

Plan Year 2027 Certified Application Counselor (CAC) Training Requirements

Kentucky Health Benefit Exchange (KHBE) | Division of Health Plan Operations

OVERVIEW

Organization Managers should share the following Plan Year 2027 training requirements with their CAC staff. Training requirements differ based on whether the CAC is returning or newly onboarding.

Certified Application Counselors (CACs) are non-contracted kynectors who are staff members or volunteers of designated public or private organizations that include: hospitals, Federally Qualified Health Centers (FQHCs), health care providers, and agencies providing social services. CACs are trained by KHBE to help Residents find health coverage in kynect.

Certified Application Counselor (CAC) Training Requirements

RETURNING CAC

Returning Certified Application Counselor (CAC)

Overview	Returning CACs who have previously completed either the 2026 SBM Certification or Refresher course are required to complete the 2027 SBM Refresher.
Required Training	• KHBE 2027 SBM Refresher

NEWLY ONBOARDING CAC

Newly Onboarding Certified Application Counselor (CAC)

Overview	Newly onboarding CACs must complete full SBM Certification and the required CAC-specific training before being granted active system access.
Required Training	• KHBE 2027 SBM Certification for New kynectors • New Certified Application Counselor (CAC) Training

IMPORTANT NOTES

Returning CAC - Training Deadline and Attempts

The KHBE 2027 SBM Refresher must be completed by October 31, 2026. CACs must successfully complete the training within 3 consecutive attempts. Failure to do so may result in loss of kynector and system access for 1 calendar year.

Returning CAC - Certification Requirement

If you did not complete either the SBM 2026 Certification or SBM 2026 Refresher Training Course, you must complete the full SBM 2027 Certification Training.

Newly Onboarding CAC - Required Training

Newly onboarding CACs must complete the KHBE 2027 SBM Certification for New kynectors and New Certified Application Counselor (CAC) Training before being granted active system access.