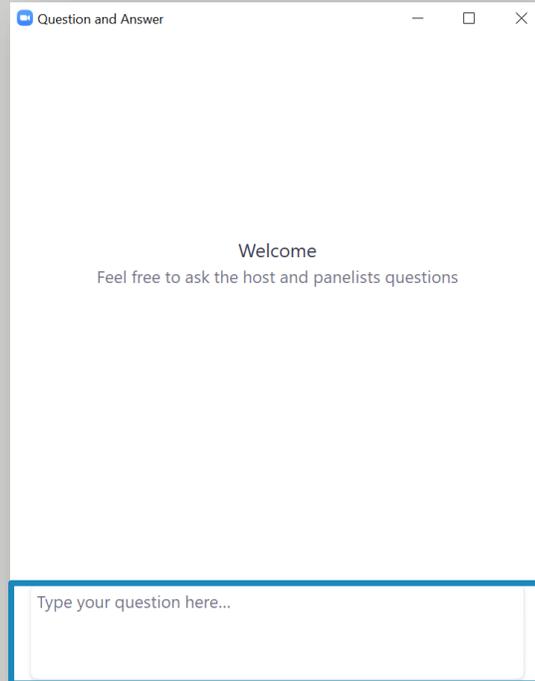


Please review the Zoom Tips for Success while you wait:

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.

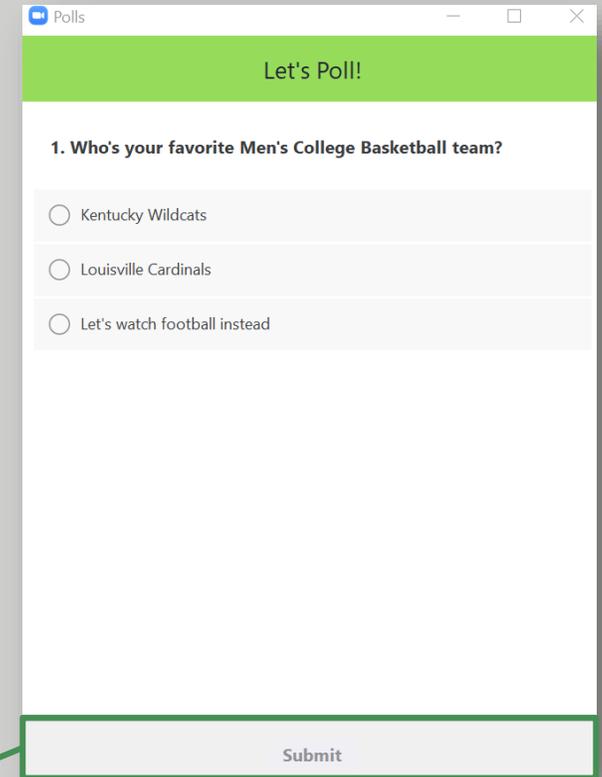


Let's Poll

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 3

January 2023

It's time to re-kynect.



Icebreaker

As we begin 2023, what is your New Year Resolution?

- A. Save More Money/Spend Less Money
- B. Eat Cleaner/Exercise More/Lose Weight
- C. Learn a New Skill/Hobby
- D. Live Life to the Fullest

Agenda

Slide 5 | Coverage Effective Date Reminders

Slide 9 | Initial Premium Payment Reminder

Slide 11 | Exceptional Special Enrollment

Slide 15 | Release Notes – Overview and How to Read

Slide 17 | Escalation Process After OE

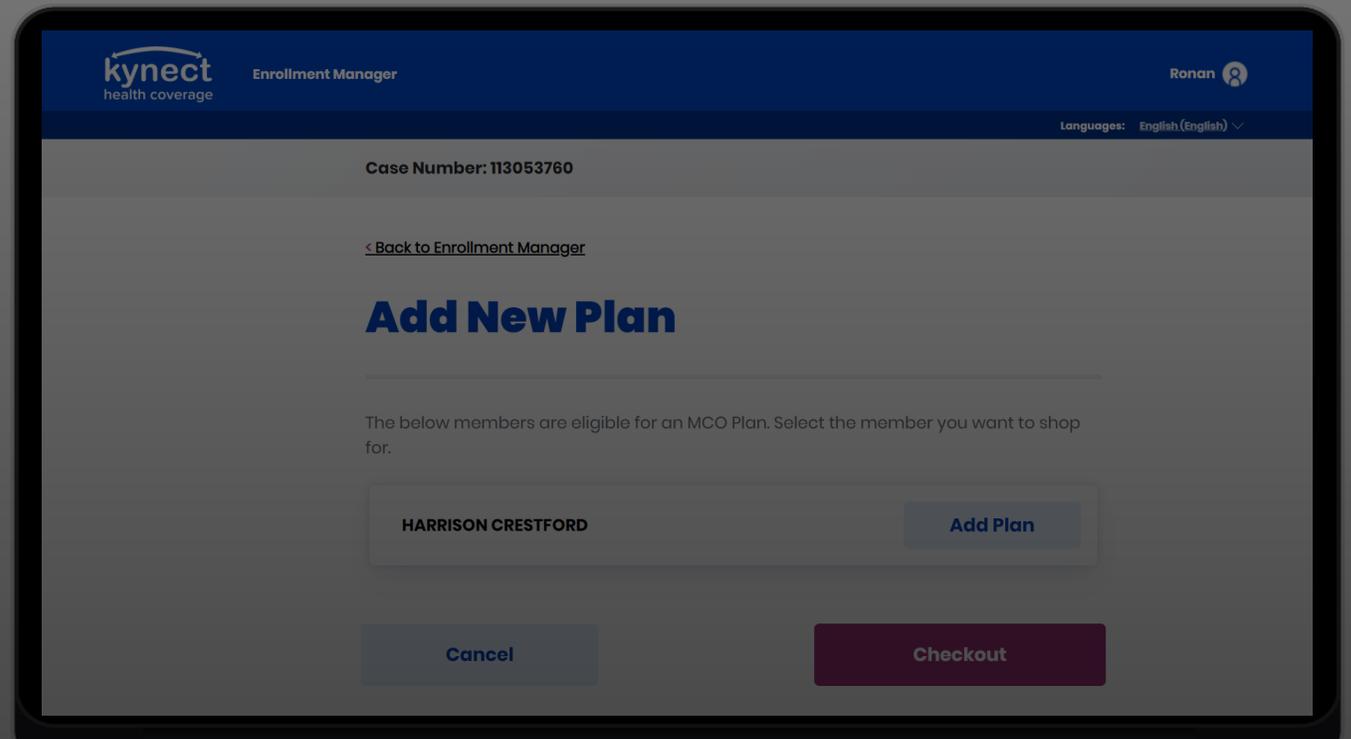
Slide 21 | Knowledge Check

Slide 27 | Questions and Answers

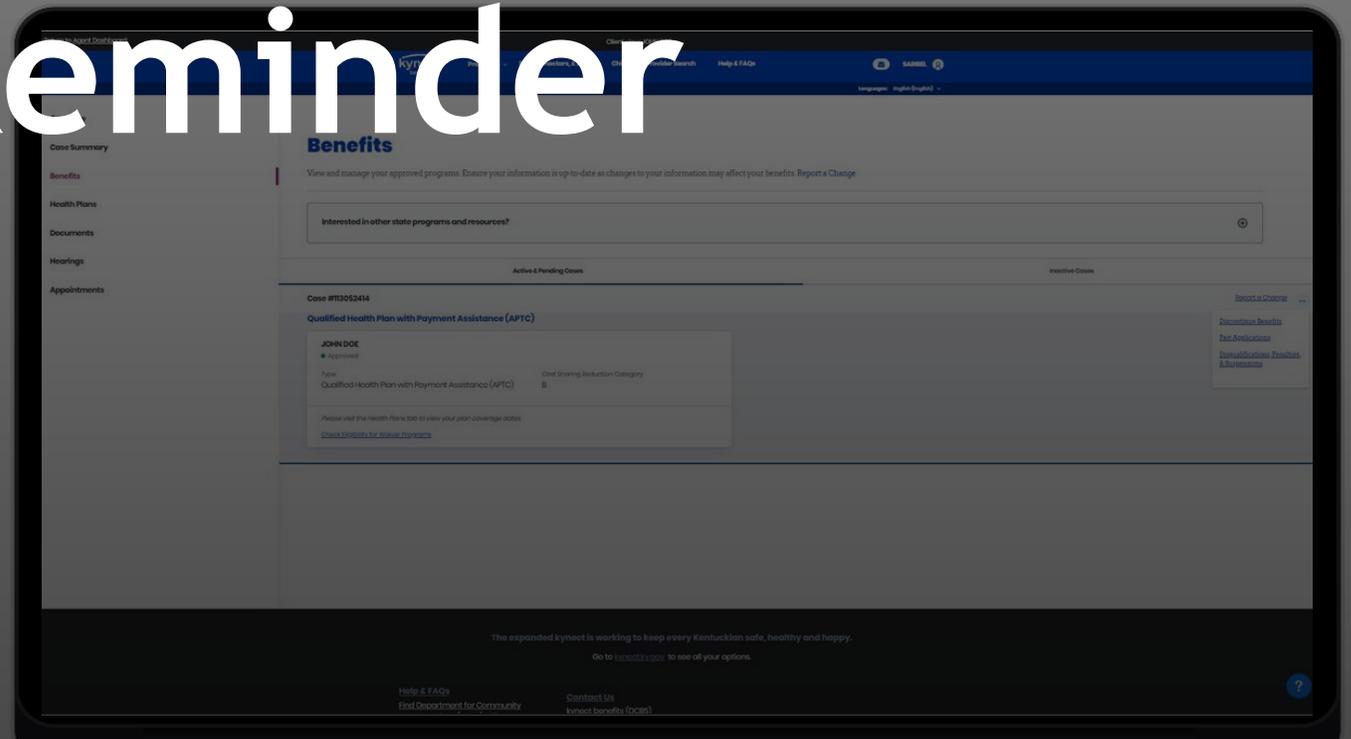
Slide 29 | Appendix/Helpful Resources



Topic Placeholder

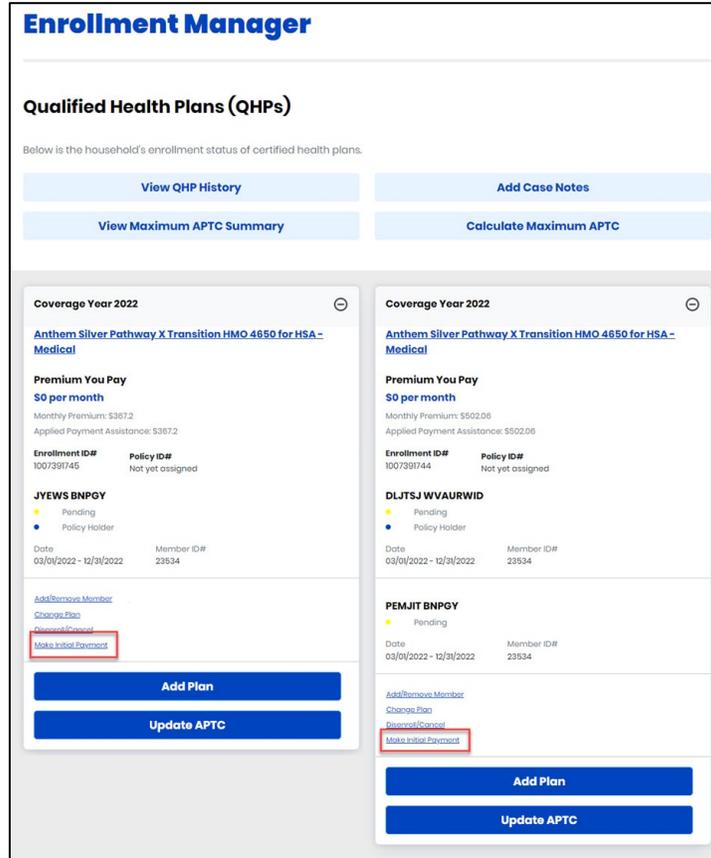


Initial Premium Payment Reminder



Pay Now

As of December 19, the Pay Now service can be accessed through the Enrollment Manager and allows kynectors and 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

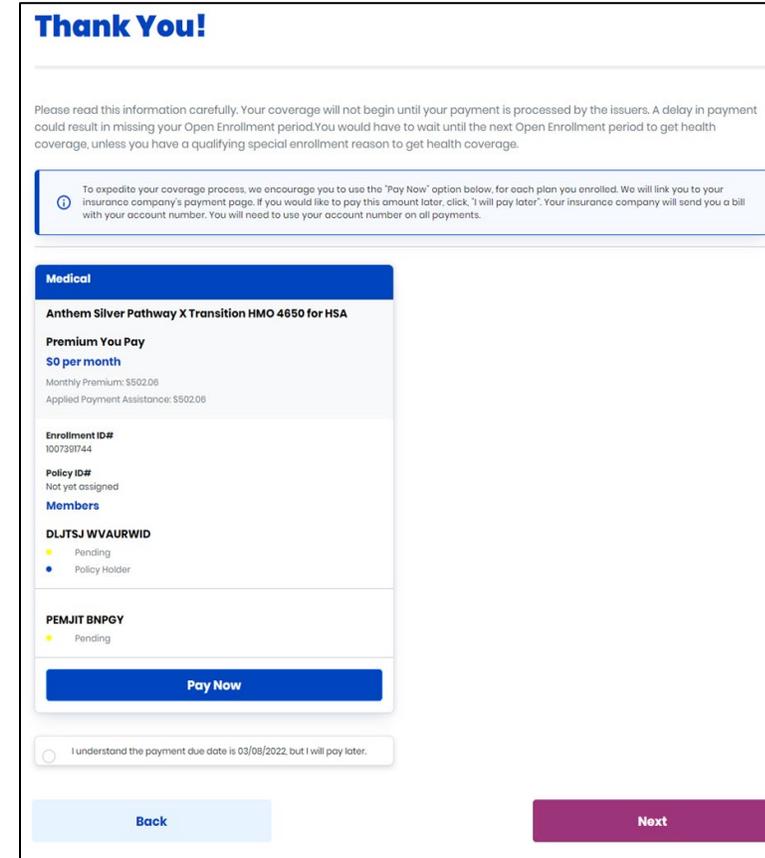
JYEWS BNPQY

- 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 BNPQY

- Pending

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

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

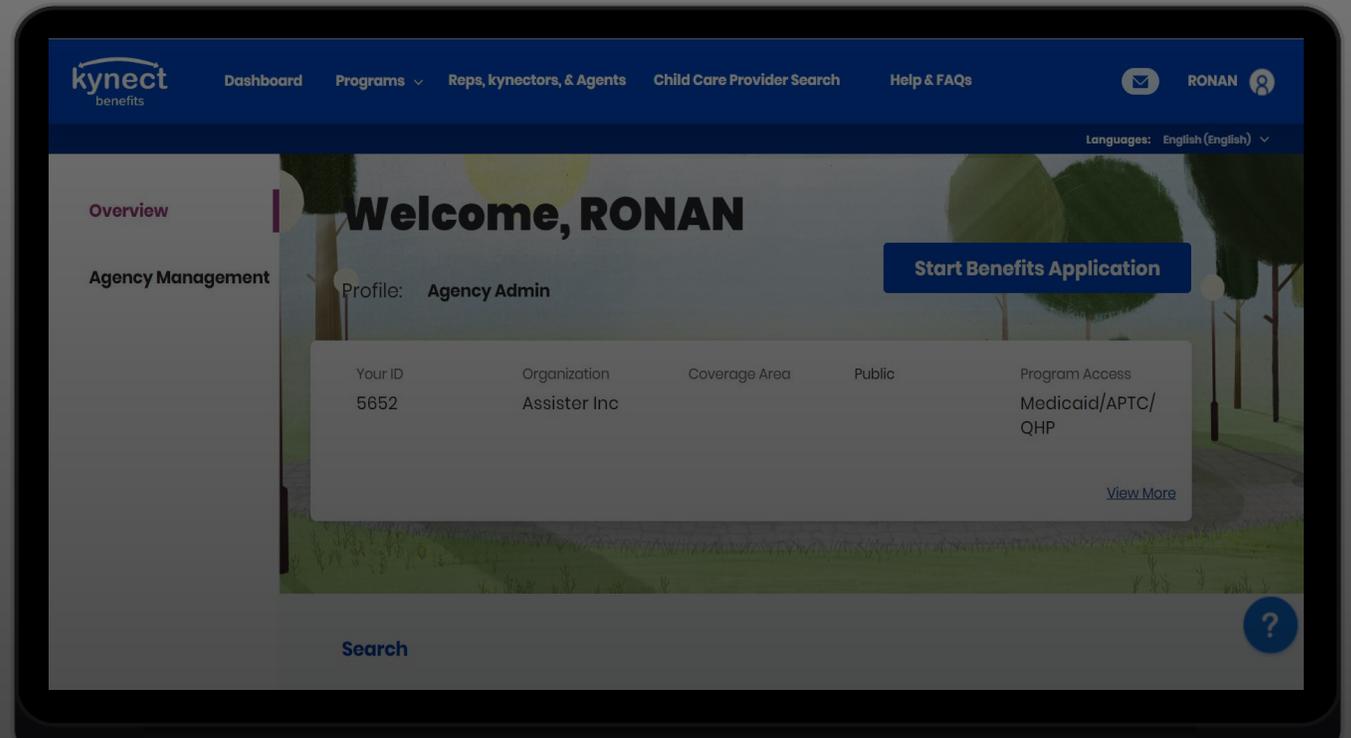
Pay Now

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

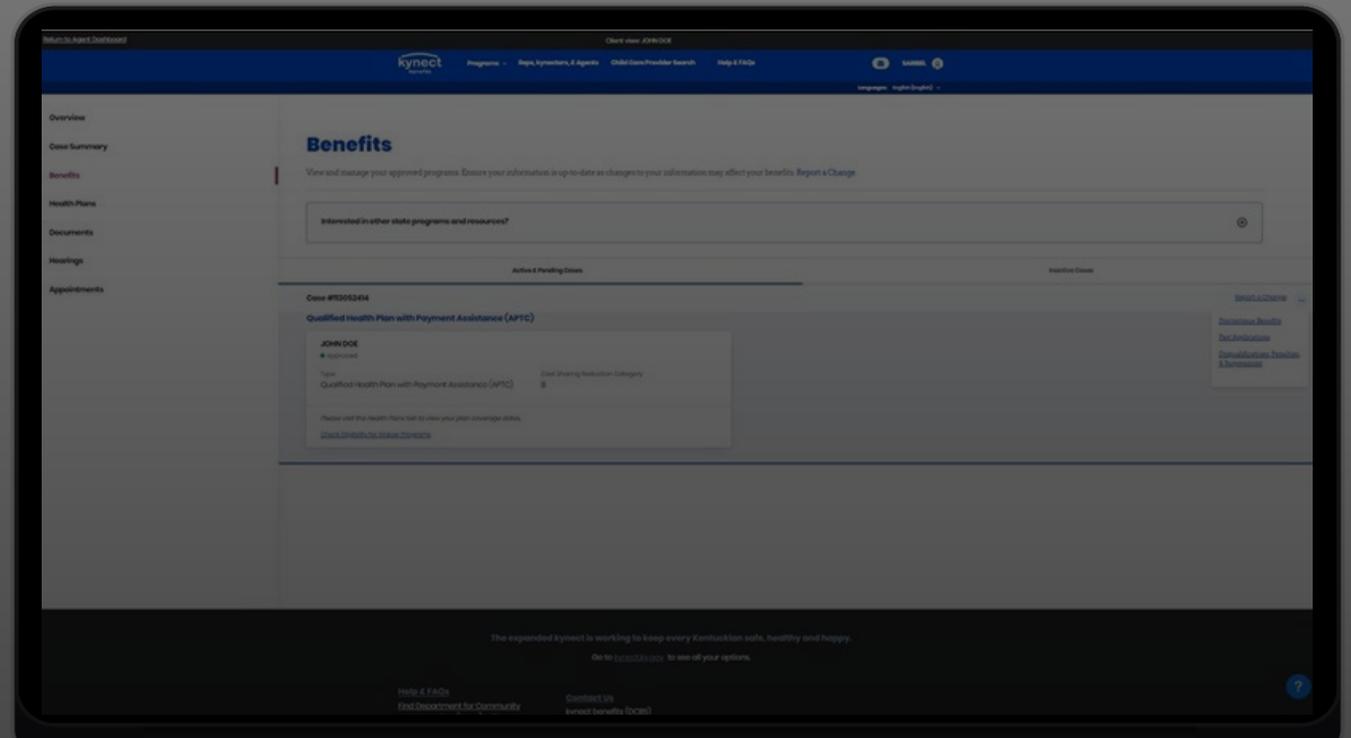
[Back](#) [Next](#)

Please note: The initial premium payment must be made for coverage to be effectuated.

Topic Placeholder



Topic Placeholder



Escalation Process After OE




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 QRG Agent KOG QRG 	<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.

Who to Contact After OE

kynectors should follow the outlined escalation process when resolving kynect health coverage issues.



KOG Helpdesk

KOGTechnicalSupport@ky.gov

kynectors should send all bad request error messages/URL too long screenshots directly to the KOG Helpdesk. kynectors should be sure to include a screenshot and the full URL (copy and paste into the email).



KHBE Program Inbox

KHBE.Program@ky.gov

kynectors should email KHBE directly any incidents not related to the PY23 OE period or policy.



Professional Services Line (PSL)

(855) 326-4650

Once the PY23 OE period ends and the OE Incident Tracker closes on January 13th, kynectors should continue to use the PSL.

Please note: PSL is different from the OE Support Team and separate from the OE Incident Tracker.



The [Agent and kynector Escalation Paths](#) information sheet can be found on khbe.ky.gov under [Agent and kynector resources](#).

Who to Contact After OE - Remove Medicaid Enrollment due to the PHE Rules

The Public Health Emergency (PHE) has been extended to April 11, 2023.

What does the expansion of the Public Health Emergency (PHE) mean for Medicaid Benefits?

Due to the PHE, Medicaid cases will not be discontinued or terminated once the Resident no longer qualifies or is over the income limit for Medicaid. kynect automatically enrolls Residents in Medicaid and the system will not transition active Medicaid members to APTC without client request due to the PHE rules.

What should kynectors do if a Resident wants to withdraw Medicaid enrollment from their case?

- 1 Email DFS.Medicaid@ky.gov to manually remove Medicaid from the case.
- 2 Include the Resident's first name, case number, and the reason for withdrawal in the email.
 - DCBS will verify the case information, take the appropriate action, and confirm the result with kynectors.
- 3 kynectors will need to reapply for QHP/APTC to have eligibility redetermined.

Please note: The PHE may be extended further. Before the PHE ends, detailed trainings and additional information will be provided. The Medicaid unwinding will take 12 months as Residents on Medicaid are re-evaluated.



Knowledge Check

Knowledge Check #1

True or False: Due to PHE rules, kynectors should email DFS.Medicaid@ky.gov to manually remove Medicaid from the case if a Resident wants to withdraw Medicaid enrollment.

True

False

Answer using the Polls box!



Knowledge Check #1 - Answer

True or False: Due to PHE rules, kynectors should email DFS.Medicaid@ky.gov to manually remove Medicaid from the case if a Resident wants to withdraw Medicaid enrollment.

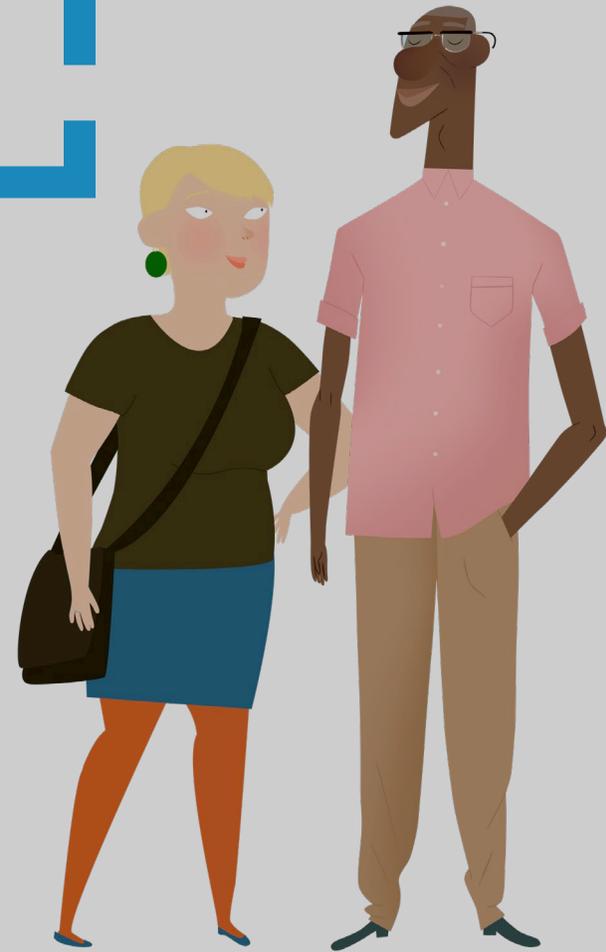
True



We would like to hear from you!

[Placeholder]

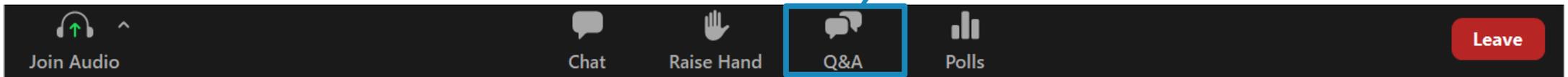
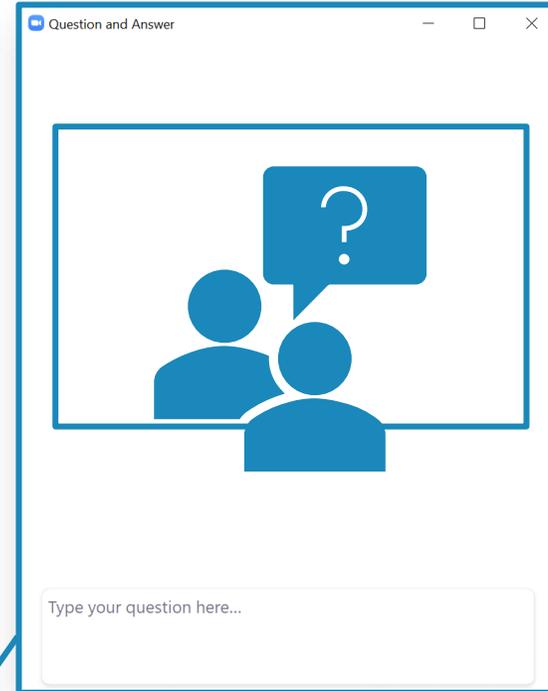
Answer using the Polls box!



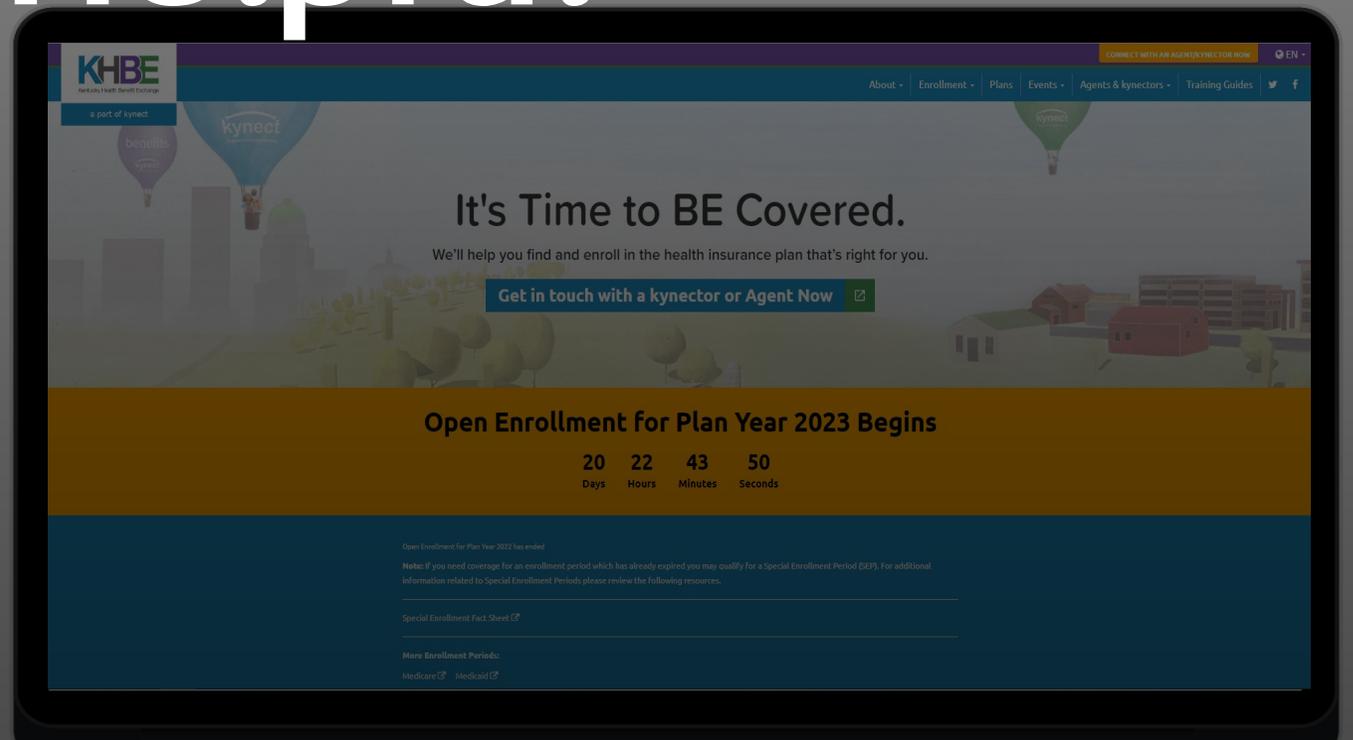
An illustration of a diverse group of ten people of various ages and ethnicities standing together. From left to right: a man in a blue suit, a man with a beard in a tan jacket, a woman in a blue top and patterned pants, a young girl in a red dress, a young girl in a yellow jumpsuit, a woman in a light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

Questions and Answers

Please ask any Open Enrollment related 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.



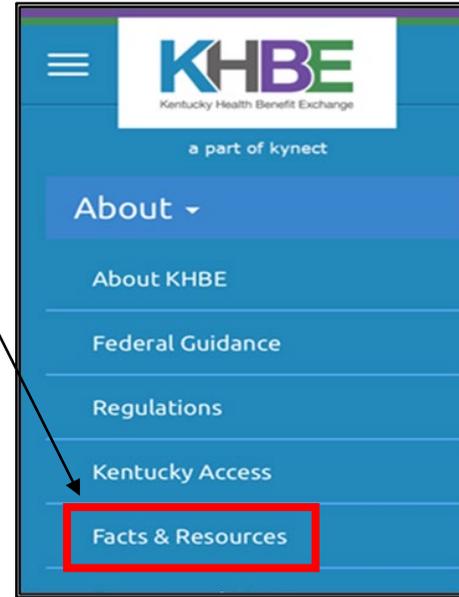
Appendix/Helpful Resources



Helpful Resources: KHBE Website

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

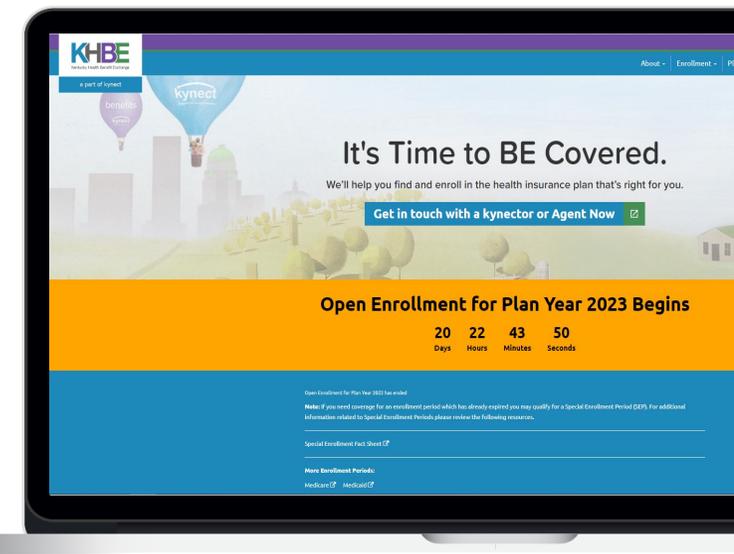
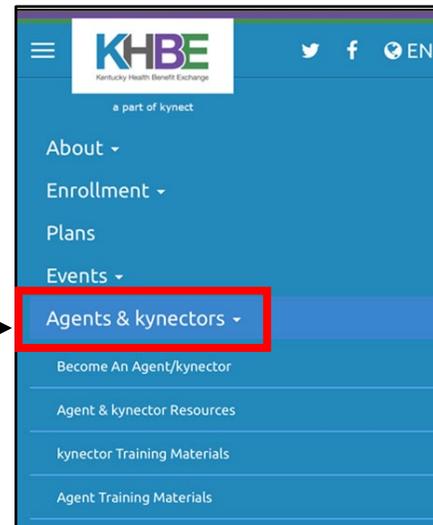
Please use the Fact Sheets to educate and assist Residents. They contain useful information that can be helpful during the transition and Open Enrollment.



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.