



Accessing State-Based Marketplace (SBM) Refresher Web-Based Materials After Completion

Accessing SBM Agent Training Guides

Agents should follow the steps below to access the SBM Refresher Training Guides.

1. Navigate to the KHBE home screen.
 - [Welcome - KHBE \(ky.gov\)](https://www.khbe.ky.gov)
2. Click **Training Guides** on the top navigation panel.



3. On the **Training Guides** screen, Agents may select the applicable training guide.

Agent Training

State-Based Marketplace (SBM) Agent Certification/Registration Training

[Policy and Procedures For Agents and kynectors](#)

This module highlights policies and procedures established by KHBE for the implementation and operation of Kentucky's State-Based Marketplace (SBM) utilizing the kynect health coverage system.

[Benefits Application Walkthrough](#)

This guide is intended to aid kynectors and Agents in understanding and navigating the benefits application.

[Agent Portal Dashboard Walkthrough](#)

This guide is intended to aid Agents in understanding and navigating Agent Portal and the kynect health coverage Prescreening Tool.

[Report a Change and Case Maintenance](#)

This guide highlights some of the Report a Change and Case Maintenance processes used in kynect benefits.

SHOP

This guide is intended to aid Agents and kynectors in understanding and navigating the Small Business Health Option Program (SHOP) Module in the State-Based Marketplace training.

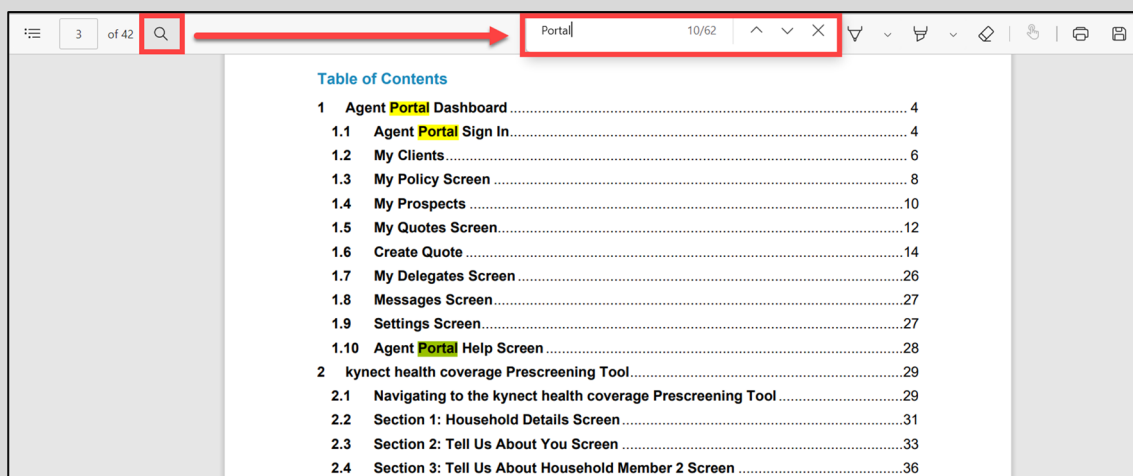
[KI-HIPP](#)

This guide aids Agents and kynectors in understanding and Navigating the Kentucky Integrated Health Insurance Premium Payment (KI-HIPP) Program.

[Privacy and Security](#)

This guide explains the privacy and security of handling Residents' personal information.

Quick Tip: Agents may click the **Magnifying Glass** icon to quickly search for content within the training guide.



Questions?

Please reference the [Escalation Path/Who to Contact](#) document for any questions you may have regarding kynect.

Thank you for your continued support.

Sincerely,
The Kentucky Health Benefit Exchange (KHBE) Team

