

The Commonwealth of Kentucky **kynect State-Based Marketplace**



Small Business Health Options Program (SHOP) Refresher Training Guide

July 18, 2025

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Introduction

This Refresher Course highlights key policies and procedures of the Small Business Health Options Program (SHOP). Agents and kynectors need to refamiliarize themselves with SHOP to better assist employers through the SHOP application process.

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1. Welcome to the Small Business Health Options Program (SHOP) Refresher Course

1.1 Course Introduction

This course outlines the Small Business Health Options Program (SHOP) which is a program available for small employers who want to provide affordable, flexible, and convenient health and/or dental insurance to their employees.



2. Small Business Health Options Program (SHOP) Refresher Training

Welcome to the Small Business Health Options Program (SHOP) Refresher Training. During this module, Agents and kynectors will receive training about foundational policies and procedures that govern SHOP.

To reacquaint yourself with SHOP, please reference the Small Business Health Options Program (SHOP) Certification Training Guide [here](#).

