

# 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?
<b>kynect Self-Service Portal (SSP) Incidents</b>		
kynect incidents and technical incidents	<ul style="list-style-type: none"> <li>• kynect training materials on the DMS website: <a href="#">kynect benefits - Cabinet for Health and Family Services</a></li> <li>• Release Notes – KHBE will share Release Notes as applicable</li> <li>• <a href="#">kynector and Agent resources</a> at KHBE.ky.gov</li> <li>• <a href="#">Agent Training Materials</a>, <a href="#">kynector Training Materials</a></li> </ul>	<ul style="list-style-type: none"> <li>• Call the Professional Services Line (PSL): 1-855-326-4650</li> <li>• For any Incident that remains unresolved or requires further escalation, notify KHBE by email <a href="mailto:KHBE.Program@ky.gov">KHBE.Program@ky.gov</a>. KHBE will review and escalate further as appropriate.</li> <li>• 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.</li> </ul>
<b>Department for Medicaid Services (DMS) Incidents</b>		
DMS incidents related to eligibility requirements for Residents	<ul style="list-style-type: none"> <li>• CHFS Policy Manuals on the DCBS <a href="#">website</a>, training manuals on MyPurpose LMS</li> </ul>	<ul style="list-style-type: none"> <li>• For any Incident that remains unresolved or requires further escalation, notify KHBE by email <a href="mailto:KHBE.Program@ky.gov">KHBE.Program@ky.gov</a>.</li> <li>• KHBE will review and escalate further as appropriate.</li> </ul>
<b>Dire Need Incidents</b>		
Dire Need Incidents are those requiring attention within a 24-hour period	<ul style="list-style-type: none"> <li>• KHBE <a href="#">Insight Newsletter</a> from 11/18/2021</li> </ul>	<ul style="list-style-type: none"> <li>• Email <a href="mailto:kynectdireneed@ky.gov">kynectdireneed@ky.gov</a> for Dire Need Incidents.</li> <li>• 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.</li> <li>• KHBE determines appropriate response agency for escalation.</li> </ul>
<b>Kentucky Online Gateway (KOG) Incidents</b>		
Kentucky Online Gateway (KOG) account related Incidents	<ul style="list-style-type: none"> <li>• <a href="#">Agent Welcome Packet</a></li> <li>• <a href="#">New kynector Welcome Packet</a></li> <li>• <a href="#">kynector KOG QRG</a></li> <li>• <a href="#">Agent KOG QRG</a></li> </ul>	<ul style="list-style-type: none"> <li>• These unresolved Incidents should be emailed to <a href="mailto:KOGHelpdesk@ky.gov">KOGHelpdesk@ky.gov</a></li> <li>• 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.</li> </ul>

# kynector and Agent Escalation Process (page 2 of 3)

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Incident Description	Check These Materials First	I still have questions, who do I contact?
<b>Incorrect or unwanted Medicaid enrollment Incidents</b>		
Individual is approved for MA but does not wish to be enrolled in MA	<ul style="list-style-type: none"> <li>CHFS Policy Manuals on the DCBS <a href="#">website</a>, training manuals on MyPurpose LMS</li> <li><a href="#">FPL chart</a></li> <li><a href="#">Countable and Non-Countable MAGI MA QRG</a></li> </ul>	<ul style="list-style-type: none"> <li>Confirm the correct income was reported and reference the <a href="#">FPL chart</a></li> <li>Contact <a href="mailto:DFS.Medicaid@ky.gov">DFS.Medicaid@ky.gov</a> and explain the reason for the MA withdrawal request. Then, DCBS will review the case and withdraw the MA if approved.</li> </ul>
<b>834 Transactions</b>		
834 Transaction is an electronic communication amongst kynect and Insurers that relates to the provision of health coverage	<ul style="list-style-type: none"> <li>CHFS Policy Manuals on the DCBS <a href="#">website</a>, training manuals on MyPurpose LMS</li> </ul>	<ul style="list-style-type: none"> <li>If an Individual has not received an ID Card or Invoice from their Insurer but they are showing a status of <i>Enrollment Sent to Insurer</i> in the kynect system, Agents and kynectors should email <a href="mailto:KHBE.Program@ky.gov">KHBE.Program@ky.gov</a> using the Subject Line “834 Transaction” and provide brief details in order to request further action from KHBE.</li> </ul>
<b>SEP Overrides</b>		
Individual requires an override due to a Special Enrollment Period (SEP)	<ul style="list-style-type: none"> <li><a href="#">APTC Changes Effective QRG</a></li> </ul>	<ul style="list-style-type: none"> <li>Contact <a href="mailto:KHBE.Program@ky.gov">KHBE.Program@ky.gov</a></li> </ul>
<b>Case Association</b>		
Individual would like to add a kynector, Agent, or Rep to their case	<ul style="list-style-type: none"> <li><a href="#">Agent Case Association Fact Sheet</a></li> <li><a href="#">kynector Association Protocol</a></li> </ul>	<p>3 Ways to Resolve-</p> <ol style="list-style-type: none"> <li>kynector/Agent contacts the PSL at 1-855-326-4650 with the Individual, kynector/Agent, and PSL rep on the line.</li> <li>Individual calls the Contact Center.</li> <li>Individual can add the Agent/kynector through the “Authorized Reps, kynectors, and Agents” tile on the kynect Resident Dashboard.</li> </ol>
<b>Name Changes, DOB Changes, and Retroactive Coverage Requests</b>		
Individual requires a name or DOB change in kynect or is requesting retroactive coverage for Medicaid	<ul style="list-style-type: none"> <li>CHFS Policy Manuals on the DCBS <a href="#">website</a>, training manuals on MyPurpose LMS</li> </ul>	<ul style="list-style-type: none"> <li>Contact <a href="mailto:DFS.Medicaid@ky.gov">DFS.Medicaid@ky.gov</a> and explain the reason for the change in name, DOB, etc. or the reason for requesting retroactive coverage and be prepared to provide necessary verifications.</li> </ul>

For any other incidents, please contact [KHBE.Program@ky.gov](mailto:KHBE.Program@ky.gov)

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Issuer Incident Escalation			
Plan Type	Issuer	Phone	Website
<b>Anthem Blue Cross Blue Shield</b>			
DHP*	Anthem Blue Cross and Blue Shield	855-769-1464	Anthem.com
QHP	Anthem Blue Cross and Blue Shield	855-738-6671	Anthem.com
SHOP Med	Anthem Blue Cross and Blue Shield	855-738-6673	Anthem.com
<b>Best Life and Health Insurance Company</b>			
DHP*	BEST Life and Health Insurance Company	877-205-8767	bestlife.com/exchange
<b>CareSource</b>			
QHP	CareSource	888-815-6446	caresource.com/marketplace
<b>Passport Health Plan by Molina Healthcare</b>			
QHP	Passport Health Plan by Molina Healthcare	833-644-1621 for Member Services or 888-466-4477 for billing and payment services	passporthealthplan.com/marketplace
<b>Ambetter from WellCare of Kentucky</b>			
QHP	Ambetter from WellCare of Kentucky	1-833-705-2175	Ambetter.WellCareKY.com

\*DHP is used to refer to a Standalone Dental Plan, which is a type of QHP.