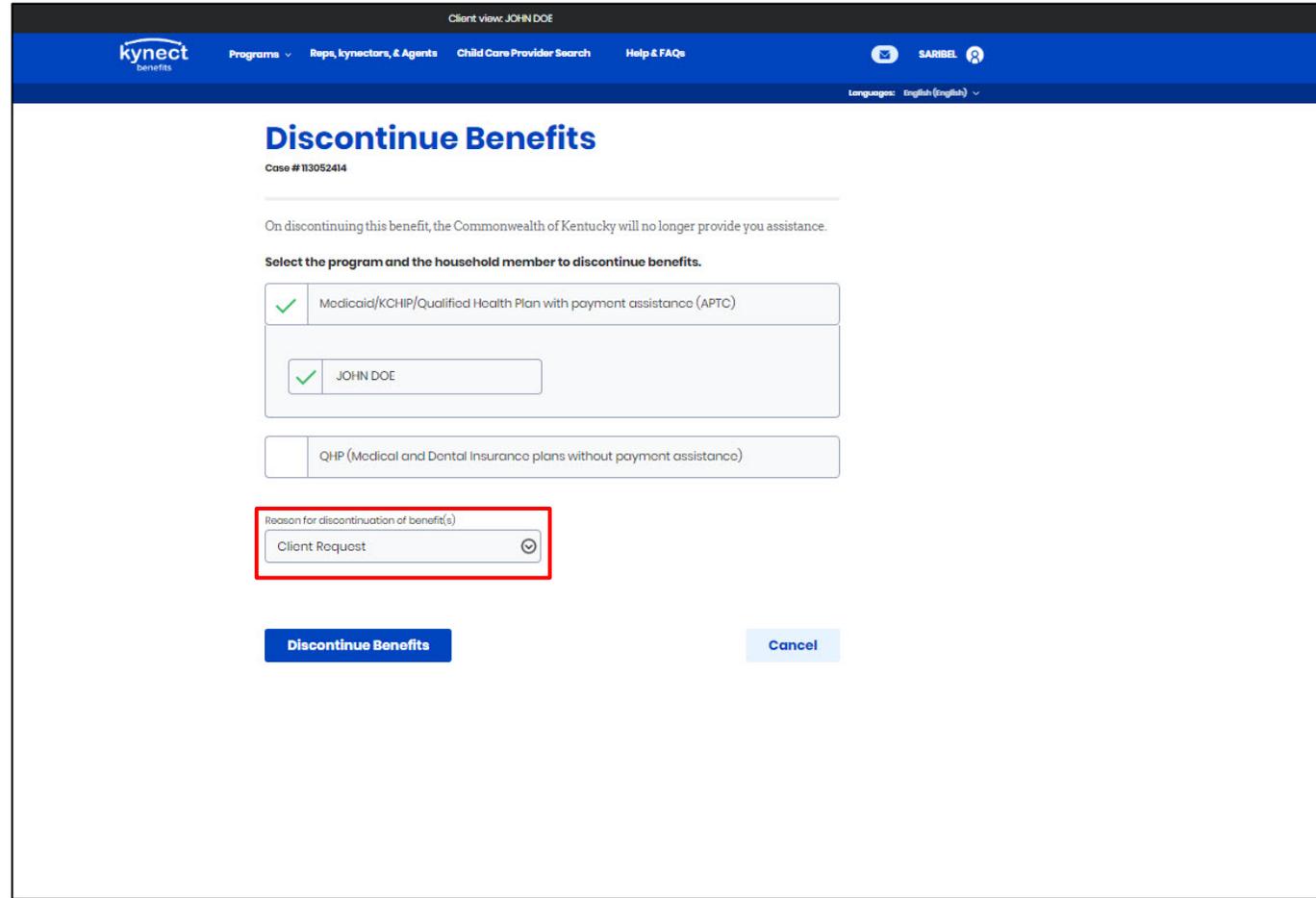
The screenshot shows the 'Benefits' page in the kynect portal. The page title is 'Benefits' and it includes a sub-header: 'View and manage your approved programs. Ensure your information is up-to-date as changes to your information may affect your benefits. [Report a Change](#)'. Below this is a search bar with the text 'Interested in other state programs and resources?'. The main content area is divided into 'Active & Pending Cases' and 'Inactive Cases'. Under 'Active & Pending Cases', there is a case for 'Case #113052414' titled 'Qualified Health Plan with Payment Assistance (APTC)'. The case details include the name 'JOHN DOE', status 'Approved', and type 'Qualified Health Plan with Payment Assistance (APTC)'. A 'Report a Change' dropdown menu is open, and the 'Discontinue Benefits' option is highlighted with a red box and a red arrow pointing to it. Other options in the dropdown include 'Fast Applications', 'Disqualifications, Penalties, & Suspensions', and 'Report a Change'.



If needed, kynectors or their Residents may call the Issuer to have accumulators moved. They may also call the Professional Services Line (PSL).

Scenario One: Primary Subscriber is Turning 65

One month before a Resident's Medicare enrollment begins, kynectors should discontinue benefits for the household member turning 65 years old and terminate the plan if the household member is the primary subscriber.



Client view: JOHN DOE

kynect benefits Programs Reps, kynectors, & Agents Child Care Provider Search Help & FAQs

Language: English (English)

Discontinue Benefits

Case # 113052414

On discontinuing this benefit, the Commonwealth of Kentucky will no longer provide you assistance.

Select the program and the household member to discontinue benefits.

<input checked="" type="checkbox"/>	Medicaid/KCHIP/Qualified Health Plan with payment assistance (APTC)
<input checked="" type="checkbox"/>	JOHN DOE
<input type="checkbox"/>	QHP (Medical and Dental Insurance plans without payment assistance)

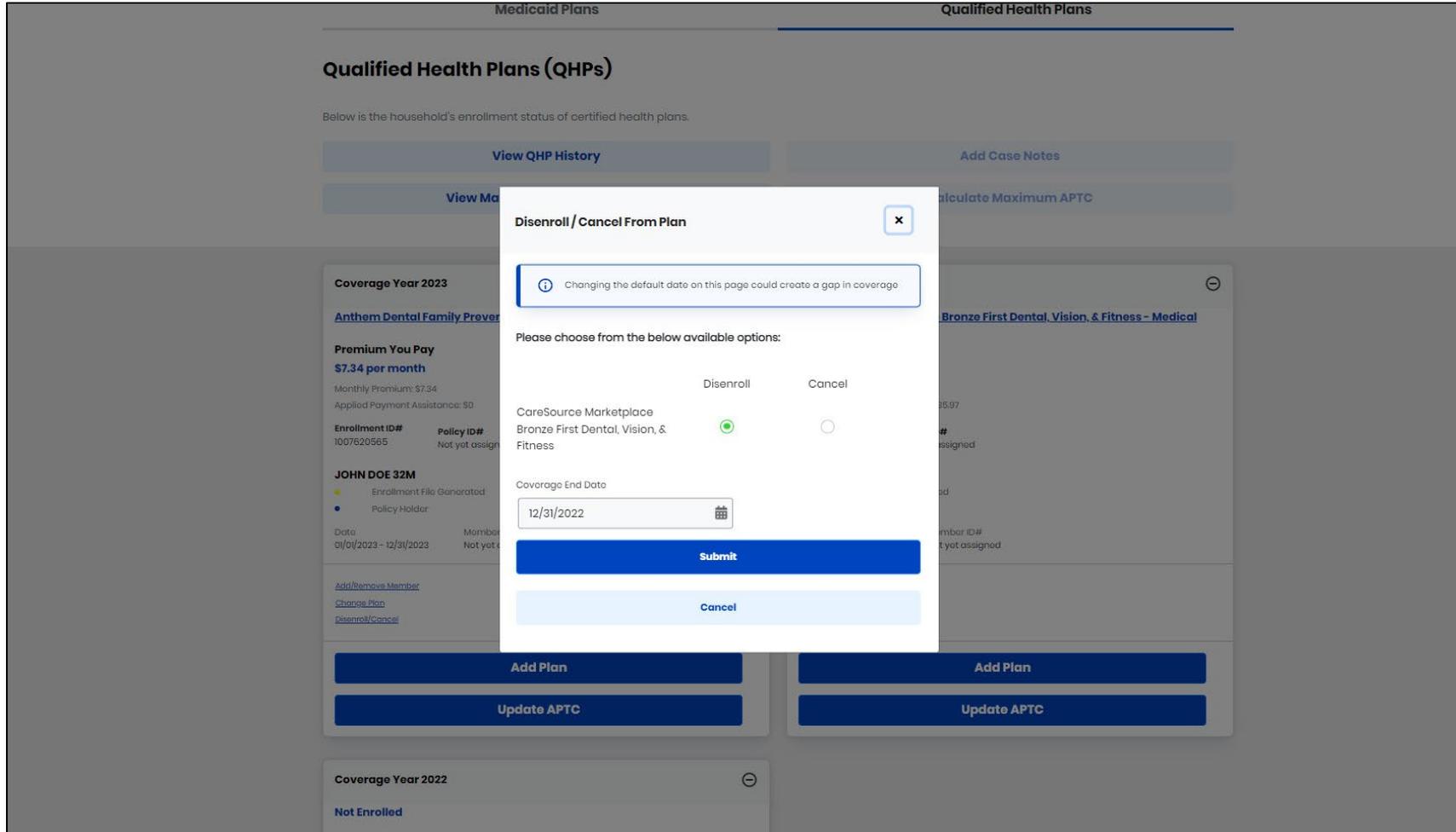
Reason for discontinuation of benefit(s)

Client Request

Discontinue Benefits Cancel

Scenario One: Primary Subscriber is Turning 65

One month before a Resident's Medicare enrollment begins, kynectors should discontinue benefits for the household member turning 65 years old and terminate the plan if the household member is the primary subscriber.



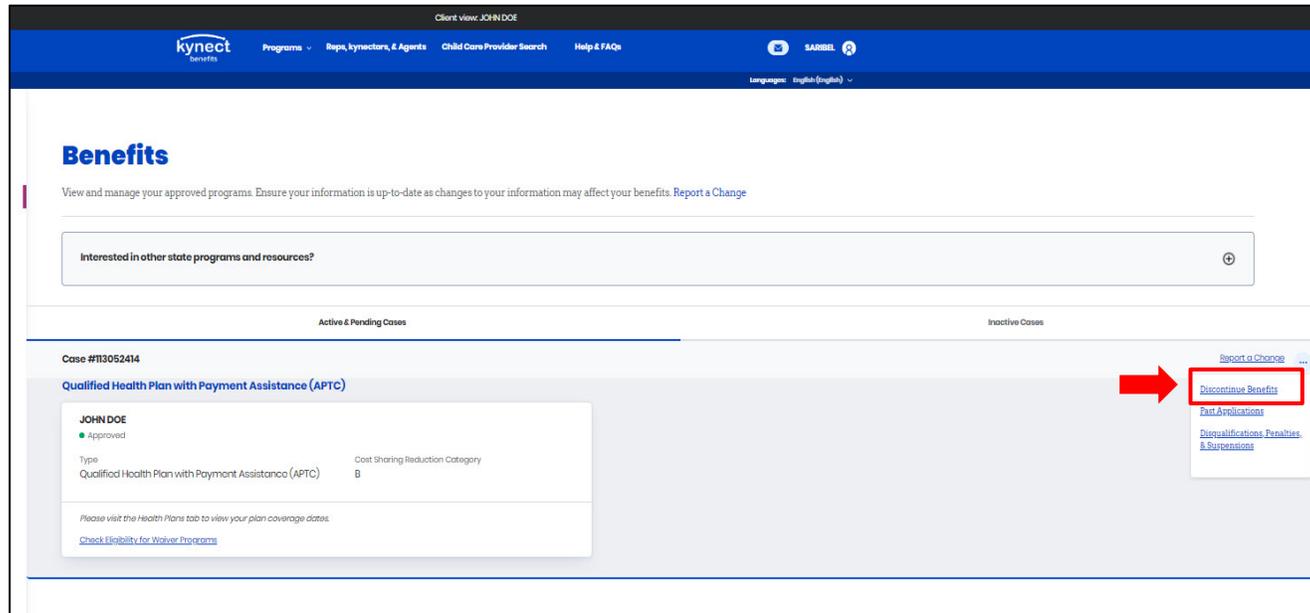
The screenshot displays the 'Qualified Health Plans (QHPs)' section of the Kynect system. A modal window titled 'Disenroll / Cancel From Plan' is open, showing options to 'Disenroll' or 'Cancel' a plan. The 'Disenroll' option is selected. The modal also includes a 'Coverage End Date' field set to '12/31/2022' and a 'Submit' button. A warning message at the top of the modal states: 'Changing the default date on this page could create a gap in coverage'. The background shows details for a plan: 'Anthem Dental Family Prover', 'Premium You Pay \$7.34 per month', and 'Enrollment ID# 1007620565'. The member name is 'JOHN DOE 32M'.



Reminder: If the primary subscriber has a spouse/dependents, they will need to be re-enrolled into a new plan.

Scenario Two: Non-Primary Subscriber is Turning 65

One month before a Resident's Medicare enrollment begins, kynectors should discontinue benefits for the household member turning 65 years old to avoid any tax penalties. Since the Resident turning 65 years old is not the primary subscriber, the plan will continue for their spouse or any dependents but the 65 years old must be disenrolled from the plan.



Client view: JOHN DOE

Programs | Reps, Kynectors, & Agents | Child Care Provider Search | Help & FAQs | SARBEL

Language: english (English)

Benefits

View and manage your approved programs. Ensure your information is up-to-date as changes to your information may affect your benefits. [Report a Change](#)

Interested in other state programs and resources?

Active & Pending Cases | Inactive Cases

Case #113052414

Qualified Health Plan with Payment Assistance (APTC)

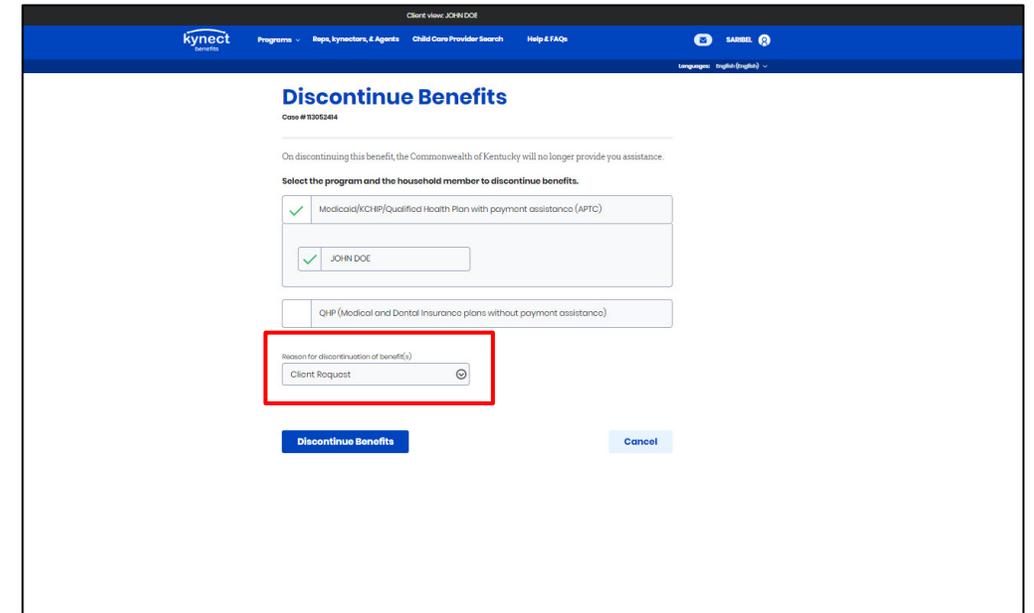
JOHN DOE
 Approved
 Type: Qualified Health Plan with Payment Assistance (APTC) | Cost Sharing Reduction Category: B

Please visit the Health Plans tab to view your plan coverage dates.
[Check Eligibility for Waiver Programs](#)

[Report a Change](#)

Discontinue Benefits (highlighted in red box)

[Part Applications](#)
[Disqualifications, Penalties, & Suspensions](#)



Client view: JOHN DOE

Programs | Reps, Kynectors, & Agents | Child Care Provider Search | Help & FAQs | SARBEL

Language: english (English)

Discontinue Benefits

Case #113052414

On discontinuing this benefit, the Commonwealth of Kentucky will no longer provide you assistance.

Select the program and the household member to discontinue benefits.

Medical/CHIP/Qualified Health Plan with payment assistance (APTC)

JOHN DOE

CHIP (Medical and Dental insurance plans without payment assistance)

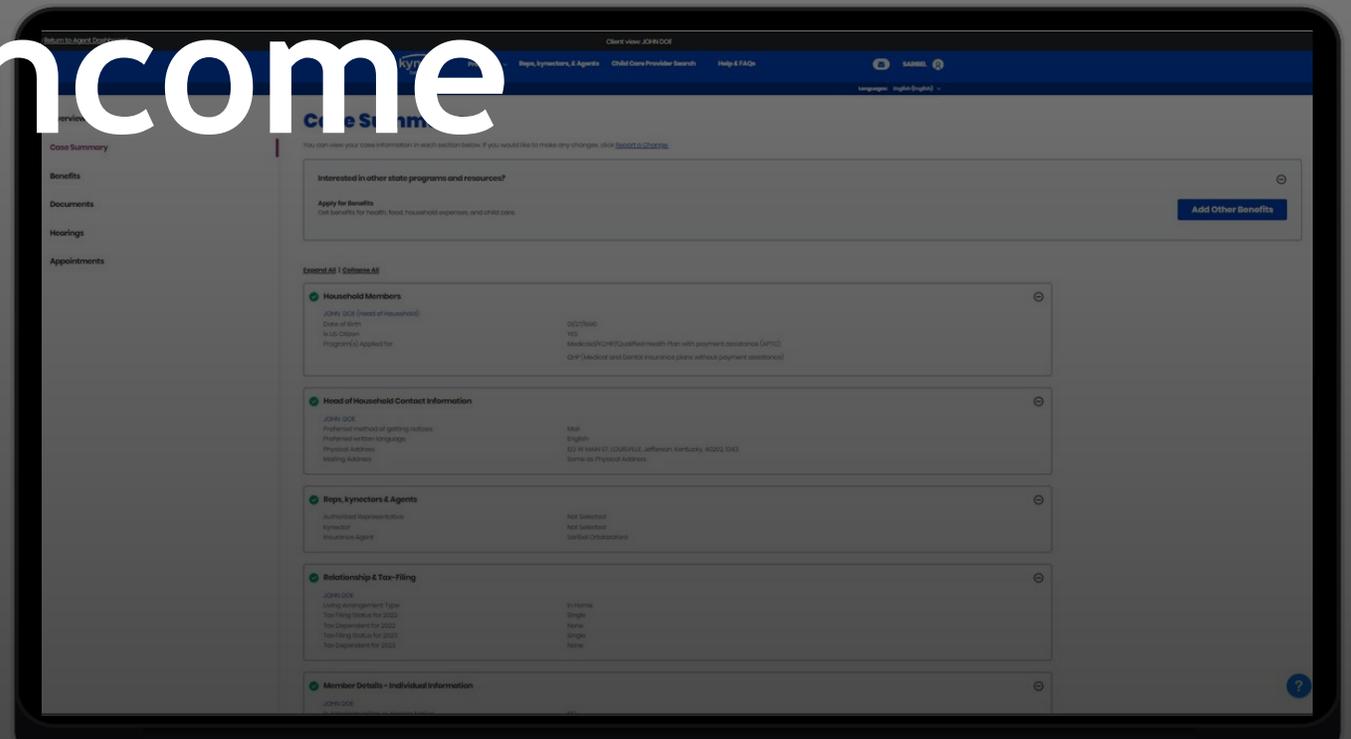
Reason for discontinuation of benefit(s):

Client Request (highlighted in red box)

Other

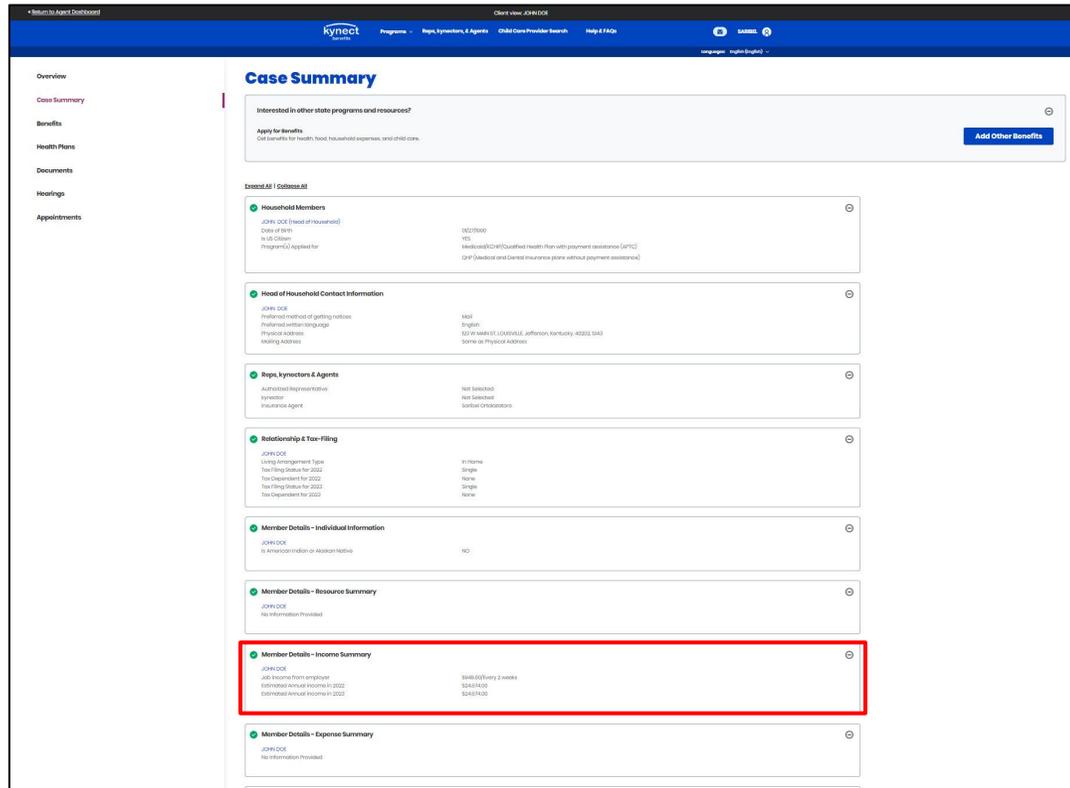
Please note: It is advised that kynectors always make the younger spouse the primary subscriber by putting them first on the application.

Reporting and Verifying Income



Reporting and Verifying Income

kynectors may review current income records on the Case Summary screen of the Resident’s kynect benefits Dashboard. There are many documents that can be used to verify income if required such as tax returns, letters from employer, wage stubs etc.. If needed, kynectors may submit a written statement explaining complicated income records (i.e., self-employment) and submit proof such as receipts and pay stubs to ensure correct eligibility determination.



Case Summary

Interested in other state programs and resources?

Apply for benefits. Call benefits for health, food, financial expenses, and child care. [Add Other Benefits](#)

Expand All | Collapse All

- Household Members**
 - JOHN DOE (Head of household)
 - Date of Birth: 00/01/1980
 - U.S. Citizen: YES
 - Program(s) applied for: Medicaid/CHIP (Qualified health plan with payment assistance (QHP))
 - QHP (Medicaid and CHIP) insurance plan with payment assistance
- Head of Household Contact Information**
 - JOHN DOE
 - Preferred method of getting notices: MAIL
 - Preferred email address: jdoe@kynect.com
 - Physical Address: 123 W MAIN ST, COVINGTON, KY 40302, USA
 - Mailing Address: Same as Physical Address
- Relqs, Kynectors & Agents**
 - Authorized Representative: Not Selected
 - Kynector: Not Selected
 - Insurance Agent: Not Selected
- Relationship & Tax-Filing**
 - JOHN DOE
 - Living Arrangement Type: In-Home
 - Tax Filing Status for 2022: Single
 - Tax Dependent for 2022: None
 - Tax Filing Status for 2023: Single
 - Tax Dependent for 2023: None
- Member Details - Individual Information**
 - JOHN DOE
 - Is American Indian or Alaska Native: NO
- Member Details - Resource Summary**
 - JOHN DOE
 - No information provided
- Member Details - Income Summary**
 - JOHN DOE
 - 2023 Income from employer: \$949.00/Every 2 weeks
 - Estimated annual income in 2022: \$24,674.00
 - Estimated annual income in 2023: \$24,674.00
- Member Details - Expense Summary**
 - JOHN DOE
 - No information provided




Member Details - Income Summary

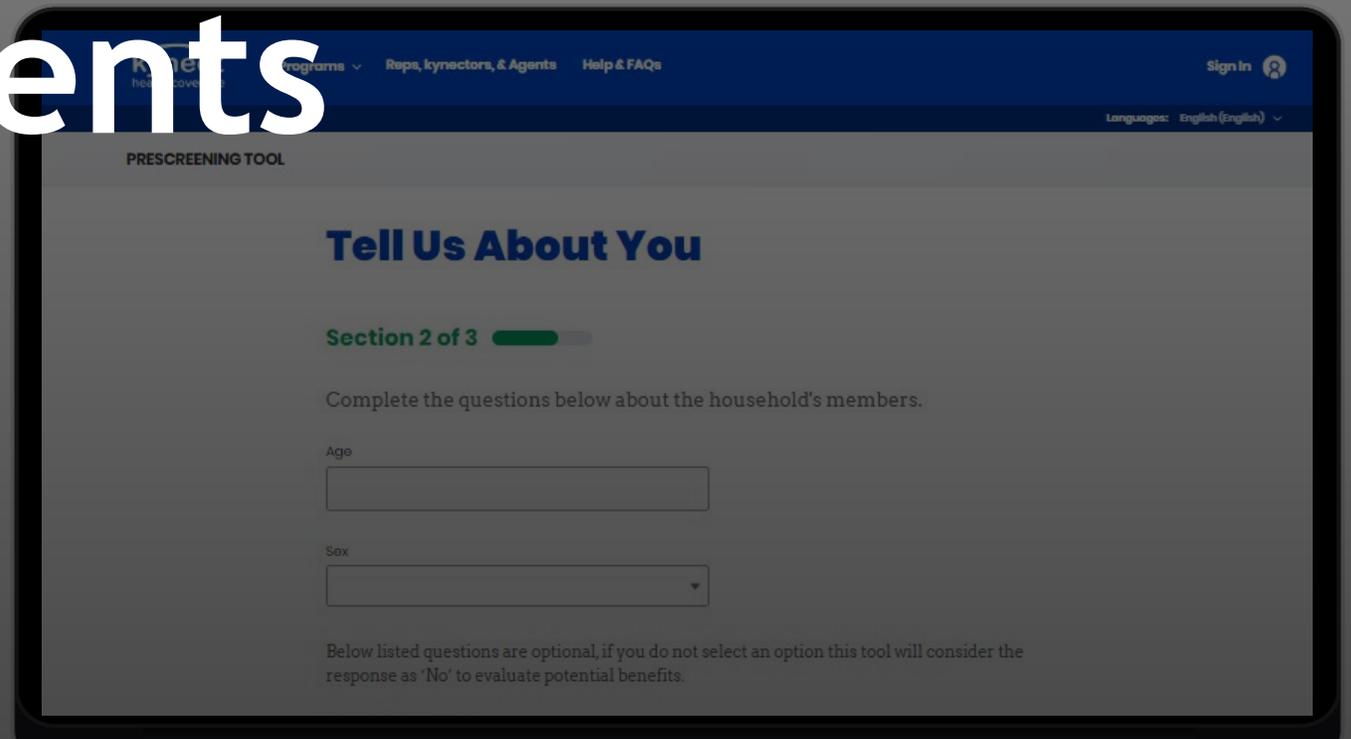
JOHN DOE

Job income from employer	\$949.00/Every 2 weeks
Estimated Annual income in 2022	\$24,674.00
Estimated Annual income in 2023	\$24,674.00



To ensure the correct income type is being reported, kynectors should reference the [Countable and Non-Countable Income For MAGI Tip Sheet](#). Several notices will be sent throughout the year to remind Residents of their reported income within the case and allow them to report any changes.

SBM/kynect Enhancements



Release Announcements

KHBE distributes Release Announcements to kynectors as applicable. Release Announcements contain a summary of the recently released system enhancements in kynect.



**ANNOUNCEMENT
SBM ENHANCEMENTS
RELEASE 22.07**

Below is a list of kynect enhancements effective September 4:

- kynector Access Request** - The kynector timer is being reduced from 3 minutes to 1 minute.
 - No action required from Agents and kynectors.
- Proration Algorithm Update** - On the QHP (clicking View QHP History), enrollments are calculated on a 30-day calendar days instead of the standard 30-day calendar.
 - Applicable scenarios include newborn, death of a dependent, Primary Subscriber, death of a dependent, and death of a dependent.
 - No action required from Agents and kynectors.
- Program Selection Screen Update** - Benefits are displayed out if the program(s) are not applicable to the client.
 - Agents and kynectors may hover over the program(s) to display informational text explaining why the program(s) are not applicable.
 - No action required from Agents and kynectors.





**ANNOUNCEMENT
SBM ENHANCEMENTS
RELEASE 22.08**

Below is a list of kynect enhancements effective September 4:

Hyperlinks are added to the Enrollment Summary screen to easily navigate back to Agent Portal, Self-Service Portal (SSP) and Worker Portal (WP) for Agents and kynectors. SSP and WP will display "Not Applicable". SSP and WP will display "Not Applicable". SSP and WP will display "Not Applicable".





**ANNOUNCEMENT
SBM ENHANCEMENTS
RELEASE 22.09**

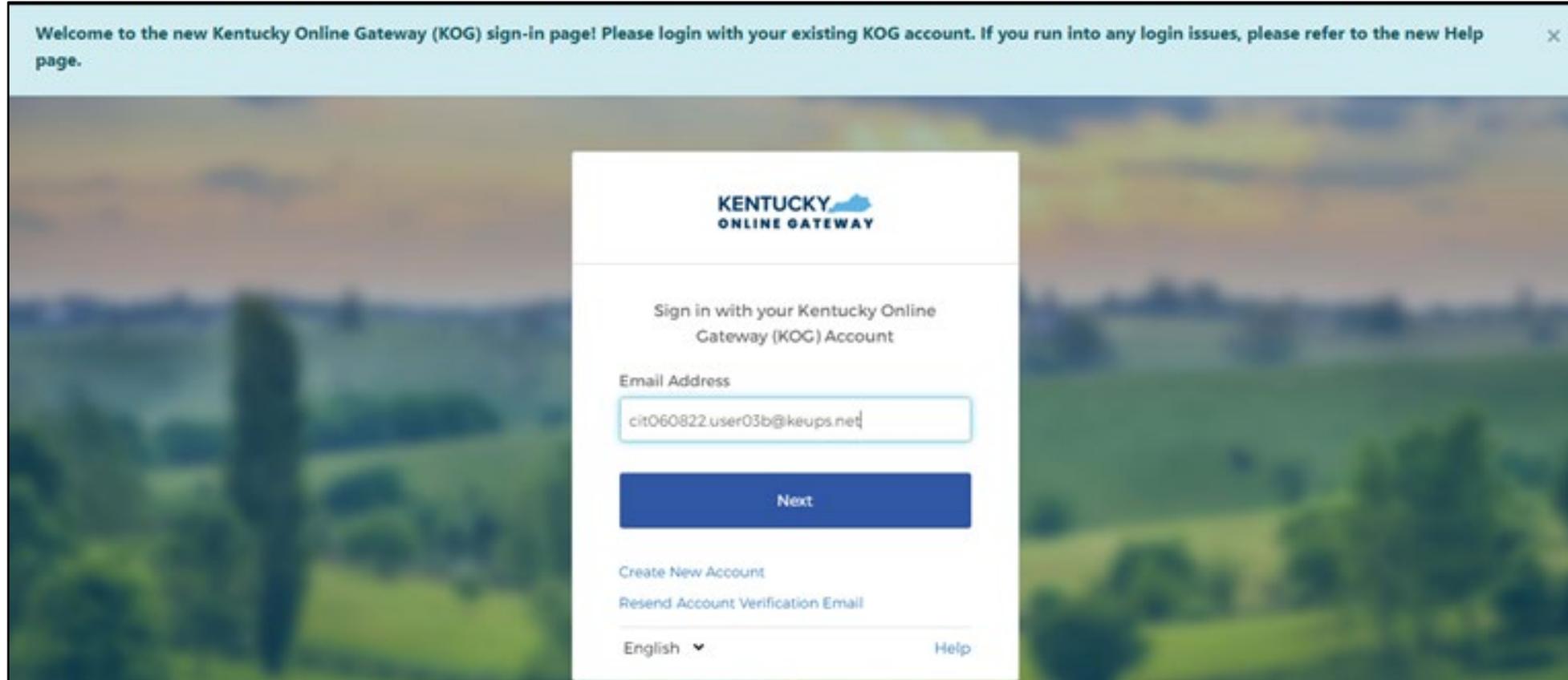
Below is a list of kynect enhancements effective October 2:

- Plan Search/Shopping Screen Changes**- The lowest-price premium, simplify health plan cost descriptions, and retain search criteria displays on the Shopping screen.
 - No action required from Agents and kynectors.
- Email Functionality for Quotes and Prescreening**- Agents and kynectors will have the ability to email prescreening results to clients. Agents will have the ability to email quotes to clients.
 - For additional details, please view the [Prescreening QRG](#) or [Quotes QRG](#).
- Agent Access Request**- Agents may request access to an existing case on Agent Portal through electronic or verbal consent from the Client.
 - For additional details, please click [here](#).
- Application Summary Screen**- A new Application Summary screen allows Agents and kynectors to review and edit benefits application information entered prior to submission.
 - No action required from Agents and kynectors.
- Case Summary Screen**- A new view-only tab will be added to the Resident Dashboard allowing Agents and kynectors to easily view case details.
 - No action required from Agents and kynectors.
- Enhanced Eligibility Results and Next Steps Screens**- The Eligibility Results screen will clearly detail the program(s) an Applicant is approved for. Additionally, the Next Steps screen will provide links for Applicants to take further action.
 - No action required from Agents and kynectors.
- Enhanced Benefits Application Flow**- The benefits application flow will queue only relevant questions required for the program(s) being applied for.
 - No action required from Agents and kynectors.



KOG/Okta Enhancements

New KOG landing/login screen, single log-in page for citizens, business users, and state employees, and new password reset options.



Welcome to the new Kentucky Online Gateway (KOG) sign-in page! Please login with your existing KOG account. If you run into any login issues, please refer to the new Help page. ×

KENTUCKY
ONLINE GATEWAY

Sign in with your Kentucky Online Gateway (KOG) Account

Email Address

Next

[Create New Account](#)

[Resend Account Verification Email](#)

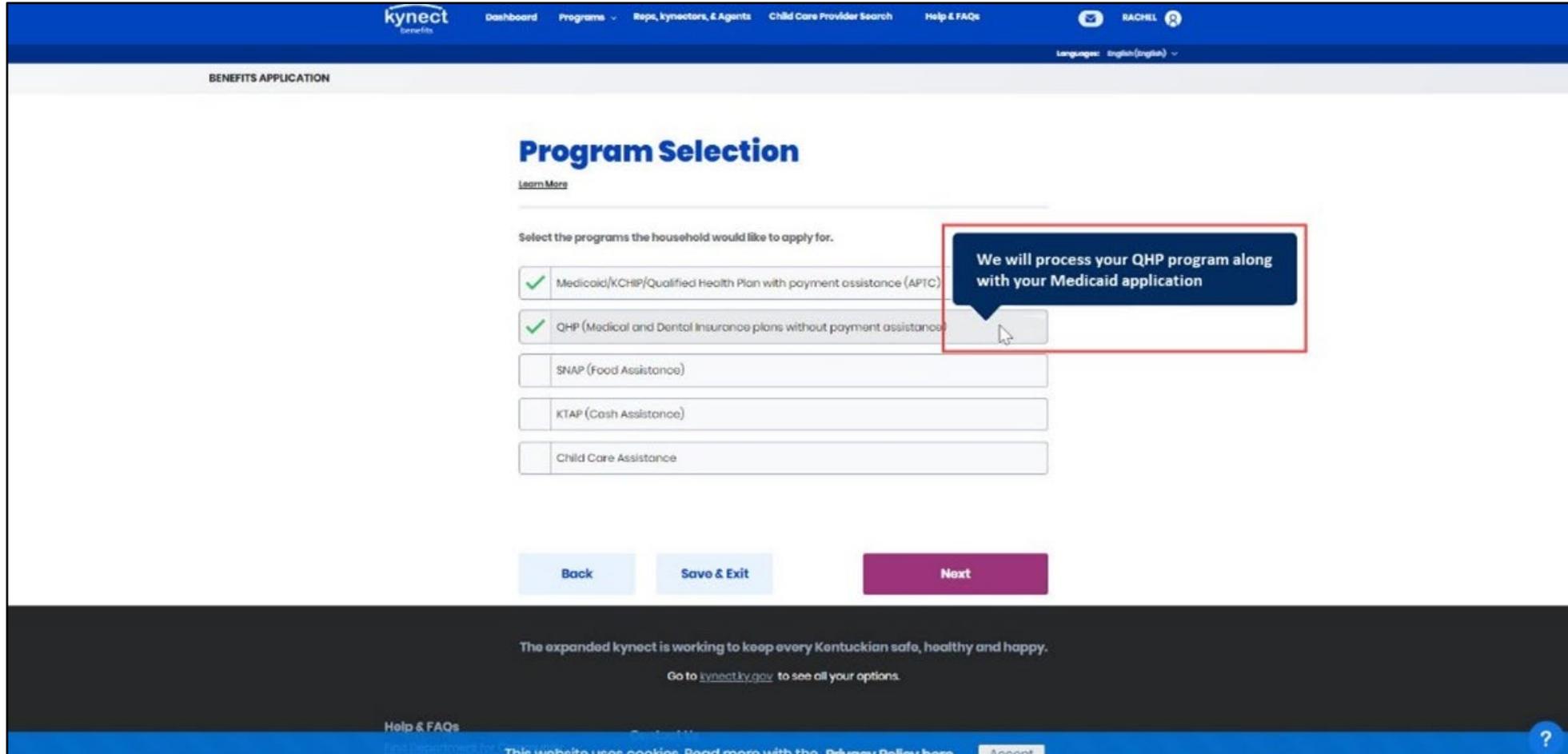
English ▾ [Help](#)



For additional information regarding KOG/Okta updates, please reference the [kynector Welcome Packet](#).

Program Selection Screen Enhancements

kynect will display why Program Selection boxes may be grayed out.



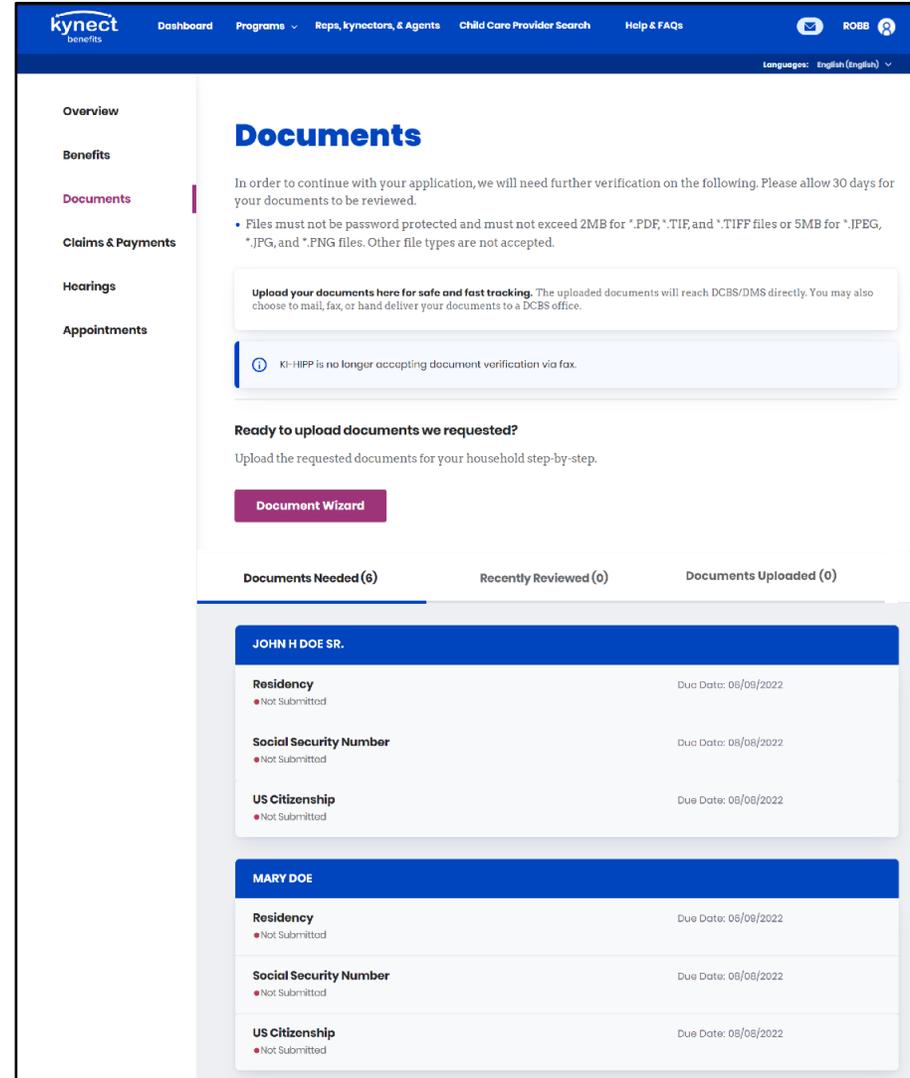
The screenshot shows the 'Program Selection' screen within the 'BENEFITS APPLICATION' interface. The page title is 'Program Selection' with a 'Learn More' link below it. The instruction reads: 'Select the programs the household would like to apply for.' There are five program selection options, each with a checkbox:

- Medicaid/KCHIP/Qualified Health Plan with payment assistance (APTC)
- QHP (Medical and Dental Insurance plans without payment assistance)
- SNAP (Food Assistance)
- KTAP (Cash Assistance)
- Child Care Assistance

The QHP option is highlighted with a red box, and a dark blue callout bubble points to it with the text: 'We will process your QHP program along with your Medicaid application'. At the bottom of the selection area are three buttons: 'Back' (light blue), 'Save & Exit' (light blue), and 'Next' (purple). The footer contains the text: 'The expanded kynect is working to keep every Kentuckian safe, healthy and happy. Go to kynect.ky.gov to see all your options.' and a 'Help & FAQs' link.

Document Upload Enhancements

Document Upload is enhanced to accept all documentation through Document Wizard.

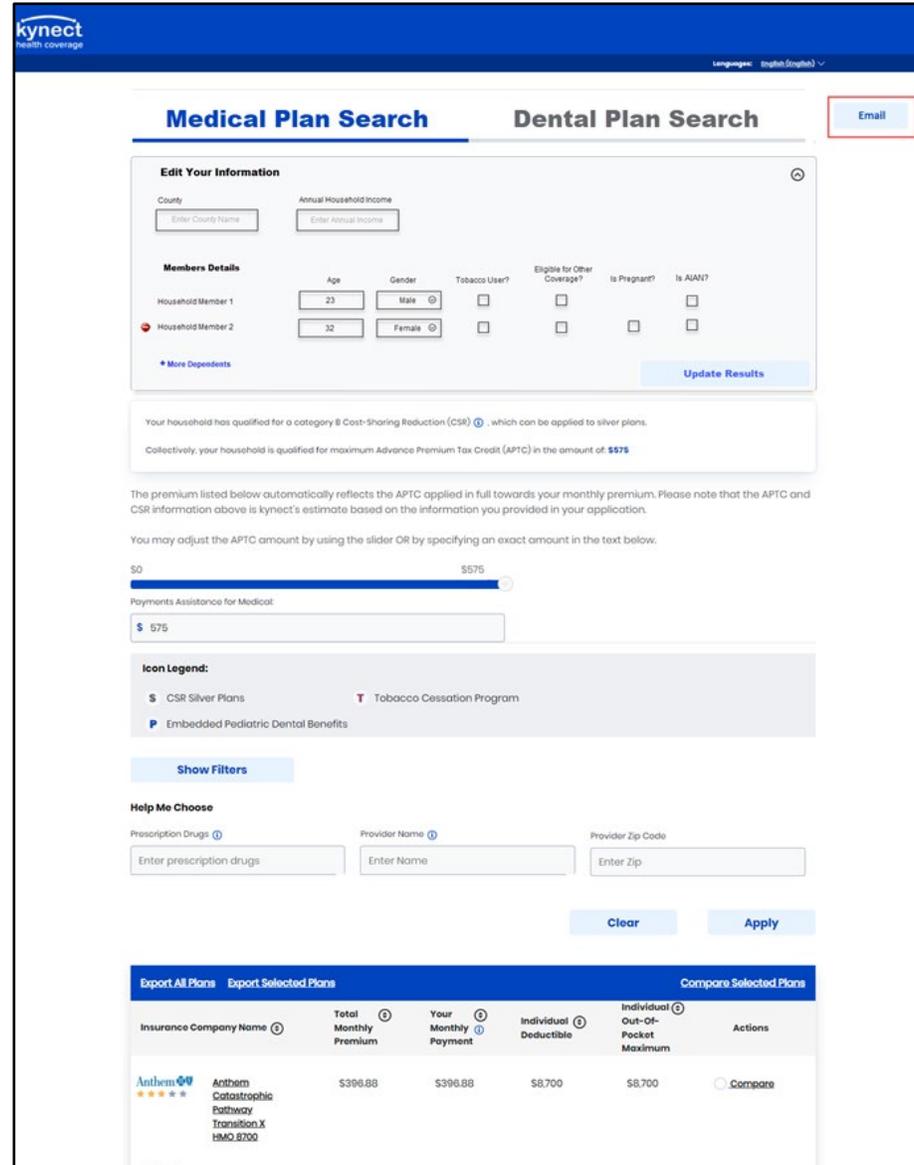


The screenshot shows the 'Documents' page in the kynect benefits portal. The page includes a navigation menu on the left with options like Overview, Benefits, Documents (selected), Claims & Payments, Hearings, and Appointments. The main content area features a 'Documents' heading, instructions on file formats and sizes, and a 'Document Wizard' button. Below this, there are three tabs: 'Documents Needed (6)', 'Recently Reviewed (0)', and 'Documents Uploaded (0)'. The 'Documents Needed' tab is active, showing a list of required documents for two individuals: JOHN H DOE SR. and MARY DOE. Each individual's list includes Residency, Social Security Number, and US Citizenship, all marked as 'Not Submitted' with a due date of 08/09/2022.

Documents Needed (6)	Recently Reviewed (0)	Documents Uploaded (0)
JOHN H DOE SR.		
Residency ● Not Submitted		Due Date: 08/09/2022
Social Security Number ● Not Submitted		Due Date: 08/08/2022
US Citizenship ● Not Submitted		Due Date: 08/08/2022
MARY DOE		
Residency ● Not Submitted		Due Date: 08/09/2022
Social Security Number ● Not Submitted		Due Date: 08/08/2022
US Citizenship ● Not Submitted		Due Date: 08/08/2022

Plan Search/Shopping Screen Enhancements

Shopping screens enhanced to display the lowest price plan, email functionality, and make plan comparison easier.



The screenshot displays the 'Medical Plan Search' interface. At the top, there are tabs for 'Medical Plan Search' and 'Dental Plan Search', along with an 'Email' button. The main section is titled 'Edit Your Information' and contains several form fields: 'County' (with a placeholder 'Enter County Name'), 'Annual Household Income' (with a placeholder 'Enter Annual Income'), and 'Members Details'. The 'Members Details' section includes fields for 'Age', 'Gender' (with dropdown menus), 'Tobacco User?' (checkbox), 'Eligible for Other Coverage?' (checkbox), 'Is Pregnant?' (checkbox), and 'Is AIAN?' (checkbox). There are two household members listed: 'Household Member 1' (Age 23, Male) and 'Household Member 2' (Age 32, Female). A 'More Dependents' link and an 'Update Results' button are also present.

Below the form, there is a notification: 'Your household has qualified for a category B Cost-Sharing Reduction (CSR) which can be applied to silver plans. Collectively, your household is qualified for maximum Advance Premium Tax Credit (APTC) in the amount of: \$575'. A note explains that the premium listed below automatically reflects the APTC applied in full towards your monthly premium. A slider and a text input field allow users to adjust the APTC amount, currently set at \$575.

An 'Icon Legend' section defines symbols: 'S' for CSR Silver Plans, 'P' for Embedded Pediatric Dental Benefits, and 'T' for Tobacco Cessation Program.

There is a 'Show Filters' button and a 'Help Me Choose' section with input fields for 'Prescription Drugs', 'Provider Name', and 'Provider Zip Code', along with 'Clear' and 'Apply' buttons.

At the bottom, there are buttons for 'Export All Plans', 'Export Selected Plans', and 'Compare Selected Plans'. A table displays search results:

Insurance Company Name	Total Monthly Premium	Your Monthly Payment	Individual Deductible	Individual Out-Of-Pocket Maximum	Actions
Anthem Catastrophic Pathway Transition X HMO-B700	\$396.88	\$396.88	\$8,700	\$8,700	Compare

Case Summary Screen Enhancements

Case Summary will display current details on the Resident Dashboard.

Overview

Case Summary

Benefits

Health Plans

Documents

Hearings

Appointments

Case Summary

You can view your case information in each section below. If you would like to make any changes, click [Report a Change](#).

You must renew your benefits in order to keep them however submitting your application for renewal does not guarantee that your benefits will renew.

Case #112322113 is up for renewal. [Renew your Benefits](#)

Interested in other state programs and resources?

Apply for Benefits Add Other Benefits

Get benefits for health, food, household expenses, and child care.

[Expand All](#) | [Collapse All](#)

Household Members

ALLAN JONES (Head of Household)

Date of Birth: 05/07/1979
Is US Citizen: Yes
Program(s) applied for: QHP (Medical and Dental Insurance plans without payment assistance)

Head of Household Contact Information

ALLAN JONES

Primary Phone Number: 123-456-7890
Preferred method of getting notices: Mail
Preferred written language: English
Physical Address: 111 MILL CREEK RD, FRANKFORT, FRANKLIN, KENTUCKY, 0123-40601.
Mailing Address: Same as Physical Address

Reps, kynectors, & Agents

Authorized Representative: Not selected
Kynector: Not selected
Insurance Agent: Not Selected

Relationships

ALLAN JONES

Living Arrangement type: In Home

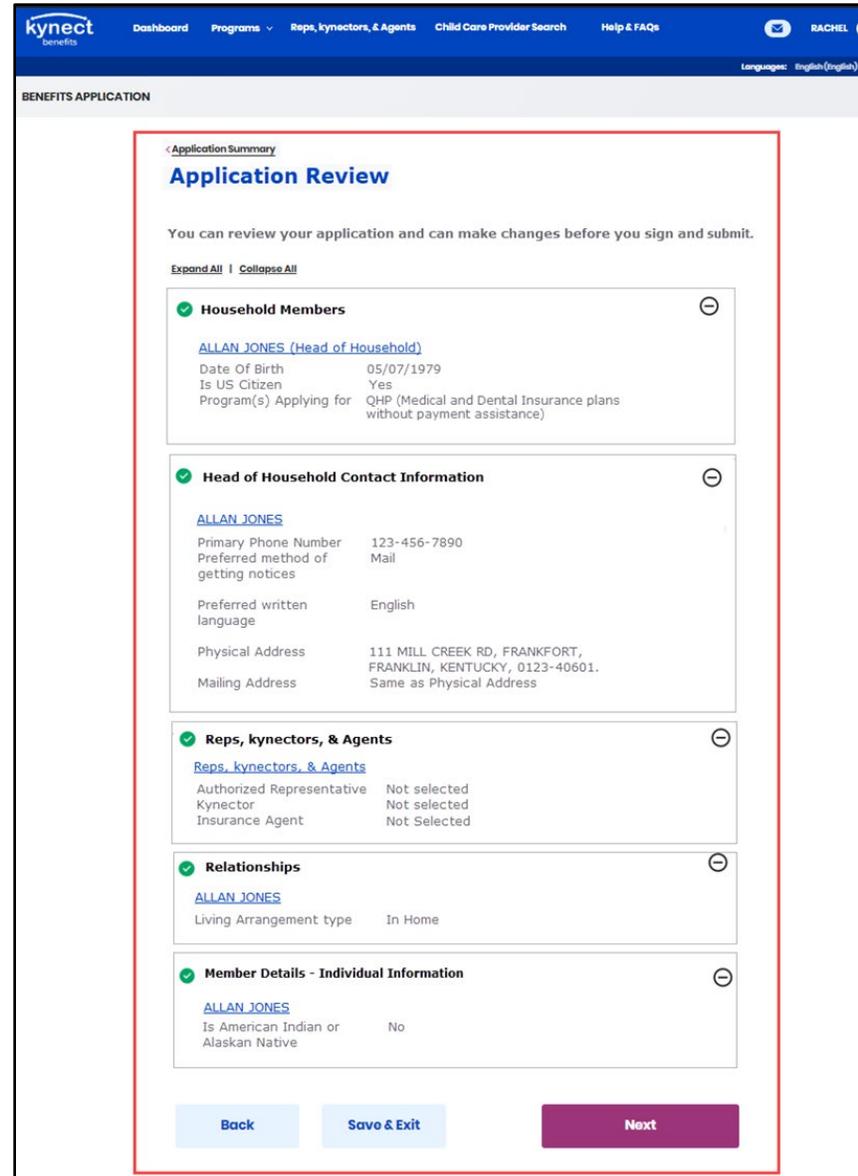
Member Details - Individual Information

ALLAN JONES

Is American Indian or Alaskan Native: No

Application Summary Screen Enhancements

Application Summary will display prior to Sign & Submit to confirm case details are correct.



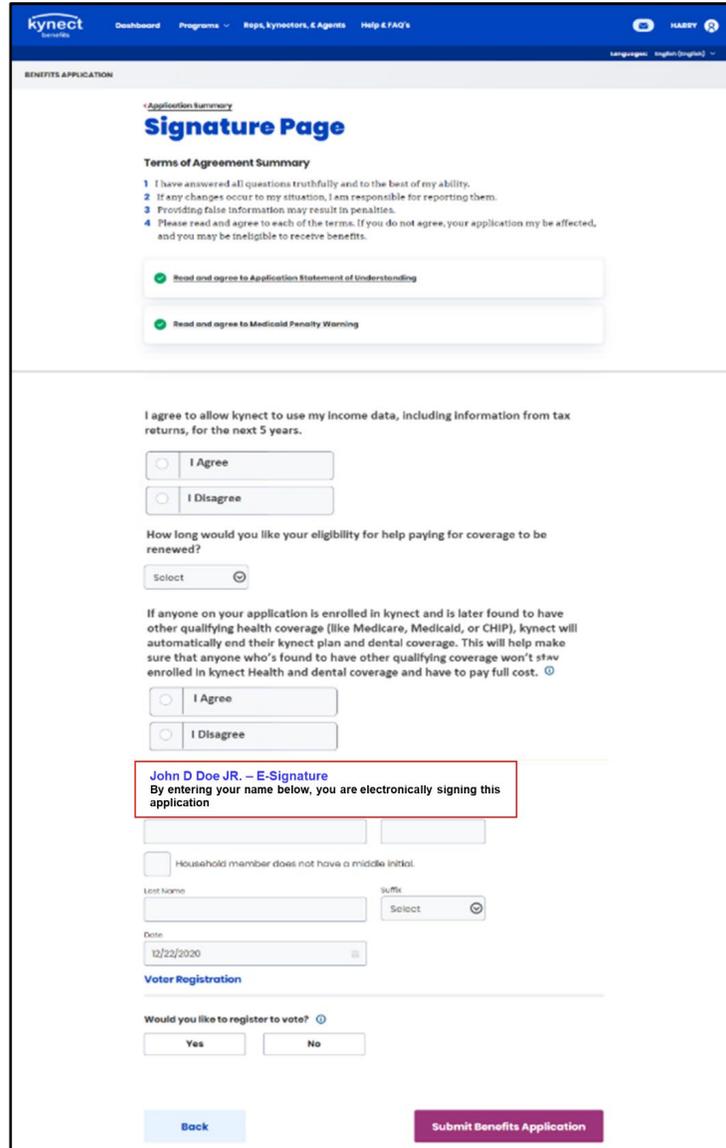
The screenshot shows the 'Application Review' screen within the 'BENEFITS APPLICATION' process. The page is titled 'Application Review' and includes a navigation breadcrumb '< Application Summary'. A message states: 'You can review your application and can make changes before you sign and submit.' Below this, there are expand/collapse controls: 'Expand All | Collapse All'. The main content area contains five sections, each with a green checkmark icon and a collapse arrow:

- Household Members**: Includes a link for 'ALLAN JONES (Head of Household)' and details: Date Of Birth (05/07/1979), Is US Citizen (Yes), and Program(s) Applying for (QHP (Medical and Dental Insurance plans without payment assistance)).
- Head of Household Contact Information**: Includes a link for 'ALLAN JONES' and details: Primary Phone Number (123-456-7890), Preferred method of getting notices (Mail), Preferred written language (English), Physical Address (111 MILL CREEK RD, FRANKFORT, FRANKLIN, KENTUCKY, 0123-40601), and Mailing Address (Same as Physical Address).
- Reps, kynectors, & Agents**: Includes a link for 'Reps, kynectors, & Agents' and details: Authorized Representative (Not selected), Kynector (Not selected), and Insurance Agent (Not Selected).
- Relationships**: Includes a link for 'ALLAN JONES' and detail: Living Arrangement type (In Home).
- Member Details - Individual Information**: Includes a link for 'ALLAN JONES' and detail: Is American Indian or Alaskan Native (No).

At the bottom of the form, there are three buttons: 'Back', 'Save & Exit', and 'Next'.

Sign & Submit Screen Enhancements

Sign & Submit screen enhanced to display Applicant's name.



Application Summary

Signature Page

Terms of Agreement Summary

- 1 I have answered all questions truthfully and to the best of my ability.
- 2 If any changes occur to my situation, I am responsible for reporting them.
- 3 Providing false information may result in penalties.
- 4 Please read and agree to each of the terms. If you do not agree, your application may be affected, and you may be ineligible to receive benefits.

Read and agree to Application Statement of Understanding

Read and agree to Medicaid Penalty Warning

I agree to allow kynect to use my income data, including information from tax returns, for the next 5 years.

I Agree

I Disagree

How long would you like your eligibility for help paying for coverage to be renewed?

Select

If anyone on your application is enrolled in kynect and is later found to have other qualifying health coverage (like Medicare, Medicaid, or CHIP), kynect will automatically end their kynect plan and dental coverage. This will help make sure that anyone who's found to have other qualifying coverage won't stay enrolled in kynect Health and dental coverage and have to pay full cost.

I Agree

I Disagree

John D Doe JR. – E-Signature
By entering your name below, you are electronically signing this application

Household member does not have a middle initial

Last name Suffix

Date

Voter Registration

Would you like to register to vote?

Eligibility Results and Next Steps Enhancements

The Eligibility Results and Next Steps screens are enhanced to display clear messaging.

BENEFITS APPLICATION

Next Steps

[Learn More](#)

Case #: 112080939

[Expand All](#) | [Collapse All](#)

Medicaid (MCO) Plan ⊖

- **JASPER ROBERT 55M**
- **KALE ROBERT 54F**

Please visit the Enrollment Manager Module to pick a plan or change a plan of your choice. If you do not choose a plan, kynect will automatically enroll you in the best available MCO plan.

Apply for a Medicaid Waiver

If any of your household members are approved for Medicaid, they may be eligible for the Medicaid Waiver Program. Apply for Waiver under your Benefits section.

Download a Copy of Your Application

You can download a copy of your application by clicking the button below.

[Download Application Copy](#)

You May Be Eligible For Other Programs

<p>KTAP</p> <p>The Kentucky Transitional Assistance Program helps families with children pay for basic household expenses</p>	<p>KI-HIPP</p> <p>The Kentucky Integrated Health Insurance Premium Payment Program helps pay for employer sponsored insurance (ESI) health premiums.</p>
<p>CCAP</p> <p>The Child Care Assistance Program helps working families pay for child care.</p>	<p>SNAP</p> <p>The Supplemental Nutrition Assistance Program allows participants to buy healthy Kentucky food options</p>

[Apply for Benefits](#)

[Go to Dashboard](#) [Go to Enrollment Manager](#)

Knowledge Check

Knowledge Check #1

True or False: For Plan Year 2023, a plan may be terminated the same day a request is submitted.

True

False

Answer using the Polls box!



Knowledge Check #1 - Answer

True or False: For Plan Year 2023, a plan may be terminated the same day a request is submitted.

True



Knowledge Check #2

True or False: kynectors should assign the younger spouse as the primary subscriber/head of household by putting them first on the application.

True

False

Answer using the Polls box!



Knowledge Check #2 - Answer

True or False: kynectors should assign the younger spouse as the primary subscriber/head of household by putting them first on the application.

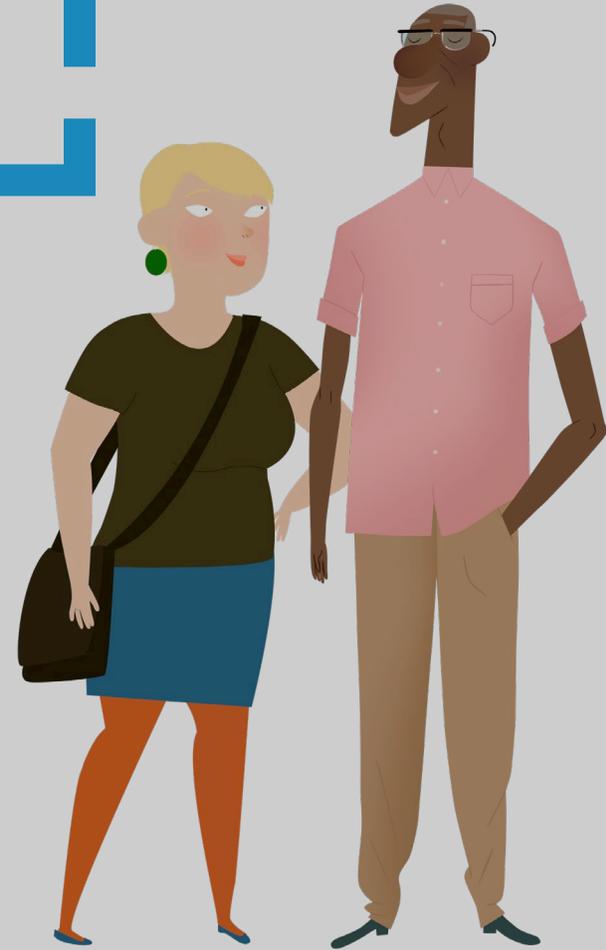
True



We would like to hear from you!

Do you have any suggested topics to include in the upcoming Office Hour sessions?

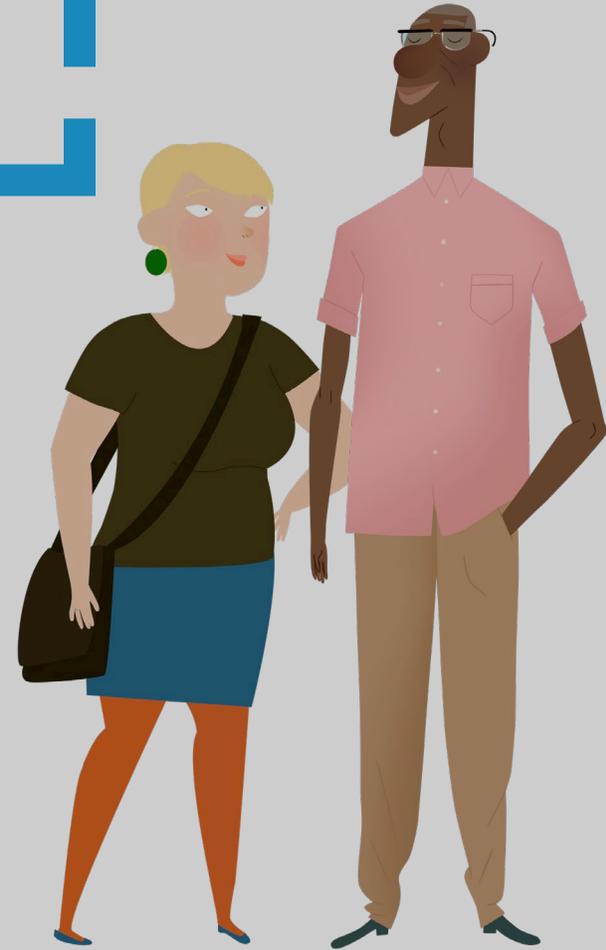
Answer using the Polls box!



We would like to hear from you!

What communications would be most helpful for you during Open Enrollment?

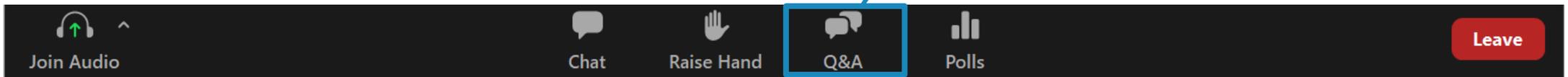
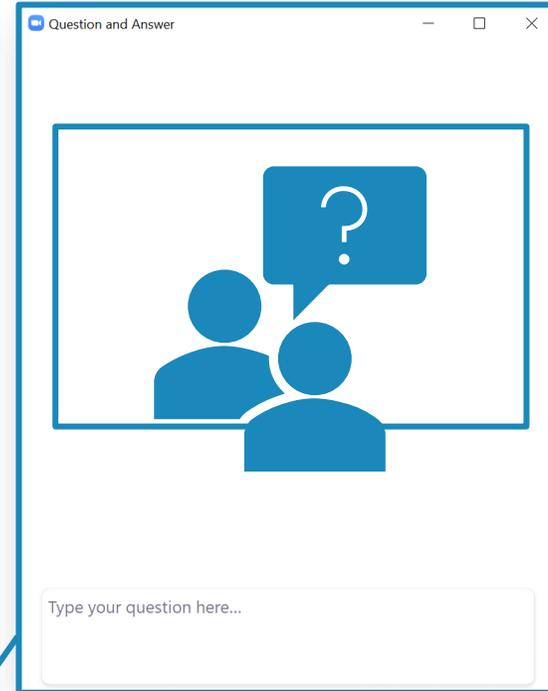
Answer using the Polls box!



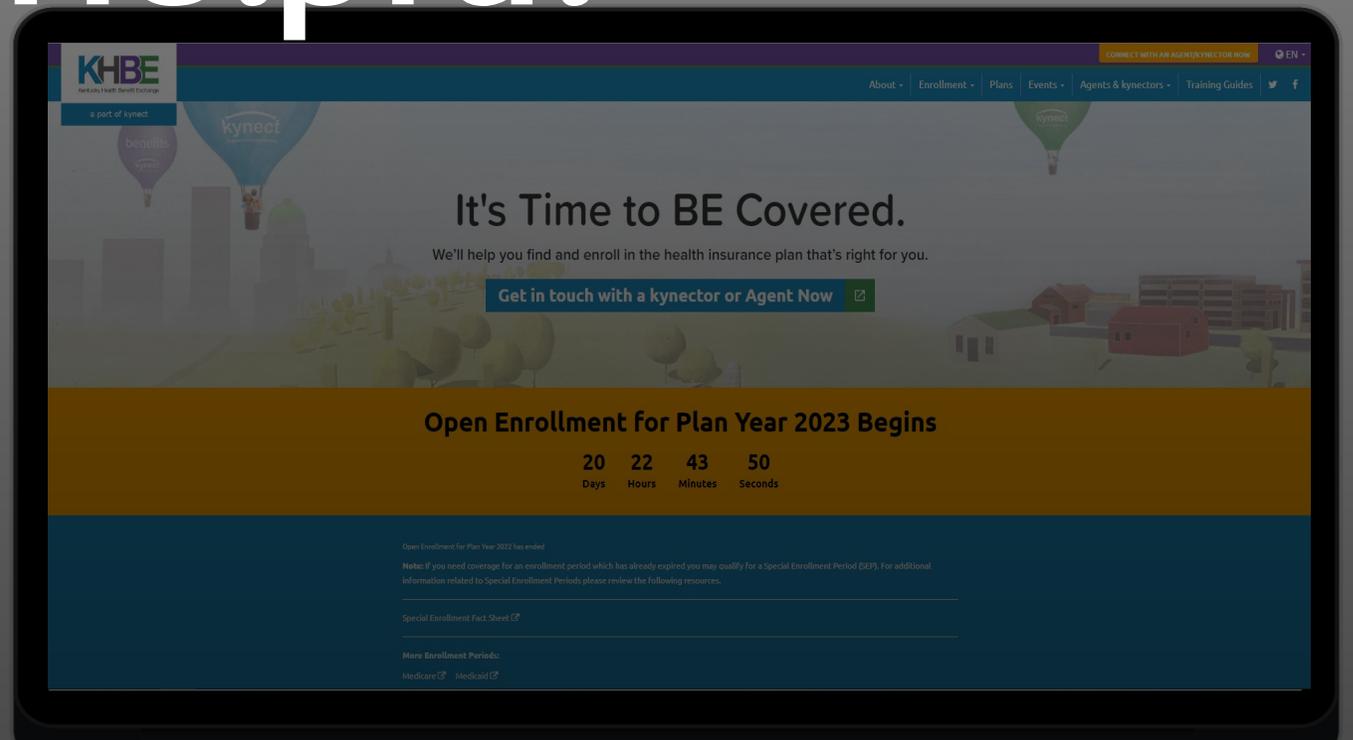
An illustration of a diverse group of ten people of various ages and ethnicities standing together. From left to right: a man in a blue suit, a man with a beard in a tan jacket, a woman in a blue top and patterned pants, a young girl in a red dress, a young girl in a yellow jumpsuit, a woman in a light 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.



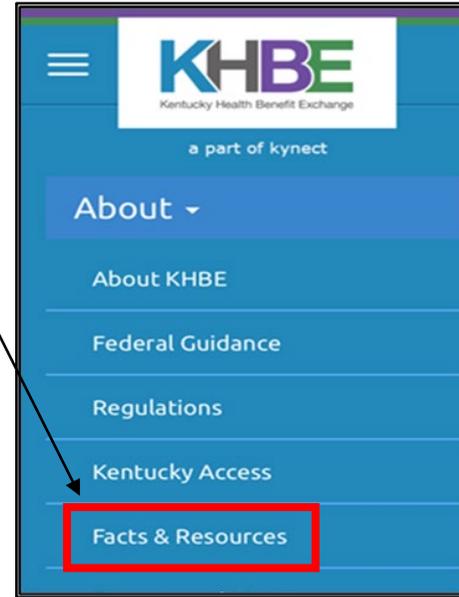
Appendix/Helpful Resources



Helpful Resources: KHBE Website

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

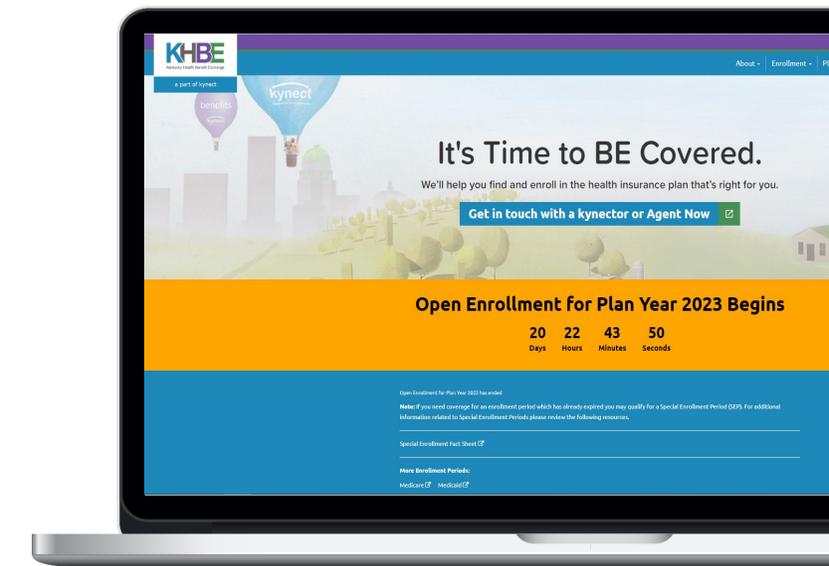
Please use the Fact Sheets to educate and assist Residents. They contain useful information that can be helpful during the transition and Open Enrollment.



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 kynectors and Residents.
<u>Kentucky Health Benefit Exchange (KHBE)</u>	Offers kynectors 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>	kynectors can find training and supplemental materials about Medicaid, KCHIP, and Medicare.
<u>Health and Human Services (HHS)</u>	Resources for kynectors to learn the most up-to-date information on COVID-19, public health, and human services. Additional resources for kynectors 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.