The Commonwealth of Kentucky kynect State-Based Marketplace



Report a Change and Case Maintenance Training Guide

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Introduction

This course highlights some of the Report a Change and Case Maintenance processes used in kynect benefit. Agents and kynectors need to familiarize themselves with Report a Change and Case Maintenance processes to better assist Residents with their health coverage cases.

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Please note: Screenshots may not be representative of actual system behavior. All specific information found in this training guide is test data and not representative of any kynect client.

1 Report a Change and Case Maintenance in kynect benefits

The Report a Change and Case Maintenance processes in kynect benefits are designed to make updating a Resident's case straightforward for Agents, kynectors, and Residents. Residents should **report all changes in their information** in a timely manner to avoid interruptions in their benefits or having to repay benefits. Use the Report a Change process to complete the three categories of change:

- 1. Add or Remove Household Members.
- 2. Modify other information such as income, expenses, resources, health, or health coverage.
- Assist with life changes that may trigger a Special Enrollment Period (SEP).
 A SEP is triggered once the change is entered in kynect benefits.

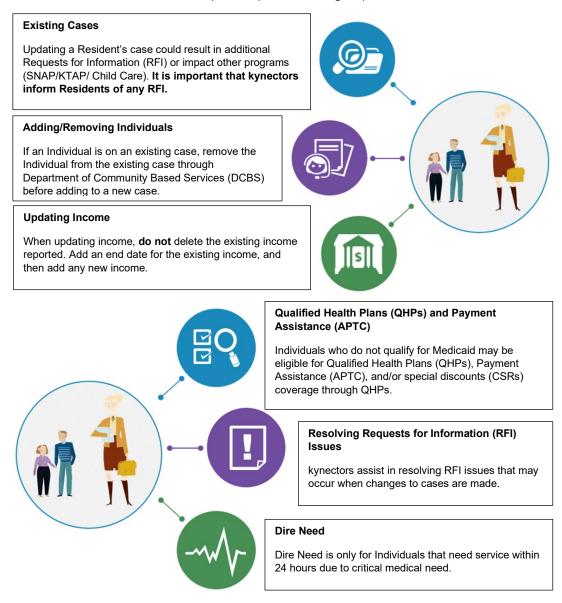
Please note: The Special Enrollment Period Reason Screen is triggered in the Enrollment Manager Module.



Please Note: The Report a Change button may not be accessible if the case is up for renewal or if a Caseworker is working on the case.

1.1 Reporting a Change: What to Know

Agents and kynectors assist Residents with making updates to their cases in kynect benefits. These updates involve Residents reporting changes to their information. Correctly navigating these changes in kynect is key to appropriately updating a Resident's case. Agents and kynectors should be aware of the helpful Report a Change tips below.



1.2 Modifying Information

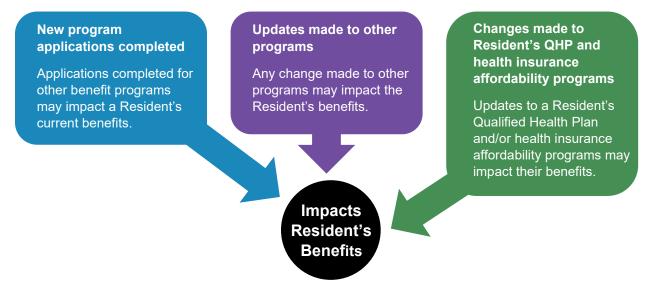
When Residents select "Modify other information such as income, expenses, resources, or health," they are prompted to change any of the following information:

	Editable Information in Investory New Departments Observe
	Editable Information in kynect when Reporting a Change
•	Contact Information (Phone, Email Address)
•	Relationship and Tax Filing Status
•	Medicare Coverage
•	Health Coverage
•	Pregnancy
•	Education
•	Disability
•	Citizenship
•	Income
•	Resources
•	Expenses
•	Living Arrangements

- Emergency Medical Condition (only prompted in kynect for non-citizens when modifying information)
- Member Information

1.3 The One Case Concept

The One Case Concept is important to keep in mind when assisting Residents. Even though Residents may have access to different programs and benefits, they essentially have one case that acts as a comprehensive profile for their personal information. Therefore, any changes made to their information impacts all programs with which they are associated. **Be sure to make Residents aware of these impacts**. The following may change a Resident's benefits.



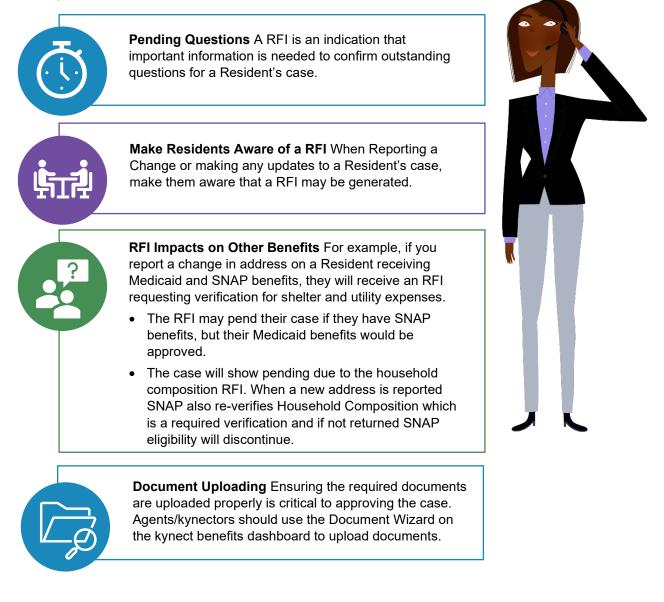
1.4 Proration of Premiums

Enrollment premium proration logic uses calendar days instead of the standard 30-day month cycle to calculate premiums. Below are some common scenarios with definitions:

Scenario	Definition
Newborn Addition	After 31 days from the date of birth, a newborn's premium will be prorated daily for the remainder of the month.
Death of Primary Subscriber	When mid-month date of death is reported, enrollment will be terminated. The Premium will be prorated based on the date of death.
Death of Dependent	When mid-month date of death is reported for the dependent, the Premium will be prorated based on date of death of the dependent.
Worker Override	When override worker selects mid-month termination date, the Premium will be prorated based on selected disenrollment date.
Disenrollment Received from Issuer Inbound File	When disenrollment request for mid-month termination is received in the Inbound file from Issuer, the Premium will be prorated based on requested disenrollment date.
SEP with User Input Effective Date	This will occur when a worker selects the mid-month coverage date during a Special Enrollment Period.

1.5 Request for Information (RFI)

Any changes made to a Resident's case may generate a Request for Information (RFI) that the Resident is required to resolve. Be sure to make Residents aware of any RFI because they may directly impact their benefits.



2 Report a Change Navigation

The Report a Change navigation demonstration walks through how to Report a Change in kynect benefits and highlights the following kynect benefits navigation process:

- 1. Reporting a Change for Resident's contact information.
- 2. Reporting a Change to add a Resident to a case.
- 3. Reporting a Change with loss of Employer-Sponsored Insurance (ESI).
- 4. Displaying Report a Change eligibility results.

The following interactive navigation demonstration will walk you through assisting the Kent family in kynect benefits.

2.1 Accessing an Individual's Information

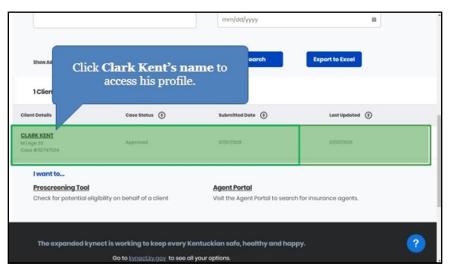


1. Enter the Individual's **Case Number** to begin the reported change.

Lost Name	For this example, the Individual we are assisting is Clark Kent. To access Clark's information enter his case number.
Application Num	
Dote of Birth mm/dd/yyyy	п
Search	Export to Excel
Agent Portal Visit the Agent Porte	al to search for insurance agents.
	Application Num Cote of Tech mm\(dal/yyy) Search Agent Portal

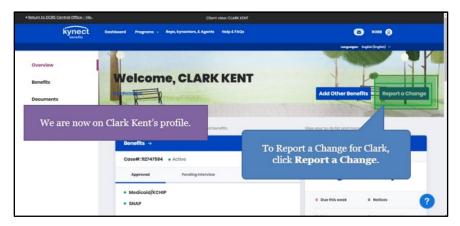
2. Click Search to search for the desired Individual.

Search					
first Nome		Last Name			
Case Number) Ap	Click Search.		
112747594					
locial Security Number (4 digits)		Date of Birth			
		mm/dd/	7777	8	
Show Advanced Search	Reset		Search Export t	o Excel	
want to					



3. Click the Individual's Name to access their profile.

4. To Report a Change for the Individual, click **Report a Change**.



5. After clicking **Report a Change**, a prompt appears asking what type of change the Individual would like to report. Click **Modify other information such as income**, expenses, resources, or health.

Return to DCBS Central Office - Vie.	Client view: CLARK KENT	
kynect Deshboor	d Programs v Bapa, kynectors, £ Aganta Help £7AQa	(C) 1000 (C)
Click Modify other information such as income, expenses, resources, or health.	Report a Change Select the type of change you would like to report Add or Remove Household Member Modify other information such as income, expenses, re- sources, or health	Add Other Benefits Report & Change
After clicking the Rep would like to report. C	ort a Change button, a prompt appears as lark needs to update contact information and add a household member. will update his contact and health covera	, health coverage information,

6. Click **Continue**.

Return to DCBS Central Office - Vie-		Client view: CLARK KEN				
kynect	Deshboard Program	is 🗸 Bops, kynectors, & Agenta — Holp & FAQs		Ø	**** 😧	
	Ro	port a Change	×	Languages 1	gin (ngan) -	-
Overview				and the second		
Benefits	Wel Sel	lect the type of change you would like to rep	sort		•	
Documents	and the second s	Add or Remove Household Member		Add Other Benef	its Report a Change	
Claims & Payments		Modify other information such as inc sources, or health	ome, expenses, re-			-
Hearings	View details			with the distillation of message		
	Bonel			ossage Center →		
	CaseA	Continue		To Do's	Unread	
		Cancel		0	1	
	* Moc * SNAP		Click Conti	nue.	0 Notices	

7. Click Contact Information.

Return to DCBS Central Office - Vie-	Client view: CLARK T KENT	
kynect persites	ard Programs v Reps, kynectors, & Agents Holp & FAQs	On the Report a Change screen you can select from
	Report a Change	various details of the household to Report a Change.
	Please report changes in a timely manner to avoid interruptions in your bonets benutits. What changes in your household would you like to report? ? With the Through	
[Contect Information (such as Phone, (mail, and Address)	
	Relationship and Tax filing Status	
Click Conta	ct Information.	?

8. Select the **Individual(s)** who need their contact information updated.

Return to DCBS Central Office - Vie-	Client view: CLARK T KEN	
w	hat changes in your household would you like to rep	Now that we have selected to edit Contact Information , select the
	Centect Information (such as Phone, Ernail, and Address)	Individual(s) that need their contact information updated.
	Select applicable household member(s):	
	CLARK KENT	
	LOIS KENT	
Click Clark Kent.	Relationship and Tax filing Status	
	Medicare Coverage	
	Healthcare Coverage	
	CLARK KENT YMCAI23	?

9. Select the **Household Member(s)** who need their contact information updated.

Return to DCBS Central Office - Vie-	Client view: CLARK T KENT	
L.	hat changes in your household would you like to report? ? Wilk Mr Through	
	Centert Information (such as Prene, Ernal, and Address)	
	Select applicable household member(s):	
	LOIS KENT	
Click Lois Kent.	Relationship and Tex filing Status Mudicer Coverage	
	Healthcare Coverage	
	CAARKIDHT VAARXD3	

10. Click **Healthcare Coverage** to update the Individual's healthcare coverage information.

itum to DCBS Central Office - Vie-	Client view: CLARK T	and a second
	Relationship and Tax filing Status	
	Medicore Coverage	Clark also needs to update his healthcare coverage information.
	Healthcare Coverage	
Click Healthcare Coverage.	CARE NOT VICA22 Incurrence through an employer including the parent's employer CARE SENT VICA23 Incurrence through an employer, including the parent's employ Feding ID VICA22	
	Emergency Medical Condition and Disability	
	Pregnancy	
	Member Information	

11. Click **Continue** to navigate to the **Change Summary** screen.

	Expense ()		
	(such as child support or medical)		
	Living Arrangement ()		
	Education		Click Continue .
Иу	ou would like to report a change for som	ething not listed above, call DCBS at <u>1(855)306-8959</u>	Continue.
	Exit	Continue	

2.2 Reporting a Change for Resident's Contact Information

12. Click Start to edit the Individual's contact information.

Return to DCBS Central Office - Vie-	Client view: CLARK T KENT	
	Cover 12247554 Flease edit the sections below with your changes. O of 3 completed	Click Start to begin editing Clark's contact information.
	Contact Information	
	CLARK KENT	steri O
	Healthcare Coverage	Stort
	Sign & Submit	Stort
		2

13. Click the **Cell** or **Landline box** to update the Individual's contact information.

	rage you to select "Elec click "Yes" in agreement Click (was blank. Clark informs you that
	Electronic - Email only	phone type is a cell phone.
۲	Electronic - Email and Text Message	
	Mail	
roforroi	d spoken language	Proformed Written Language
Englis	ih	English

14. Click **Next** to continue updating the Individual's contact information.

enco	urage you to select "Elec	tronic- Email	ems such as messages a and Text Message" for be t text messages above to	st communication	. You
	Electronic - Email only				
۲	Electronic - Email and	Text Message			
	Mail				
Profer	red spoken longuage		Preferred Written Longuage		Click Nex
Eng	jlish		English	G	Click Nex

15. Enter the **Individual's Household Address**. Make the Individual aware that updating an address may create a Request for Information (RFI).

Return to DOBS Cantral Office -: Me-	Change Survey CLARK T KENT Section 2 of 2 Address Information ⓒ	Clark informs you that he needs to update his address for the household. Updating an address for the household may create a Request for Information (RFI). Be sure to make Clark aware of this and any necessary steps he needs to take to resolve the RFI.
	Does CLARK KINT have a physical address? Yes No Address	Enter 200 Meridian Ave then click Enter on your keyboard to update Clark's address.
	Does everyone in CLARK KENT's household have th Yes No	e same address information?

16. Select the Individual's Address from the drop-down.

Return to DCBS Central Office - Vie.	Client view CLAR: 1 KIN7	
	CLARK T KENT	
	Section 2 of 2	
	Address information $ igodot$	
	Does CLARK KENT have a physical address? Yes No	
	Address Address Line 2	
	200 MERDIAN AVE 200 Meridian Avenue, Louisville, KY, USA	
	200 South Meridian Street, Indianopol. 200 Meridian Avenue, Taylors, SC, USA 200 Meridian Avenue, Taylors, SC, USA	
	200 Marcialan Avenue, Laylary Sa, GAA 200 Marcialan Avenue, Laylary Sa, GAA 200 Marcialan Wanue, Laylay Sa, GAA 200 Marcialan Wanue, Laylay Sa, GAA	
	200 Meridian Way, Richmond, KY, USA are the same doures minimutan	?

17. Click **Yes** or **No** for *Does the Individual have a different mailing address*.

Return to DCBS Central Office - Vie-	Client view: CLARE 1 KEN1
	CLARK TKENT Becton 2 et 2
	Address Information $ \odot $
	Dees CLARK KENT have a physical address? Yes No
	Address Une 2 200, MERDIAN AVINUE, LOUISVILLE, JEFFERSOP IL. APT. #, SUITE, UNIT, BUILDING, FLOOR, P.O. BI
	Does CLARK KENT have a different mailing address? Click No since Clark does not have a different mailing address.
	Does everyone in CLARK KENT's household have the same address information?
	Yes No

18. Click **Next** to continue updating contact information.

Return to DCBS Centrel Office - Vie-	Client via	w: CLARK T KENT
	Address	Address Line 2
	200, MERIDIAN AVENUE, LOUISVILLE, JEFFERSOF	LE, APT. #, SUITE, UNIT, BUILDING, FLOOR, P.O. BI
	Does CLARK KENT have a different mailing add Yes No Does everyone in CLARK KENT's household har Yes No	
	Ba Click Next .	Next
	The expanded kynect is working to keep	every Kentuckian safe, healthy and happy.

19. Click **Start** to update the Household Member(s) contact information.

< Return to DCBS Central Office - Vie	Client view: CLARK T KEN	· · · · · · · · · · · · · · · · · · ·
	Please edit the sections below with your changes. O of 4 completed	Now we will update contact information for Lois Kent.
	Contact Information	
	CLARK XENT	Start O
	Member Details	Click Start.
	Healthcare Coverage	
	Sign & Submit	Stort

20. If the Individual and Household Member(s) share the same contact information, check the **box** that says they have the same contact information.

Return to DCBS Central Office - Vis.		Client	view: CLARK T KENT	
kynect pert	board Programs v	Reps, kynectors, & Agents	Help & FAQs	C ROBE (8)
				Longuages: Brylinh(Brylinh) V
BENEFITS APPLICATION				
	Change Summary	NT	Lois and	l Clark share the same contact information.
-	Contact Information		formation as CLARK KENT	
	tmai kent@mailina	tor.com		
Click the box .	Phone Number 365-0937		Dt	(2)
	Primary Phone Type	8		

21. Click **Next** to complete the contact information update.

Return to DCBS Central Office - Vie-	Cilent view: CLARK T KENT
	Landline
	Select your preferred contact method for items such as messages and tax related forms. We encourage you to select "Electronic: Ernall and Text Message" for best communication. You must click "Yes" in agreement to being sent text messages above to select this option.
	Electronic - Email only
	Electronic - Email and Text Message
	Moil Click Next.
	Bock Exit Next
7	
	The expanded kynect is working to keep every Kentuckian safe, healthy and happy.

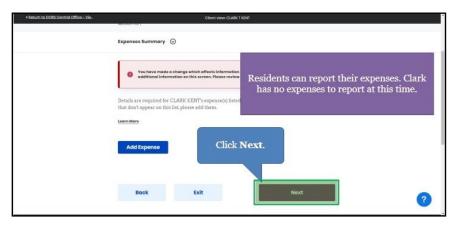
22. Click **Start** to begin the *Member Details* section.

Client view: CLARK T KENT	
Edit	*
Edit	•
Start	•
Stort	Click Start to update the
Stort	Member Details.
	2

23. Click Next.

atum to DCBS Central Office - Vie-	Client view: CLARK T KENT	
kynect Deshboard		C ROBE (9)
		tangongen: Brythe (trighte) v
BENEFITS APPLICATION		The second value of the se
< <u>Cho</u>	Adding Expenses ×	
c	If you have multiple expenses of the same type, please be sure to	
	include each one on the screen.	
Exp	In this scenario, enter information for the first expense, then select "Add Expense" to add the second.	
Г	This guidance applies to all expense types.	
	0 Next	
	uis are required for CLARK KENT's expense don't appear on this list, please add there	r expenses
Loor	Click Next.	

24. Click **Next** since there are no expenses to report.



2.3 Reporting a Change for Resident's Health Coverage

25. Click Start to update the Individual's Healthcare Coverage.

Return to DCBS Central Office - Vis-	Client view: CLARK T KENT	
	Ø Member Details	Now we will update Clark's healthcare coverage information.
	CLARK KENT	
	Expenses Information	
	Healthcare Coverage	Stort
	Sign & Submit	Stort Click Start.
	Exit	0

26. Click **Next** to update the Individual's healthcare coverage information.

Return to DCBS Central Office - Vie-		Client view: CLARK T KENT		
kynect	Dashboard Programs - Repr	, kynectors, & Agents Help & FAQs	ROBB 🔗	
			Languages: English(English) ~	
BENEFITS APPLICATION				
	< Change Summary			
	Healthca	re Coverage	S	
	Is anyone in your house	hold enrolled in healthcare covera	Click Next to update Clark's healthcare	
	Yes	No	coverage information.	
	Does anyone in your hou not yet enrolled?	ischold have an employer that off	ors .	
	Yes	No		
	Back	Exit	Noxt	0
				9

2.4 Reporting a Change with loss of Employer-Sponsored Insurance (ESI)

27. Click the **trash can** icon next to the Employer-Sponsored Insurance plan being terminated.

his employe	you that he can no longer afford his h r and gives you the termination date of pdate his Employer-Sponsored Cover	of his coverage.	
	Add Coverage	tait 🛱	
	Insurance through on employer. Including the parent's employer	Cont	
	CLARK KENT Policy Holder	Click the trash can icon.	
	Back Exit	Noxt	?

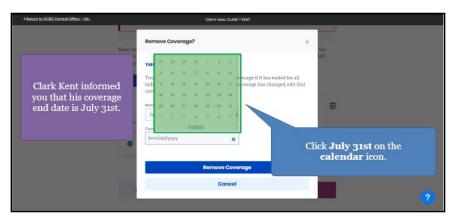
28. Select the **Reason for removal** from the drop-down.

Return to DCBS Central Office Vie.	Cilent view: CLARK T KENT	
Enter the	Remove Coverage?	×
househ: Coverao	YMCA123	kdd
	You should only remove this healthcare coverage if it has ended for all individuals. If the household's healthcare coverage has changed, edit tha coverage rather than removing it.	t
۰	Reason for removal	Û
Paur	Select	
0	Parent Stopped Providing Coverage Job Loss	
	Non-Payment Too Expansive	
		r the reason for removal click
	Та	o Expensive.

29. Enter the Individual's Coverage end date.

Return to DCBS Central Office - Vie.	Client view: CILARK T KENT	
	Remove Coverage? ×	
	Coverage VMCA123 Vous should only remove this healthcare coverage if it has ended for all individuals. If the household's healthcare coverage has changed which heal coverage rather than removing it.	
	to enter Cla	age end date rk's coverage date.
	Remove Coverage Cancel	2
	_	

30. Select the appropriate **Year**, **Month**, and **Day** for the coverage end date from the calendar.



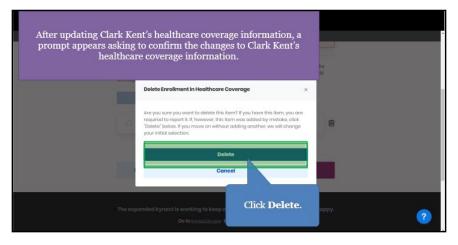
31. Click **Remove Coverage** to update the Individual's health coverage.

Return to DCBS Central Office Vie.	Cilent view: CLARK T KENT	
L	Remove Coverage? ×	
ho	Verses VMCA123	
	You should only remove this healthcare coverage if it has ended for all individuals. If the household's healthcare coverage has changed, edit that coverage rather than removing It.	
	Too Expensive	
	Coverage and date 7/3/2023	
	Remove Coverage	
	Cancel	72
		?
	Click Remove Coverage to update Clark Kent's healthcare cov	erage.

32. If the Individual has no other health coverage, delete the option to enter additional healthcare coverage by clicking the **trash can** icon.

Since the Kent family has no other healthcare coverage, we will delete the option to enter	ARCT RENT
additional healthcare coverage. Remember, this information can be updated at any time.	he household members a are coverage, add them Click the trash can icon.
 Add Coverage	
Healthcare Coverage	Stort
Bock Exit	Next
	avery Kentuckian safe, healthy and happy.

33. A prompt will appear asking to confirm the changes to the Individual's healthcare coverage information. Click **Delete** to confirm.



34. Click **Next** after the healthcare coverage information has been updated.

	and the second se	It view: CLARK T KENT			1
We are now finished updat Clark's healthcare covera information.	ge hoare coverage	ge that the household members are e bealthcare coverages, add them by c		Next.	
Back	Exit		Next		
The expand		eep every Kentuckian safe, he gov to see all your options.	althy and happy.		
Help <u>&</u> FAQs Find DCBS.Office Cabinet for Health & Family	Contact Us kynoct benefits 1-855-306-8959	Technical Assistance 1-844-407-8398	Connect	f	2

- 2.5 Reporting a Change to add a Resident to a case
 - 35. Click Add/Remove Household Member when the Report Additional Changes prompt displays.



36. Click Add Member.

Return to DCBS Central Office - Vie.	Client view: CLARK T KENT	
Clark informs you that he needs to add his newborn baby – Jake Kent to his Household Members.	Edit	
Household Members	Click Add Memb	er.
Add Member		
LOIS KENT 29 years old	Edit	
S years old	Edit	
JENNY KENT 2 yoars old	Edit	0

37. Enter the Household Member's **First Name** into the field.

Return to DCBS Central Office - Vie.	Client view: CLARK T KENT		
	· changes Summery Household Member Details		
	Complete the questions below about the household member. Security Card, enter the name as it appears on the card.	this Enter Jake into the First Name field, then click Enter on your keyboard.	
	tait Name Suffix Select	0	
	Alice Heit Norme Alice Lost Norme O	2	

38. Enter the Household Member's Last Name into the field.

Return to DCBS Central Office - Vie-	Cilent view: CLABK T KENT	^
	· Change Summary Household Member Details	
	Complete the questions below about the household member. If this household member has a Social Security Card, enter the name as it appears on the card.	
	First Name ML	
	Household member does not have a middle initial.	
	Select the Last Name field to enter Jake's last name.	
	Alos Lost Home	?

39. Select the Household Member's **Sex** from the drop-down.

JAKE					
- Household m	ember does not have a	middl	io initiat.		
Lout Normo			tuffix		
KENT			Select 😡		
Alias First Norme		0			
Alice Lost Norme		0			
Select (Done of Birm				
	mmyddyyyyy	-			
Soloct				ol: 1 3 5 1	
Mole			222011	Click Male.	
Fernale	nave a Social Security I	Numb	0 1M		
Yes	No				
is this individual a n	esident of the Common	weolt	th of Kentucky?		
Yes	No				

40. Select the appropriate **Year**, **Month**, and **Day** for the Household Member's Date of Birth from the calendar.

JAKE		
Household member does not have a middle is	nitial.	
	Seluct O	
Allos First Norme		
Alias Lost Name		
Sex Doze of Birth Mole S mm/ddt/yyyy B		
Date Mass Mass Mass Mass Mass Press Dates this individual herve 33 31 1 2 3	200 1 Fri Ser 4 3 11 12	Click the Calendar icon to enter Jake's date of birth (6/30/2021).
30 31 32 33 34 Is this individual a reside 37 38 34 1 Yes 4 1 5 7 5	2 2 3	

41. Click **Yes** or **No** for Does this Individual have a Social Security Number.

Deer this individual here a tradie faculty from here?	Click No since Jake does not have his Social Security Number.
setes tithis individual's rece(s) Amoreces individual's rece(s) Amoreces individual's Amoreces	
Black or Ahicon American Native Howalian/Other Pocific Islander	
White	
Unimonen	

42. Check why the Individual does not have a Social Security Number.

< Return to DCBS Central Office - Vie.	Client view: CLABK T KENT	
6	Not eligible to receive SSN based on immigrant status	
	Applied for SSN	
	Refuses to obtain an SSN because of a well-established religious objective	
	Does not have an SSN and may only be issued an SSN for a valid non-work reason	
	Refuses to provide an SSN	
	Nowborn without SSN	
	Without SSN Card	
Click	Newborn without SSN.	
На	s this individual served in the U.S. military?	?

43. Click **Yes** or **No** for *Is this Individual a U.S citizen*?

Return to DCBS Central Office Vie-	Client view: CLARK T KENT
0	Not eligible to receive SSN based on immigrant status
	Applied for SSN
	Refuses to obtain an SSN because of a well-established religious objective
0	Does not have an SSN and may only be issued an SSN for a valid non-work reason
0	Refuses to provide an SSN
٠	Newborn without SSN
0	Without SSN Cord
	is individual a U.S. Citizan? No No This individual served in the U.S. Parg?
	Click Yes since Jake is a U.S. Citizen.

44. Click **Yes** or **No** for *Was this Individual in the U.S military*?

Return to DCBS Central Office Vie.	Client view: CLARK T KENT	
	Has this individual served in the U.S. military? Yes No	Click No
	Is this individual a resident of the Commonwealth of Kentucky? Yas No	since Jake has not served in the U.S. military.
	Select this individual's rece(s) American Indian or Alaskan Native	
	Asian	
	Block or African American	
	Native Hawalian/Other Pacific Islander	2
	White	

45. Click **Yes** or **No** for *Is this Individual a Resident of the Commonwealth of Kentucky?*

s this individual or existent of the Commonwealth of Exetuality?	Click Yes since Jake is a Kentucky
American Indian or Alaxkan Native	Resident.
Asion	
Block or African American	
Notive Howalion/Other Pacific Islander	
White	
Unknown	
is this individual Hispanis/Latino?	
We have to set for ethylological sets to seave that program benefits one detricture or national angle and you don't have to answer four answer worth affect how many paragraph form.	

46. Select the Household Member's **Race.**

	Is this individual a resident of the Commonwealth of Kentucky? Yes No	
	Select this individual's race(s)	
	American Indian or Alaskan Native	
	Adian Black or Minton American	
	Block or Amoon American Native Howokin/Other Poolific Islander	
	White	
	Unknown	
Click White	Is this individual Hispania/Latino?	
for Jake's race.	Yes No	

47. Click Yes or No for Is this Individual Hispanic/Latino

Undrown	
In this individual flagor (Antion 2 - 0)	Click No since Jake is not Hispanic/Latino.
This household member passed oway in the last these months. Program Selection What programs would this handsdarf its to apply for	
Medicardk/O4P/Quotified leadth Plan with payment assistance (APIC) Q4P (Medical and Dantal Insurance plane without payment assistance)	
Cancel Save	0

2.6 Applying for Medicaid/KCHIP

48. If the Individual wants to apply for Medicaid/KCHIP, check the **box** for Medicaid/KCHIP.



49. Click **Save** to confirm the selection.

	What programs would this individual like to apply for?
	Medicaid/KCHP/Qualified Health Plan with payment assistance (APTC)
	✓ CHP (Medical and Dental Insurance plans without payment assistance)
	is this individual a U.S. Citizen or a U.S National?
	Yes No
	Is the individual a noturalized or derived citizen?
	Yes No
	Cancel
	The exp Click Save.
Helip & FAQs Find DCBS Office	ContactUs

- 2.7 Confirming and Saving Household Members Information
 - 50. Click **Next** once all Household Members have been added.

Return to DCBS Central Office - Vie.	Client view: CLARK T KE	INT	
•	LOIS KENT 29 years old	Edit	
۰	JACK C KENT 5 years old	Edit	
۰	JENNY KENT 2 years old	Edit	
۰	JAKE KENT O years old	Edit	
We are finished addi household member:		Next	Click Next.
			2

51. Click **Start** to confirm the Individual's contact information.

Please edit the sections below with your changes.	Return to DCBS Central Office Vie-	Client view: GLABK T KE	NT	
© contect information CLARK KENT JACK KENT Since we added a new household member, we are prompted to confirm Clark				
Since we added a new household member, we are prompted to confirm Clark		Household Members	Edit	
Since we added a new household member, we are prompted to confirm Clark		Contact Information		
Since we added a new household member, we are prompted to confirm Clark			stors 💿	
	household memb prompted to cont	d a new er, we are firm Clark		Click Start.

52. Click **Next** after confirming the Individual's information is accurate.

 Return to DCBS Central Office - Vie. 	Client vie	WW. CLARK T KENT		· · · · · · · · · · · · · · · · · · ·
enco	t your preferred contact method for iter urage you to select "Electronic- Email ar click "Yes" in agreement to being sent t	nd Text Message" for best c	communication. You	
•	Electronic - Email only			
	Electronic - Email and Text Message			
	Moil			
Proton	ed spoken language	Preferred Written Language		
Eng	lish	English	\odot	
Clark confirms all of information is ac	the second s		Noxt	
The	expanded kynect is working 1 Go to <u>kynec</u>	Click Next.	thy and happy.	2

53. Click **Start** to confirm that the new Household Member's information is correct.

Return to DCBS Centrol Office - Vie.	Client view:	CLARK T KENT		
	Contact Information			
	CLARK KENT	Ed	it →	
	JACK KENT			
	LOIS KENT			
	JENNY KENT			
	JAKE KENT	Ste	• •	
	Reps, kynectors, & Agents			
	Relationship & Tax Filing		Click Start o confirm Jake's ntact information.	
	Household Information			2

54. Check the **box** to confirm that the Individual and Household Member have the same address.

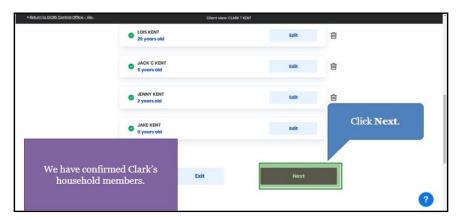
< Return to DCBS Central Office - Vie.		Client	VIDW: CLARK T KENT	
kynect	Dashboard Programs v	Rops, kynectors, & Agents	Help & FAQs	🖾 ROBB 👰
				Languagas: English(English) ~
BENEFITS APPLICATIO	N			
		on 💿	k kent.	
	Yes	ve a physical address? No		
			Address Line 2	
Click the box Jake has t address as l (Clark F	he same his father		LE APT. #, SUTE, UNIT, BUILDING, RLOOR, P.O. BI	•

55. Click **Next** once the Household Member's information is updated.

Return to DCBS Central Office - Vie.		Client vier	W: CLARK T KENT		•
	JAKE KENT has sam	ne address as CLARK K	ENT.		
	Does JAKE KENT have a p	hysical address?			
	Yes	No			
	Address		Address Line 2		
	1523 CHRISTY AVE, LOUIS	VILLE, JEFFERSON, KEN	LE. APT. #, SUITE, UNIT, BUILDING, FLC	DOR, P.O. BK	
	Does JAKE KENT have a d	lifferent mailing addr	oss?		
		No			
We are finished up contact inform		Exit	Next		2
		is working to keep	avanı Kantuckian safa h	happy.	9
			Click Next.		

56. Click **Edit** to continue to confirm the Household Members.

CRent Mow: CLARK T KENT	
Please edit the sections below with your changes.	
1 of 8 completed	
Household Members Edit	
© Contect Information	
Rops kynoctors & Agents Click	Edit.
ation Start	?
	Fless edit the sections below with your changes.



57. Click Next once all Household Members' information has been confirmed.

- 2.8 Reporting a Change to update the Authorized Representative, kynector, or Agent on a Resident's case
 - 58. Click Start to navigate to the Reps, kynectors, & Agents screen.

Return to DCBS Central Office Vie.	Client view: CLARK T K	ENT .
	JENNY KENT	
	JAKE KENT	Edit 🔸
	🔿 Rops, kynectors, & Agents	Stort Santhau, type et. 8 April
	🚫 Relationship & Tax Filing	
	Household Information	Click Start to update the Reps,
	Member Dotaits	kynectors, & Agents section.
	Healthcare Coverage	Edit
	🔿 Sign & Submit	Start ?

59. Click **Next** to continue with no updates.

Return to DOBIS Cereinal Office - Vie.	Insurance Agent An Insurance Agent can I • Apply for Medicaid or F • Report Changes in your • Recertify your Medicai • Apply for APTC or QHP	(I-HIPP information d benefits on HealthCare lthCare.gov	The Reps, kynectors, & Agents section allows Individuals to grant permission to Authorized Representatives to make updates to their information on their behalf. Clark informs you there are no updates needed for this section.
	Recertify benefits on H Back	1	an Insurance Agent Click Next.
		t is working to	keep every Kentuckian safe, healthy and happy.

2.9 Confirming Relationships and Tax Filing Status

60. Click **Start** to confirm the new Household Member's relationship to the Individual and their tax filing status.

		· · · · · · · · · · · · · · · · · · ·
	🥑 Reps, kynectors, & Agents	
	🚫 Relationship & Tax Filing	Since we added Jake as a household member, we are going to confirm his
	CLARK KENT	relationship and tax filing status.
	JACK KENT	
	LOIS KENT	
	JENNY KENT	
	JAKE KENT	Start 🕥
	Household Information	Start
	Member Details	Click Start.

61. Select the primary Individual's **Relationship** to the new Household Member from the drop-down.

< Return to DCBS Central Office - Vie.	Client view: Cl	LASK T KENT	
	< Change Summary		
	JAKE KENT		
	Section 1 of 2		
	Relationships 😔		
	Relationship With CLARK T KENT		
	JAKE KENT IS CLARK T KENT'S:	Click Son	
	\$tart Typing	to enter Jake's relationship	
	Step Grandfather (including Great)	with Clark.	
	Son		
	Step Son		
	Uncle (Including Great)		
			?

62. Select the Household Member(s) **Relationship** to the new Household Member from the drop-down.

Return to DCBS Central Office Vie-	Client view. CLABK T KENT
	- Charge Summary JAKE KENT Section 1 of 2
	Relationships 💮
	Relationship With CLARK T KENT
	JAKE KENT IS LUART T KENTIS Son
	Relationship With LOIS KENT Click Son
	section typing for Jake's relationship with his
	son mother, Lois.
	Stan San

63. Select the Household Member(s) **Relationship** to the new Household Member from the drop-down.

Son	
Relationship With JACK C KENT	
JAKE KENT IS JACK C KENT'S:	Click Brother/Half-Brother
Start Typing uncie (including ureat)	for Jake's relationship with Jack.
Adopted Son	
Brother/ Holf-Brother	
Brother-in-Low	
Father-in-Law	

64. Select the Household Member(s) **Relationship** to the new Household Member from the drop-down.

Return to DCBS Central Office Vie-	Client v	fow: CLARK T KENT	
	Son		
	Relationship With JACK C KENT		
	JAKE KENT IS JACK C KENT'S:		
	Brother/ Half-Brother		
	Relationship With JENNY KENT	Click Brother/Half-Brother	
	JAKE KENT IS JENNY KENTS: Start Typing	for Jake's relationship with Jenny.	
	Adopted Son		
	Brother/ Half-Brother		
	Brother-in-Low		
	Father-in-Law	Next	
		*	?

65. Once all household relationships for the new Household Member are updated, click **Next** to navigate to the **Tax Filing** screen.

Return to DCBS Central Office - Vie.		Client view: CLABK T KENT		*
	Son			
	Relationship With JACK C KENT			
	JAKE KENT IS JACK C KENT'S:			
	Brother/ Half-Brother			
	Relationship With JENNY KENT		Click Next.	
We are finished u Jake's relationship members in his ho	s with the	it Par		
				2 .

66. Click **Dependent of individual in the household** to update the tax filing status of the new Household Member.

Return to DCBS Central Office - Vie.	Client view: GLABK T KENT	
	Tax Filing 💿	
	How does JAKE KENT intend to file taxes this year?	
	Dependent of individual in the household	
	Dependent of individual not in the household	
	Married Filing Jointly	Click Dependent of individual in the
status. Jake is a	ate Jake's tax filing dependent of his r, Clark.	household.
	Qualifying Widow(ar)	?

67. Select who the Household Member is a dependent of.

Return to DCBS Central Office - Vie.	Client view: CLARK T KENT	
	I do not intend to file taxes	
0	Qualifying Widow(er)	
	Single	
	IS JAKE KENT a dependent of? CLARK T KENT LOS KENT Jake is a tax dependent of h father, Clark. Click Clark T Ke	is
	Bock Exit Next	?

68. Click Next.

Return to DCBS Central Office - Vie -	Client view: CLARK T KENT	
	i do not intend to file taxes	
0	Qualifying Widow(er)	
	Single	
Who	JAKE KENT a dopendent of?	
۰	CLARK T KENT	
0	LOIS KENT	Click Next.
We are finished updat tax filing informa] 7

2.10 Updating Household Information

69.	Click	Start	to	update	the	Individual's	household	information.
-----	-------	-------	----	--------	-----	--------------	-----------	--------------

 Return to DCBS Central Office - Vie. 	Client view: CLARK T KE	INT	
	LOIS KENT		
	JENNY KENT		
	JAKEKENT	Edit 🔿	
	Household Information	Start	
	O Member Details		Click Start
	Healthcare Coverage	Edit	to begin updating Clark's Household Information.
	Sign & Submit	Start	momation.
	Exit		?

70. Click **Yes** or **No** for *Is anyone in the household blind*.

Return to DCBS Central Office - Vie.	Client view: CLABK T KENT		
	Health ⊙		
	LearnMere Complete the questions below about health. Note: Not all household members may be listed for each int them or we do not need more information about them. Is anyone in this household blind? Does anyone in this household have a disability?	No one in Clark's household is blind. Click No .	
	Back Exit	Next ?	

71. Click **Yes** or **No** for *Does anyone in the household have a disability*.

Return to DCBS Central Office - Vie-		Client view: CLARK T	KENT	
	Health 😔			
	them or we do not need mo Is anyono in this housoho Yes	mbers may be listed for each its re information about them.	em. This is because it either does not apply to No one in the househol disability.	d has a
	Yes	No	Click No.	
	Back	Exit	Noxt	?

72. Click **Next** to continue.

Return to DCB5 Central Office - Vie-	Client view:	CLABS: T KENT	<u>ث</u>
	Health 😔		
	Learn More		
	Complete the questions below about health. Note: Not all household members may be listed for them or we do not need more information about the	each item. This is because it either does not apply to em.	
	Is anyone in this household blind?		
	Yes No		
	Does anyone in this household have a disability	^{n ⊙} Click Next.	
	Yes No		
	Back Exit	Noxt	?

73. Click **Yes** or **No** for *Is anyone in the household a migrant or seasonal farmworker*.

	Client view: CLARK T	KENT	î.
Is anyone in this househ	No	No one in the house	the second s
		Click No.	
Is anyone in this househ	hold currently enrolled in school	512	
		Next	2
	Yes Is anyone in this househ unemployment income Yes Is anyone in this househ Yes	Is anyone in this household a migrant or seasonal farr Ves No Is anyone in this household eligible for entitled in acome unemployment income, Black Lung, or VA pension? Ves No Is anyone in this household currently enrolled in schere Ves No Was anyone in Foster Care? Ves No	Is anyone in this household a migrant or seasonal farmworker? Yes No No No St anyone in this household eligible for entitled income, successful and the period of the

74. Click **Yes** or **No** for *Is anyone in the household eligible for entitled income*.

Return to DCBS Central Office - Vie.	Is anyone in this house	Client view: CLA99 shold a migrant or seasonal fo	No one in the household is eligible for entitled income, such as Social	•
	Yes	No	Security Income, unemployment income, Black Lung, or VA pension.	
		hold eligible for entitled incon e, Black Lung, or VA pension? No	ne, such as Social Security Income,	
		shold currently enrolled in sch	Click No.	
	Yes Was anyone in Foster (No Care?		
	Yes	No		
	Back	Exit	Next	?

- IT VIEW CLARK T KENT Is anyone in this household a migrant or seasonal farmworker? () Yes No Is anyone in this household eligible for entitled in unemployment income, Black Lung, or VA pensio No one in household is currently enrolled in school. No Yes e in this ho Click No. Yes nyone in Foster Care Yes No Exit Back
- 75. Click **Yes** or **No** for *Is anyone in the household currently enrolled in school*.

76. Click **Yes** or **No** for *Is anyone in the household in Foster Care*.

Return to DCBS Central Office Vie.	Client view. CLERK 1 KENT Is anyone in this household a migrant or seasonal farmworker?				
	Yes	No			
	Is anyone in this household eligible for entitled income, such as Social Security Income, unemployment income, Black Lung, or VA pension?				
	Yes	No			
	Is anyone in this house	_	No one in the household w	as in Foster Care.	
	Yes	No			
	Was anyone in Foster C	are?			
	Yes	No	Click No.		
				2	
	Back	Exit	Next	•	

77. Click Next to continue.

Return to DCBS Central Office - Vie.	Client view: CLARK T RENT	•
	Is anyone in this household a migrant or seasonal farmworker? 🔘	
	Yes No	
	Is anyone in this household eligible for entitled income, such as Social Security Income, unemployment income, Black Lung, or VA pension? Yes No	
	Is anyone in this household currently enrolled in school? Ves No	
	Was anyone in Foster Care? Click Next.	
	Back Exit Noxt	?

78. Click **Next** to continue with no updates.

Return to DCBS Central Office - Vie.		Client view: Cl	ARK T KENT		
	Yes	No			
	Does anyone in this ho Yes	No	such as stocks or bonds?		
	Does anyone in this ho express card, or reload Yes		spondable resources such as cash	direct Click Next.	
Clark confirms the updates need		Exit	Next		
	The expanded kyned	st is working to keep ev	ery Kentuckian safe, healthy ar	nd happy.	?

79. Click **Yes** or **No** for Does anyone in this household have job income from an employer.

Return to DCBS Central Office - Vie		Client view: CLARK T KENT	
	Does anyone in this hos	No	er Both Clark and Lois work
Click Yes.	Does anyone in this how	schold have self-employment income	at the YMCA.
	Does anyone in this hor ① Yes	sehold receive income from Social Sec	curity, retirement, or a pension?
	Does anyone in this ho Yes	sehold receive income from dividends	s, interest, or royalties?
		isohold receive support or maintenance subsidy payments, or fostor care incor	

80. Click **Yes** or **No** for Does anyone in the household have self-employment income.

• Return to DCBS Central Office Vie.		Client view: CLARK T KENT	
	Yes	ehold have job income from employe	No one in the household has self-employment income.
	Yes	No	Click No.
	Does anyone in this hous	ehold receive income from Social Sec	
	Yes	No	
	Does anyone in this hous	s, interest, or royalties? ①	
	Yes	No	
		whold receive support or maintenance ubsidy payments, or foster care inco	

81. Click **Yes** or **No** for *Does anyone in the household receive income from Social Security, retirement, or pension.*

Does anyone in this hou	sehold have job income from employer?	
Yes	No	No one in the household
Does anyone in this hour	sehold have self-employment income? 0	receives income from Social
Does anyone in this hou ()	schold receive income from Social Security	y, retirement, or a pension?
Yes	No	
Does anyone in this hou	sehold receive income from dividenc	Click No.
Yes	No	

82. Click **Yes** or **No** for Does anyone in the household receive income from dividends, interest, or royalties.

Return to DCBS Central Office - Vie-	Client view: CLARK T KENT		
	Does anyono in this hou O Yes	isehold receive income from Soc	No one in the household receives income from dividends, interest, or royalties.
	Does anyone in this hou Yes	sehold receive income from divi	dends, interest, or royalties? ()
		ischold receive support or maint subsidy payments, or foster can	
	Yes	No	
	Does anyone in the hou unemployment benefit Yes	schold receive income from an in ? © No	nsurance settlement or
			2

83. Click **Yes** or **No** for *Does anyone in the household receive support or maintenance income.*

Return to DCBS Central Office - Vie		Client view: CLARK T KENT		
	Does anyone in this household r ③	eceive income from Social S	ecurity, retirement, or a pension? No one in the household receives	
	Yes	No	such as alimony, child support,	
	Does anyone in this household r Yes	eceive income from divide	adoption subsidy payments, or foster care income.	
	Does anyone in this household r child support, adoption subsidy			
	Yes	No		
	Does anyone in the household re unemployment benefit? ①	eceive income from an insu	Click No.	
	Yes	No		2
	Does apyone in this household a	analysis any other type of second	de consisce experimente?	-

84. Click **Yes** or **No** for *Does anyone in the household receive income from an insurance settlement or unemployment benefits.*

Return to DCBS Central Office Vie-	Client view: GLABET KE	
	O Yes No	un decentry (recirculation, or a permitter)
	Does anyone in this household receive income from divi	dends, interest, or royalties? 0
	Does anyone in this household receive support or main child support, adoption subsidy payments, or foster car	
	Yes No	or unemployment benefits.
	Does anyone in the household receive income from an in unemployment benefit? 0	nsurance settlement or
	Yes No	Click No.

85. Click **Yes** or **No** for *Does anyone in the household receive any other type of goods, services, or payments.*

		e of goods, services, or payments? 🔘
Ves Click No.	No hehold currently receive ome from lottery or gam the last 3 months? No	No one in the household receives any other type of goods, services, or payments.
	s household receive Medicaid, SM pect to receive benefits in the m	AP, or TANF benefits in another state in the with of August? \odot
Yes	No	

86. Click **Yes** or **No** for *Does anyone in the household gamble or play the lottery*.

Return to DGBS Central Office Vie-	Does anyone in this househo Yes	No one in the househ	old gambles or plays the lottery.
		No	
	Does anyone in this household month of July or expect to rece Yes	No. of the second se	ick NO.
	Back	Exit	Noxt ?

87. Click **Yes** or **No** for *Does anyone in the household receive or expect to receive Medicaid, SNAP, or TANF benefits in another state.*

Return to DCBS Central Office - Vie.		Client view: CLARK T KENT		
	Does anyone in this househo	ld receive any other type of goo	ds, services, or payments? 🔘	
	Yes	No		
	Does anyone in this hour has anyone received inc income from winnings ir Yes	No one in the	household receives any o benefits.	ut of state
		ld receive Medicaid, SNAP, or TA ceive benefits in the month of A No	NF benefits in another state in the ugust?	
			Click No.	
	Back	Exit	Next	?

88. Click **Next** to continue.

Return to DCBS Central Office Vie		Client view: Cl	ARK T KENT	*
	Does anyone in this hou	sehold receive any other	type of goods, services, or payments? 🛈	
	Yes	No		
		come from lottery or gam	income from lottery or gambling winnings or bling winnings or has anyone received	
		sehold receive Medicaid, to receive benefits in the No		
	Back	Exit	Next	?

89. Click **Yes** or **No** for *Does anyone in hour household need help paying medical bills from the last three months.*

Return to DCBS Central Office Vie.		Client view: CLARK	r Kent
	Does anyone in you Yes	r household need help paying me	dical bills from the last three months? 0
	Does anyone in		Clark says Yes, due to the birth claims for Jake that he and Lois are responsible for.
C	lick Yes .	No	
	blind, or has a disat		es for someone who is a senior citizen,
	Yes	No	
	Does anyone in this	household pay child support?	
	Yes	No	
	Does anyone in this	household pay for child care or o	ther dependent care? ()
	Yes	No	

90. Click **Yes** or **No** for *Does anyone in the household have Medicare Part D Premium*.

Return to DCBS Central Office - Vie-		Client view.	
	Dees anyone in your household need help payi		No one in the household has Medicare.
	Yes	No	to one in the nonscrivid has incureate.
	Does anyone in this hous	ehold have a Medicare Pa	rt D premium? ①
	Yes	No	
	Does anyone in this hous blind, or has a disability?		Click No.
	Yes	No	
	Does anyone in this hous	ehold pay child support?	
	Yes	No	
	Does anyone in this hous	ehold pay for child care or	rother dependent care? ()
	Ves	No	• • •

91. Click **Yes** or **No** for Does anyone in the household have medical expenses for a senior *citizen, blind, or disabled Individual.*

Return to DCBS Central Office - Vie.	Cilent view CLABK T KENT		
	Does anyone in your hous	schold need help paying	medical bills from the last three months? ①
	Yes	No	
	Does anyone in this house	ehold have a Medicare I No	No one in the household has medical expenses for a senior citizen, blind, or disabled Individual.
	Does anyone in this house blind, or has a disability? Yes		enses for someone who is a senior citizen,
	Does anyone in this house Yes	ahold pay child support	
	Does anyone in this house Yes	ehold pay for child care	or other dependent care? ()

92. Click **Yes** or **No** for *Does anyone in the household pay child support*.

Return to DCBS Central Office - Vie-	Client view: CLASK T KENT	ĺ
	Does anyone in your household need help paying medical bills from the last three months?	
	Yes No	
	Does anyone in this household have a Medicare Part D premium?	1
	Yes No	
	Does anyone in this household have medical e blind, or has a disability? O Yes No one in the household pays child support.	
	Does anyone in this household pay child support? Yes No Click No.	
	Does anyone in this household pay for child care or other dependent care? ①	?
	Yes No	

93. Click **Yes** or **No** for *Does anyone in the household pay for child care or other dependent care.*

< Return to DCBS Central Office Vie-	Client view CLARK T KENT
	Does anyone in your household need help paying medical bills from the last three months? ①
	Yes No
	Does anyone in this household have a Medicare Part D premium?
	Yes No
	Does anyone in this household have medical expenses for someone who is a senior citizen, blind, or has a disability? ()
	Yes No
	Does anyone in this household pay child support No one in the household pays for Child Care
	Does anyone in this hous <u>ehold pay for child car</u> e or other dependent care? ①
	Yes No
	Click No.

94. Click **Next** to continue.

Return to DCBS Central Office - Vie.	Client view. CLARK T KENT	
	Does anyone in this household pay child support? Ves No	
	Does anyone in this household pay for child care or other dependent care? O Yes No	
	Click Next. Bock KAT Next	
	The expanded kynect is working to keep every Kentuckian safe, healthy and happy. Go to <u>kynocthygov</u> to see all your options.	ľ

95. Click **Start** to confirm the Member Details for the household.

Return to DCBS Central Office Vie-	Client view: CLARK T KENT	
	Member Details	Click Start
	CLARK KENT	to confirm the Member Details for
	JACK KENT	the household.
	LOIS KENT	
	JENNY KENT	
	JAKE KENT	Stort O
	Individual Information	
	() Healthcare Coverage	Edit
	Sign & Submit	Start
		?

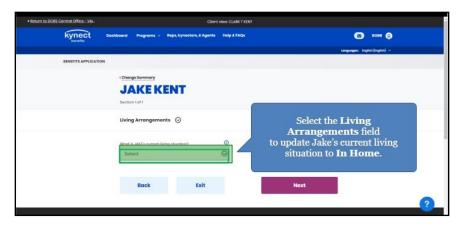
96. Check the **box** to choose the new Household Member's preferred Managed Care Organization (MCO) plan.

Beturn to DCBS Central Office Vie-	Client view: CLABK T KENT	
	Browse All Plans	
	Select JAKE KENT's preferred MCO plan	
	O No preference	Clark chooses which
	Humana Healthy Horizons in Kentucky	preferred Managed Care Organization (MCO) he
	Aetna Better Health of Kentucky	wants for Jake.
	UnitedHealthcare Community Plan	
	WellCare of Kentucky	
	Amount in the Alexandre Molina Healthcare	
Click WellCare	f Kentucky.	
		?

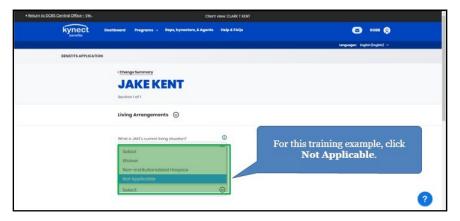
97. Click **Next** to continue.

Return to DCBS Central Office - Vie-	Citent view CLART KENT
	Aetna Better Health of Kentucky
0	UnitedHealthcare Community Plan
۰	WellCare of Kentucky
la l	Passport Health Plan by Molina Healthcare
0	Anthem Blue Cross Blue Shield
	Click Next.
The	expanded kynect is working to keep overy Kentuckian safe, healthy and happy.

98. Select the **Living Arrangements** field to update the new Household Member's current living situation.



99. Select the appropriate in-home assistance from the drop-down.



100. Click Next to continue.

Return to DCBS Central Office Vie-		Client view: CLARK T KENT			
Livi	ng Arrangements 💿				
Whe	t is JAKE's current living situation?	0			
le	Home	\odot			
When	t type of in-home assistance does JAIJ Ive?	r.			
N	ot Applicable	0			
	Click Next.		Next		
Th	expanded kynect is worki	ng to keep every Kenti	ckian safe, healthy and ha	ъру.	
	Go to ky	necl.ky.gov to see all you	options.		2

101. Click **Edit** to update the household's Health Coverage.

Beturn to DCBS Central Office Vie.	Client view: CLARK T KENT	•
	LOIS KENT	
	JENNY KENT	
	JAKEKENT Edit →	
	Individual Information Other Information Completed Completed	
	Healthcare Coverage Edit]
	Sign & Submit	
		Click Edit to update the household's
	Exit	Healthcare Coverage.
		correlage.

102. Click Next.

kynect w	hiseord Programa v Başa, byrnstom, & Aganta H	NP EFAQ	con (g) Inspirate Sublicity(s) -
REALITY APPLICATION	-Durgebrewy Beacher termine	old enrolled in healthcare coverage? enefits have an employer that offered	There are no updates needed for the household.
	Book Exit	Kentuckian safe, healthy and he st your options.	

103. Select **Report Change for Existing Household Members** or **No Additional Changes**.



2.11 Sign & Submit Process

104. Click **Start** to Sign & Submit.

Return to DCBS Central Office - Vie.	Client view: CLARK T KENT	
	LOIS KENT	
	JENNY KENT	
	JAKE KENT	Edit +
After Clark	Individual Information Other Information Grompieted	
confirms there are no additional	Healthcare Coverage	talit
changes that need to be reported we can now move	Sign & Submit	tart
forward to Sign and Submit.	Click Start to Sign and Submit.	
	to sign and sublint.	

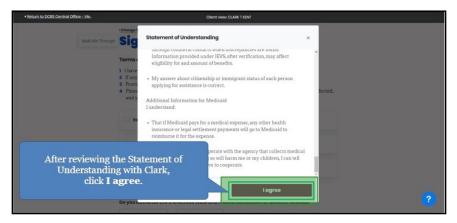


105. Click Next to confirm the Collateral Contact information needed for verification.

106. Click **Read and agree to Application Statement of Understanding** so the Individual can confirm and agree.

Return to DCBS Central Office - Vie.	Cilent view: CLARK T KENT	
Walk Me Through	Computantary Signature Page	
	Terms of Agroomont Summary 1 I have answered all questions truthfully and to the best of my ability. 2 If any changes occur to my situation, I an responsible for reporting them. 3 Providing Islash information may result in penalize. 4 Please read and agree to each of the terms. If you do not agree, your application my be affected, and you may be ineligible to receive benefits.	
	Read and spres to Application Statement of Understanding	
Click Read a Application S Underst so Clark can con	Statement of spenibilities anding	2

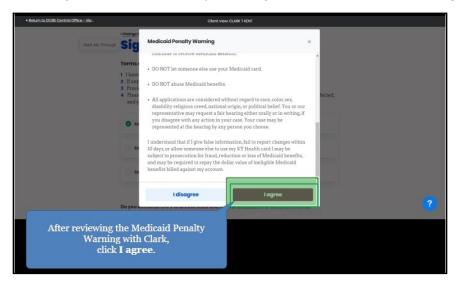
107. After reviewing the Statement of Understanding with the Individual, click I agree.



108. Click **Read and agree to Medicaid Penalty Warning** so the Individual can confirm and agree.

Return to DCBS Central Office - Vie.	Client view: CLARK T KENT	*
	(Change Summary	
Walk Me Through	Signature Page	- 1
	Terms of Agreement Summary	- 1
	 I have answered all questions truthfully and to the best of my ability. If any changes occur to my situation, I am responsible for reporting them. 	- 1
	Providing faile information may result in penaltice Providing faile information may result in penaltice Please read and agree to each of the terms. If you do not agree, your application my be affected, and you may be ineligible to receive benefits.	
	Read and agree to Application Statement of Understanding	
	Read and signed to Medicald Penalty Warning	
	Read and agree to SNAP Blytes. & Responsibilities	
Medicaid Per	and agree to te and federal databases for benefits renewal? ? nalty Warning nfirm and agree.	
bo chark can co.	ini ini una upres.	

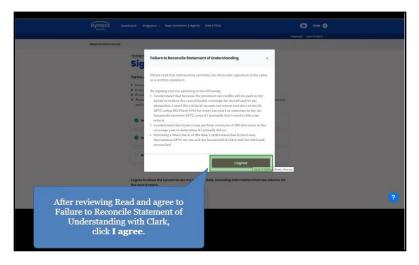
109. After reviewing the Medicaid Penalty Warning with the Individual, click I agree.



110. Click **Read and agree to Failure to Reconcile Statement of Understanding** so the Individual can confirm and agree.

		tergingen mylik(nykk) v	
BINEFITS APPLICATS	M		
	Signature Page		
	Tenns of Agreement Lemmany 11 Issue amount of queryins nu schedulik and to the low of any ability 24 Hare changes ensure two michanism, fam engementio far reporting them. 25 Providing takes information may report to prandise. 26 Pranse read-ad agrees to ach of this tensis. Tyro do not agrees, pour application may be attleted, and prove may buildights or events benchis.		
	Proof and agree to Assistantian Statement of Understanding		
	Theod and seques to Modified Encode. Statement of Understanding Tood and seques to Software to Reconcile Statement of Understanding.		
	agree to allow the kynect to use my income data, including information from tax returns, for be next 5 years.		
Click Read and ag			
Reconcile St Underst so Clark can con	anding		
SU CIAIR CAILCOIL	lii iii allu agree.		

111. After reviewing SNAP Rights and Responsibilities with the Individual, click I agree.



112. Click **Yes** to authorize the use of federal databases to renew coverage.

Return to DCBS Central Office Vie.	Cle	nt view: CLARK T KENT	
	Do you authorize CHFS to access state an Yes No	d federal databases	for benefits renewal?
	es the primary applicant agree to work	k register? 💿	Clark authorizes CHFS to access state and federal databases for benefits renewal.
Click Ye	your name below, you are elect	tronically signing this	application.
	Household member does not have	a middle initial. suffix Select	Θ
	Date 7/7/2021	30001	?

113. Click **I agree** to the kynect qualifying health coverage statement.

Click I Agree to the kynect qualifying health coverage statement.	Image Image	
	nghi faan	
	Would you like to register to vote?	(?)

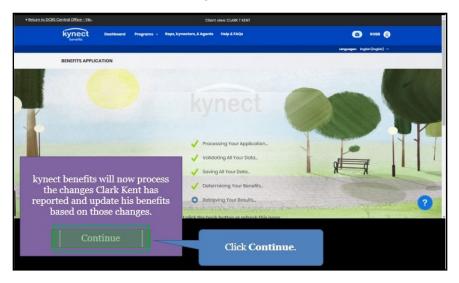
114. Click **Yes** or **No** for *Would the Individual like to register to vote*.

< Return to DCBS Central Office Vie-	Client view: CLARK T KENT			
	By entering your name below, you are electronically signing this application.			
	First Norree ML			
	CLARK T			
	Household member does not have a middle initial.			
	Lost Nome Suffix			
	KENT Seloct O			
	Date			
	7/7/2021			
	Clark is already registered to vote.			
	Would you like to register to vote? ()			
	Yes No Click No.			
		?		

115. Click **Submit Benefits Application** to submit the updates once the electronic signature of the Individual is accounted for.

	Disagree Dy entering your name below, you are rest tome Clark	e electronic	ally signing this M. T	plication.	
	Household member does not	have a mid	de initial.	0	
	Cote 10/18/2021				ing Clark's name to
	Voter Registration			electronically s are finished F	sign the application, we Reporting Changes for
	Would you like to register to vote? Yes N	_		Clark Ke	nt and his family.
	Bock			mit Benefits Application	0
Ар	bmit Benefits plication it the updates.				

116. kynect benefits will now process the changes the Individual has reported and update their benefits based on those changes. Click **Continue**.

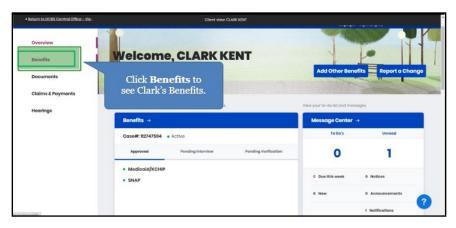


2.12 End of Reporting a Change Steps

117. Click Return to dashboard.

Wetter Name August Name <	Return to DCBS Central Office - Vie	Client view: CLARK T KENT		
EXERTIS APPLICATION ELEGIBIOLITY OR Leven Mars Submission Processing x Thank you for submitting benefits application in kyneet benefits. System instates to view your results. Return to dashboard The expanded kyneet is working to keep ontuckion safe, healthy and happy.			0	oss ()
Eligibility Retwork Submission Processing × Non-the set of resubmitting benefits application in kyneet benefits. System is still processing your results. Non-the set of view your results. Return to dashboard Return to dashboard The expanded kyneet is working to keep ontuckion safe, healthy and happy.			Languages, English	ingte) -
Thenk you for submitting benefits application in kynect benefits. System is still processing your results. Receip rofresh your doubloard in a few minutes to view your results. Return to dashboard The expanded kynect is working to keep entuckion sofe, healthy and happy.	BENEFITS APPLICATION			
is still processing your results. Reason refresh your dashboard in a few minutes to view your results. Return to dashboard The expanded kynect is working to keep contuckian safe, healthy and happy.		Submission Processing	×	• •
The expanded kynect is working to keep in an entuckion safe, healthy and happy.		is still processing your results. Please refresh your dash		
		Return to deshboard		
Go to Exmeditivities	The ex	panded kynect is working to keep execution		
		Go to kynect ky go		
Help & EAGs Context Us End Doct Office Return to dashboard. ?		Contact Us		l. 🕐

118. Click **Benefits** to view the Individual's Benefits.



119. The **Benefits** screen displays all Benefits associated with the Individual and their household.

kynect	Bashboard Programs - Reps, hyrnetters, & Agente Holp & TAQe	(a) +ces (b)
Thereits .		tangungan) ingka (bigka) w
Overview		
Becoffis	Benefits	
Documents	View and manage your approved programs. Ensure your information is up-to-do becomes fine Report a Chunge	te as changes to your information may affect your
Cizime & Paymento		
Hoarings	Interested in other state programs and resources?	\odot
	Author & Providing Cause	Institlet Cases
	Case #112747094	Report a Charge
	SNAP	
The Benefits sc with the	reen displays all Benefits associated Resident and their household.	Click Continue.

3 Assessment

- 1. Residents should report ______ in a timely manner to avoid interruptions to their benefits or having to repay benefits.
 - a. Taxes
 - b. All changes in information
 - c. 401k retirement plans
 - d. Medicare plans
- The One Case Concept highlights that any changes made to a Resident's information impacts _____.
 - a. Their taxes
 - b. Their childcare
 - c. All programs with which they are associated
 - d. Their job
- 3. A ______ is an indication that important information is needed to confirm outstanding questions for a Resident's case.
 - a. Warrant
 - b. Late notice
 - c. Request for Information (RFI)
 - d. Policy
- 4. Any changes made to a Resident's case may generate a ______ that the Resident is required to resolve.
 - a. Request for Information (RFI)
 - b. Email
 - c. Tax
 - d. Late fee
- 5. Are Agents and kynectors able to assist Residents with updates to their information in kynect benefits?
 - a. Only on Tuesdays
 - b. No
 - c. Yes
 - d. Only with certain Residents
- 6. _____ completed for other benefit programs impact a Resident's benefits.
 - a. Training videos
 - b. Applications
 - c. Doctor visits
 - d. Webinars

- 7. Be sure to make Residents aware of any Request for Information (RFI) because they may _____.
 - a. Call the police
 - b. Directly impact their benefits
 - c. Contact their family members
 - d. Fine them \$1,000
- 8. Which information is editable when Reporting a Change in kynect?
 - a. Contact information
 - b. Prescription medications
 - c. Vehicle registration number
 - d. Grandparent's primary care doctor
- 9. Which of the following changes in information needs to be reported by the Resident?
 - a. Address change
 - b. Medication changes
 - c. Changes in paid time off
 - d. Doctor visits
- 10. Which information can you use to access a Resident's case?
 - a. Their Costco membership ID
 - b. Their case number
 - c. Their job's tax number
 - d. Their spouse's job's tax number