

KOG Roles & KHBE Required Training Quick Reference Guide

During the initial on-boarding of a new kynector, Organization Manager, or Agency Administrator, only the **Assister Training** role should be assigned. KHBE requires each new kynector or Administrator to complete specific trainings to become certified. The required trainings will vary based on the level of access needed for that organization member.

Roles and Responsibilities:

This section outlines the roles, responsibilities, and required trainings for kynectors, Organization Managers, and Agency Administrators within the Kentucky Health Benefit Exchange (KHBE) program. Each role is essential to supporting clients and managing kynector groups effectively. Understanding the differences between these roles ensures compliance, proper access permissions, and successful program operations.

Here we will detail the responsibilities, system access requirements, and mandatory training courses for each role.

1. Organization Manager (Org Admin Only):

- This is access to the **KOG System** for managing a kynector Organization.
- Oversees the onboarding of new kynectors but does not perform any kynector duties.

Required Roles:

- KOG - Organization Manager

Required Training:

- KHBE Organization Administrator Training
- Standalone Privacy and Security Training

2. Agency Administrator:

- This is access to the **kynect Self Service Portal (SSP)** for tools to manage a kynector Organization in the SSP.
- Oversees kynectors within the organization, can assign/move cases, and complete Medicaid applications.

Required Roles:

- KOG - Organization Manager – optional (See Organization Manager above)
- Agency Admin*
- Assister Medicaid and/or Assister Other Programs**

*** Please note: Agency Administrators** should never be assigned the Assister role, as this will create an "incompatibility of roles" error with the Agency Admin role.

Required Training:

- New kynector Training
- KHBE State-Based Marketplace Certification for New kynectors Training
- KHBE Organization Administrator Training
- KHBE KOG Organization Manager

3. kynector:

- Works directly with clients to assist with applications and enrollment, particularly for Medicaid.

Required Roles:

- Assister
- Assister Medicaid
- Assister Other Programs*

Required Training:

- KHBE State-Based Marketplace Certification for New kynectors
- New kynector Training

*** Important Note:** The **Assister - Other Programs** role is managed by the SNAP kynector Program under the Family Support Cabinet. For all SNAP-related questions or access requests, please contact famsupportkynectors@ky.gov.

