Plan Year 2027 Navigator 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 Navigator staff. Training requirements differ based on whether the Navigator is returning or newly onboarding.

Navigators are kynectors who work directly with clients to assist with applications and enrollment, with a primary focus on Medicaid. Navigator roles are limited to CAK, KIPDA, and KPCA organizations.

Navigator Training Requirements

RETURNING NAVIGATOR

Returning Navigator	
Overview	Returning Navigators 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 NAVIGATOR

Newly Onboarding Navigator	
Overview	Newly onboarding Navigators must complete full SBM Certification and the required Navigator-specific training before being granted active system access.
Required Training	• KHBE 2027 SBM Certification for New kynectors • New Navigator Training • kynector After Action Reporting Tool (kAART) Training • SSP for SNAP and CCAP kynectors

IMPORTANT NOTES

Returning Navigator - Training Deadline and Attempts

The KHBE 2027 SBM Refresher must be completed by October 31, 2026. Navigators 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 Navigator - 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 Navigator - Required Training

Newly onboarding Navigators must complete the KHBE 2027 SBM Certification for New kynectors, New Navigator Training, kynector After Action Reporting Tool (kAART) Training, and SSP for SNAP and CCAP kynectors before being granted active system access.