The Commonwealth of Kentucky
kynect State-Based Marketplace

kynect
health coverage
Together for a better Kentucky

Navigating the kynect Dashboard Certification Training Guide

July 18, 2025

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Introduction

In this certification course, kynectors will understand the functionalities of the kynect Dashboard, Identify the kynect On Demand program expectations, and outline the kynect health coverage Prescreening Tool process to best support Residents.

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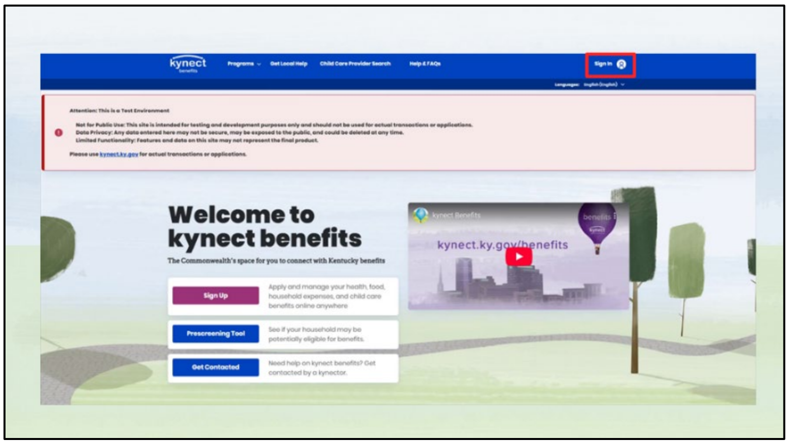
1. kynector Dashboard Overview

Slide Voice-over: In this section, kynectors will learn to navigate the functionality of the **kynect benefits Dashboard**.

1.1 kynector Log-in process

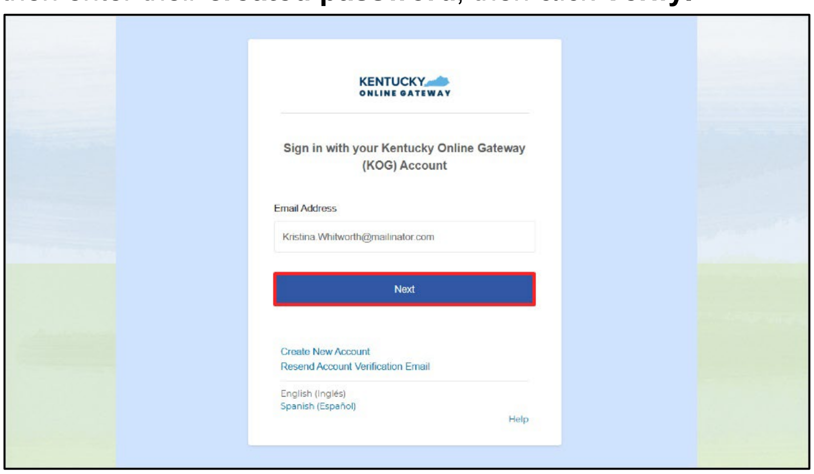
Slide Voice-over: The kynect dashboard demonstration begins with the log in procedure, starting from the kynect benefits home page. The **kynect benefits home page** is where users should navigate to access *kynect health coverage*, *kynect benefits*, or *kynect resources*. Individuals may also use this screen to get local help on their case.

1. Click **Sign-in** at the top right of the page.



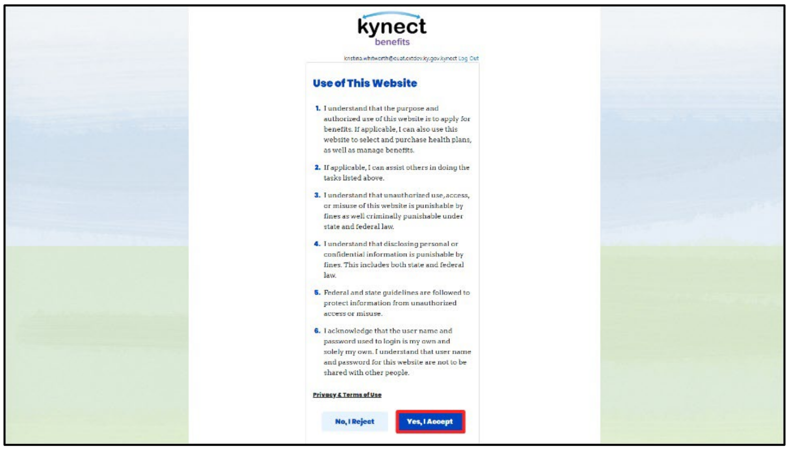
Slide Voice-over: Users will then land on the **Kentucky Online Gateway homepage**.

2. Here, users will enter **their email address** and click **Next.**
3. Users would then enter their **created password**, then click **Verify.**



Slide Voice-over: Users will then land on the **kynect benefits consent** page. Here, users will need to review the privacy and terms of use, then confirm consent.

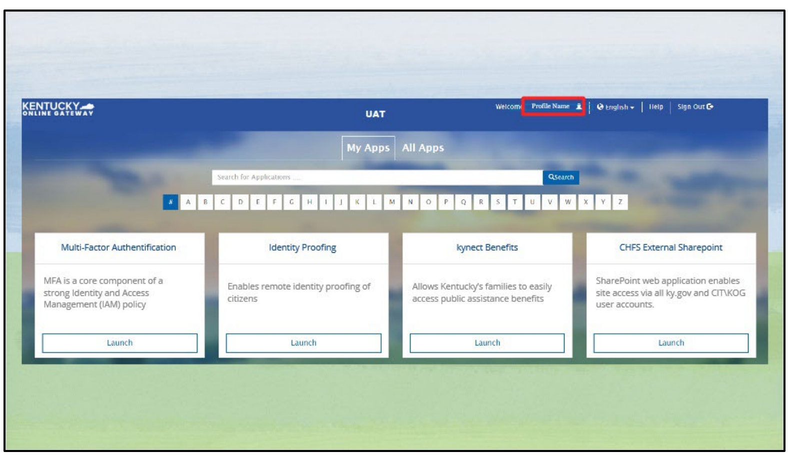
4. Click **Yes, I accept.**



1.2 Kentucky Online Gateway Settings

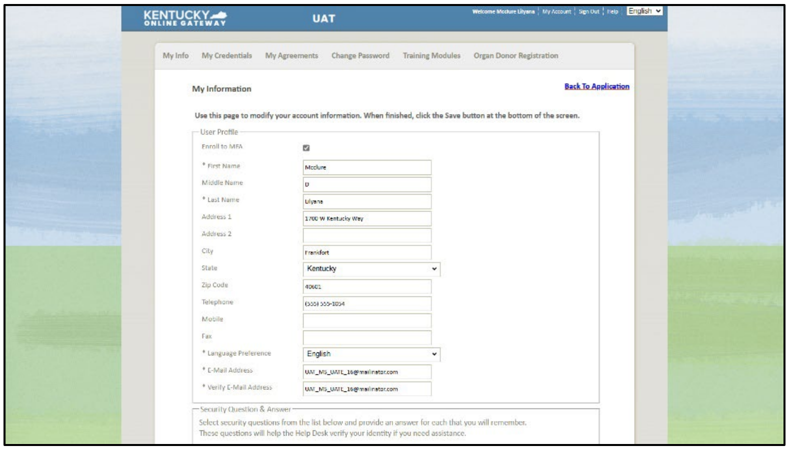
Slide Voice-over: This will bring the user to their **KOG Portal**. Kentucky Online Gateway, or KOG Portal, is an authentication services system for users requesting access to state applications such as Self-Service Portal and Issuer Portal. Every user must set up an account in KOG to access and use these applications. Here, users will see the different tiles and applications they may have access to from their account. Users will update their personal and organization information here as well.

1. Click on the **Profile Name** found at the top right corner to access the **Settings** screen.



Slide Voice-over: In the **Settings** screen, kynectors may view their information regarding preferred languages, methods of contact, communication preferences, and availability.

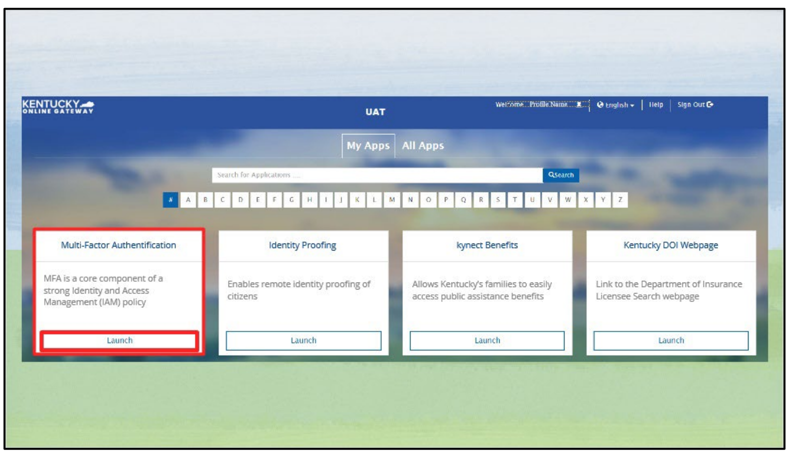
Please note: Personal and organization information is managed here through the **Kentucky Online Gateway Portal**. Users should use this channel for making any necessary updates, including password changes.



1.3 Multi-Factor Authentication

Slide Voice-over: The **Multi-factor Authentication** screen is a core component of a strong identity and access management policy that users should familiarize themselves with.

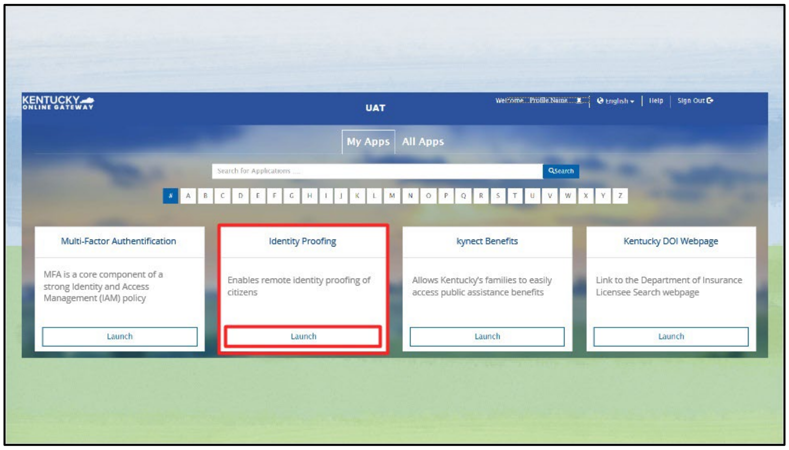
1. Click **Launch** to access the **Multi-Factor Authentication** screen.



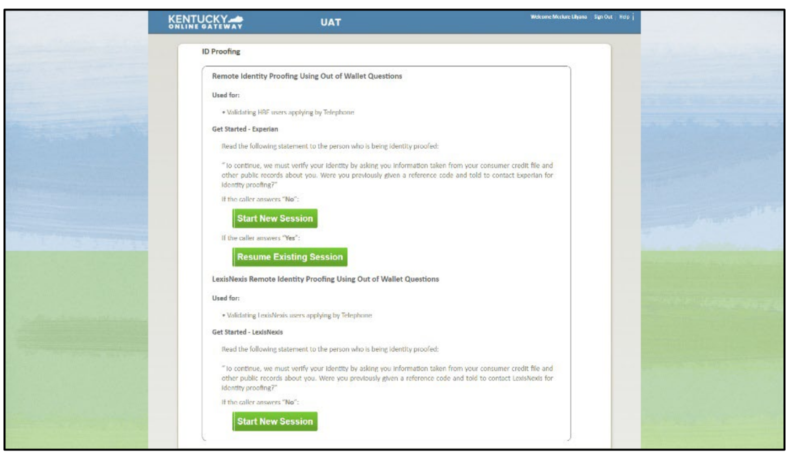
1.4 Identity Proofing

Slide Voice-over: The **Identity proofing** screen is an additional layer of security during the onboarding process.

1. Click **Launch** to access the **Identity Proofing** screen.



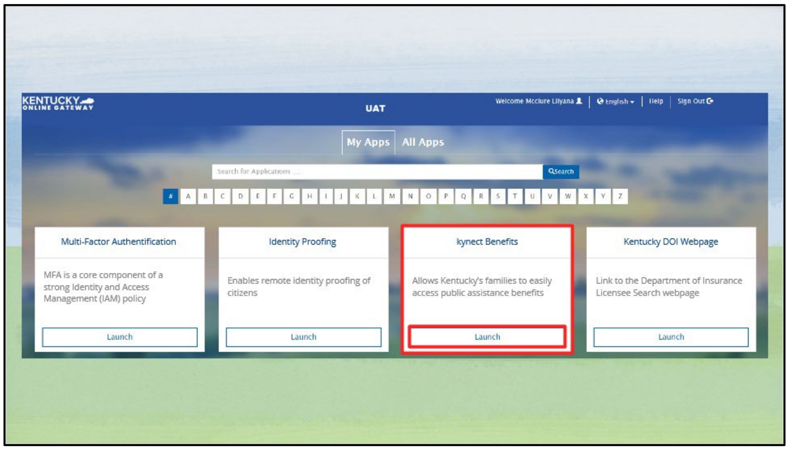
Slide Voice-over: In the Identity proofing process, when a user creates a Kentucky Online Gateway account, the user will be asked to provide a set of core credentials including full legal name, social security number, date of birth, gender, current address, and personal phone number. Completing the identity proofing process does not perform a credit check.



1.5 Accessing the kynect Dashboard

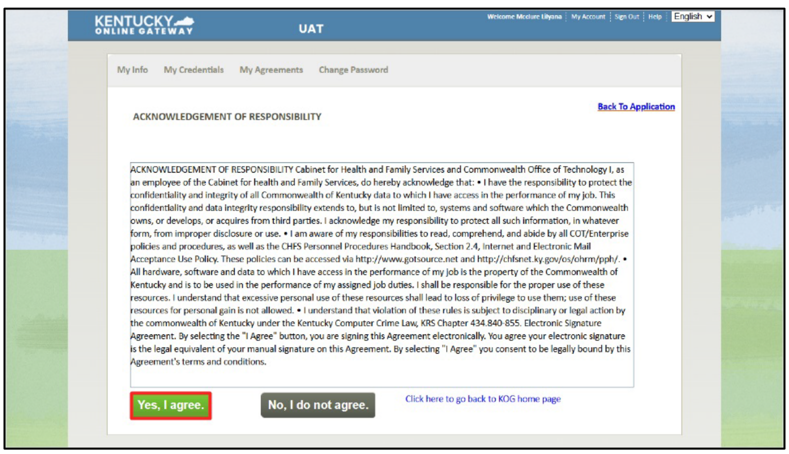
Slide Voice-over: Users may access the **kynect Dashboard** by way of the *kynect benefits* tile.

1. Click **Launch** under the *kynect benefits* tile.



Slide Voice-over: Users will be directed to the **Acknowledgement of Responsibility** screen. Here, users will need to take a moment to review the Acknowledgement of Responsibility.

2. Once reviewed, click **Yes, I Agree.**

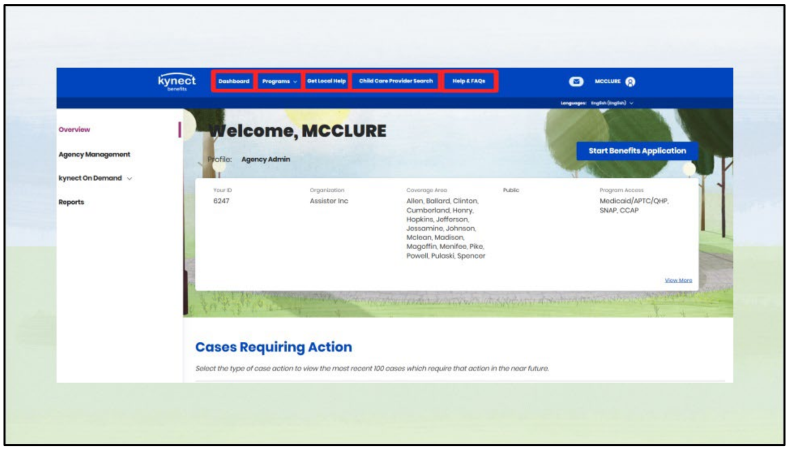


1.6 kynect Dashboard

Slide Voice-over: The **kynector Dashboard** allows kynectors to complete personal information searches for associated Residents and identify cases that require urgent action. We will begin the demonstration with an overview of the top banner section of the dashboard:

- **Dashboard:** Allows users to return to the dashboard homepage at any time.
- **Programs:** Enables the kynector to search for resources about specific programs offered to Residents, supporting informed guidance and resource connection.
- **Get Local Help:** Allows kynectors to search for local Agents or other kynectors, making it easier to connect with support in the community.

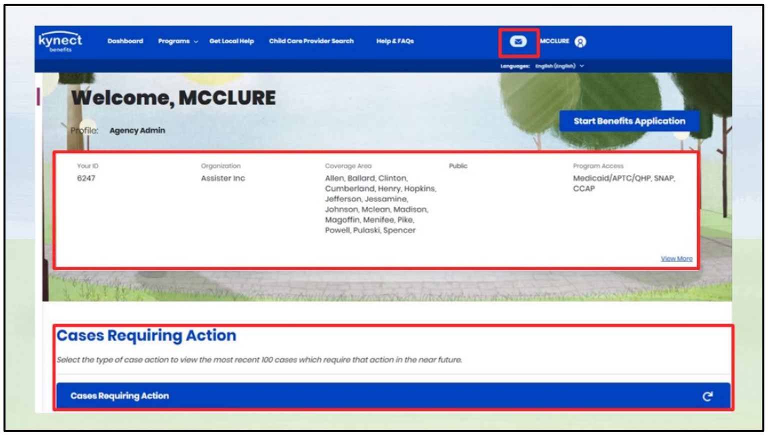
- **Childcare Provider Search:** For Residents to locate childcare providers, ensuring access to essential childcare resources.
- **Help and FAQs:** Directs users to a page that answers frequently asked questions, providing quick support and guidance.

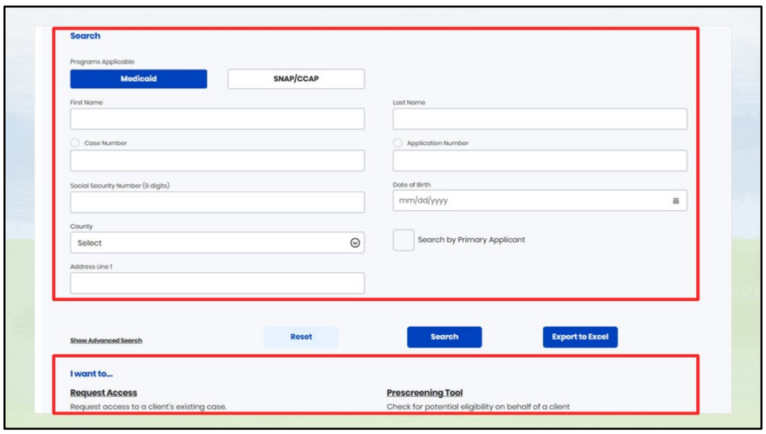


Slide Voice-over: There are five (5) primary sections of the **kynect Dashboard** that will be reviewed in this lesson. These sections include the *Message Center*, *kynector Profile*, *Cases Requiring Action*, *Resident Search*, and *I want to*.

- **Message Center:** Allows kynectors to view announcements, messages, and notifications for cases of Residents they are associated with, supporting timely communication and awareness of important updates.
- **kynector Profile:** Provides kynectors with access to their profile information and allows them to locate their kynector ID, supporting identity management and reference.
- **Cases Requiring Action:** Enables kynectors to search for the most recent 100 cases that require action in the near future, helping prioritize urgent tasks and case management.
- **Resident Search:** Allows kynectors to search and locate associated Residents, supporting efficient case tracking and service delivery.
- **I want to:** Allows kynectors to request access to Clients' existing cases or prescreen for potential eligibility on behalf of a Resident, supporting proactive case management and eligibility assessment.

3. Click the **Message Center** icon to review the first section of the **kynect Dashboard**.

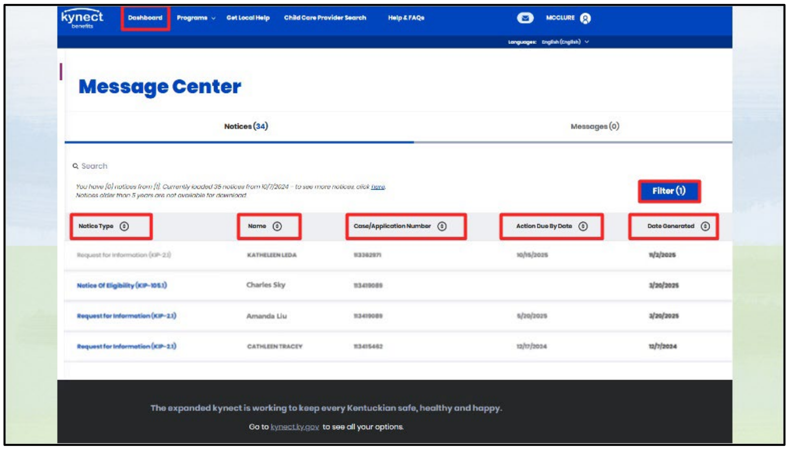




1.7 Message Center

Slide Voice-over: kynectors will utilize the **Message Center** screen to view kynect messages and notices for cases of the Residents they are associated with. The **Message Center** screen displays the notices by *Notice Type*, *Name*, *Case or Application Number*, *Action Due by Date*, and *Date Generated*, supporting kynectors in efficiently tracking important updates and deadlines. kynectors may also filter results by selecting the ***Filter*** button and choosing the specific notice type and date range, which helps in narrowing down the information to what is most relevant.

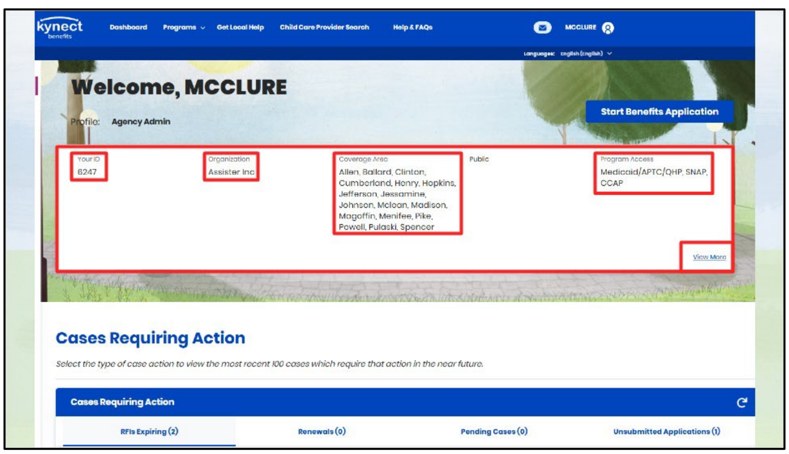
4. To return to the dashboard, click on the **Dashboard** link at the top left.



1.8 kynector Profile

Slide Voice-over: The *kynector Profile* section provides kynectors the ability to quickly identify information from their profiles. kynectors will have quick access to identify their *Profile ID*, *Organization*, *Coverage Area*, and *Program Access*, supporting efficient reference and verification of important details.

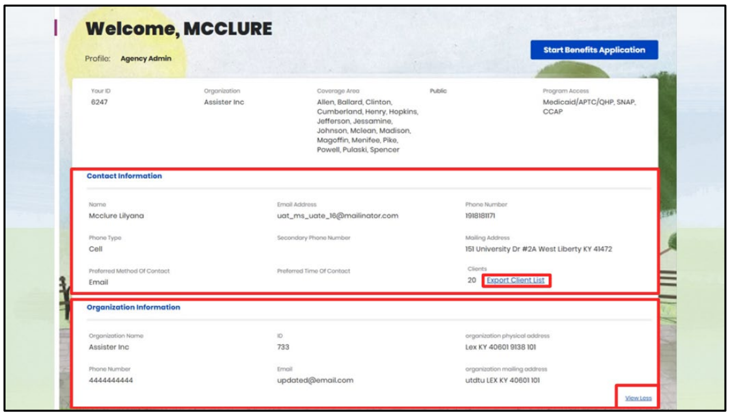
5. To see additional details on kynector profile information, click **View More.**



Please note: The kynector ID may be requested by the Contact Center Professional Services Line (PSL). It is best practice to always be aware of the kynector ID, and to utilize this ID when contacting the PSL.

Slide Voice-over: Users will be directed to the **kynector Profile** screen, kynectors may see their contact information and number of Clients. For easier management, kynectors may also export their Client list to one Excel document, supporting streamlined record-keeping and reporting. Additionally, kynectors may view their organization information, which helps maintain awareness of their organizational details.

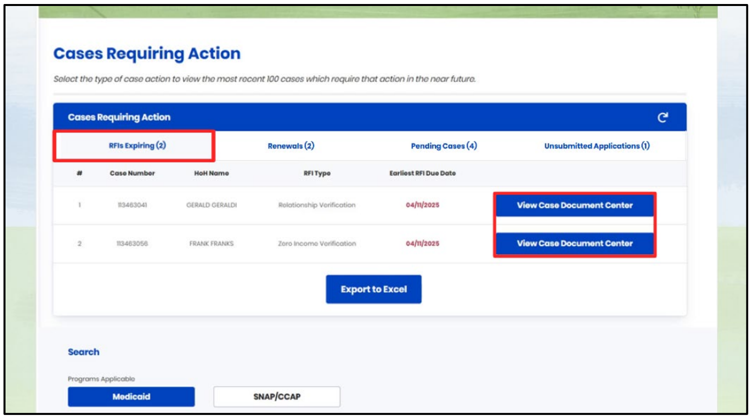
6. To return to the dashboard, click **View Less.**



1.9 Cases Requiring Action

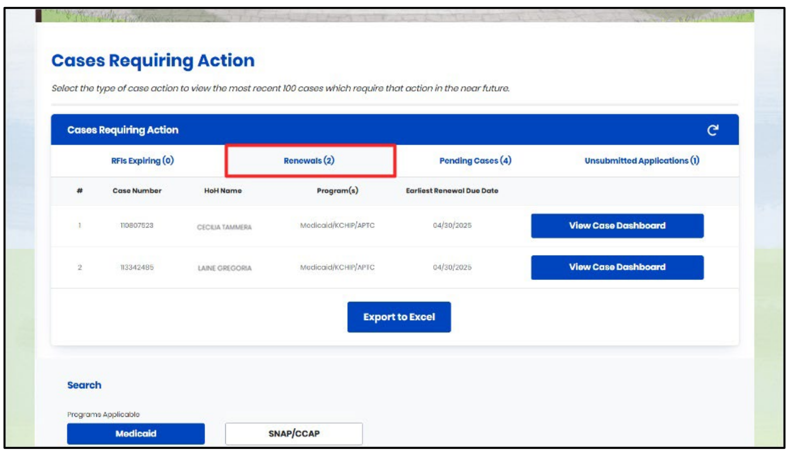
Slide Voice-over: Cases Requiring Action section of the **kynector Dashboard**. This section allows kynectors to view their most recent 100 cases that require urgent action, supporting timely follow-up and case management. The *Cases Requiring Action* section is broken into four (4) tabs, which include: *Requests for Information Expiring*, *Renewals*, *Pending Cases*, and *Unsubmitted Applications*. Each tab helps kynectors organize and prioritize their workload.

- **Request for Information Expiring:** Allows kynectors to view details for cases with urgent actions occurring within 30 days. As a best practice, it is important to consistently monitor requests for information to mitigate any potential loss of coverage for Residents. This section displays the *case number*, *Head of Household name*, *type of request* for information needed, and the *due date* for that specific RFI, helping kynectors track and respond to critical deadlines.
  - Additionally, for each case action, a *blue box* is displayed to the right. By clicking this blue box, kynectors will be directed to the Resident's **Document Center** screen.
  - The **Document Center** screen displays the specific document or action needed for the Resident, along with any documents previously uploaded, supporting efficient document management and follow-up.



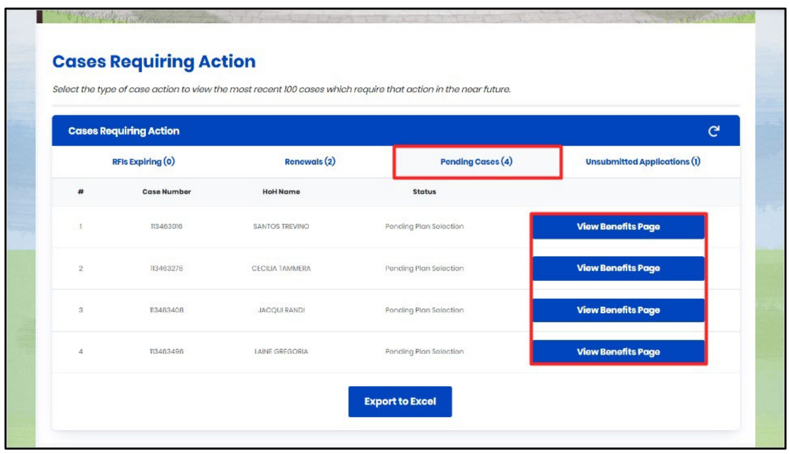
7. Click **Renewals**.

- **Renewals**: Allows kynectors to view details for program cases that are eligible for renewal within the next 30 days and for which a renewal has not yet been initiated.
    - Cases are ordered by earliest renewal due date, supporting kynectors in prioritizing timely renewals and minimizing gaps in coverage for Residents.



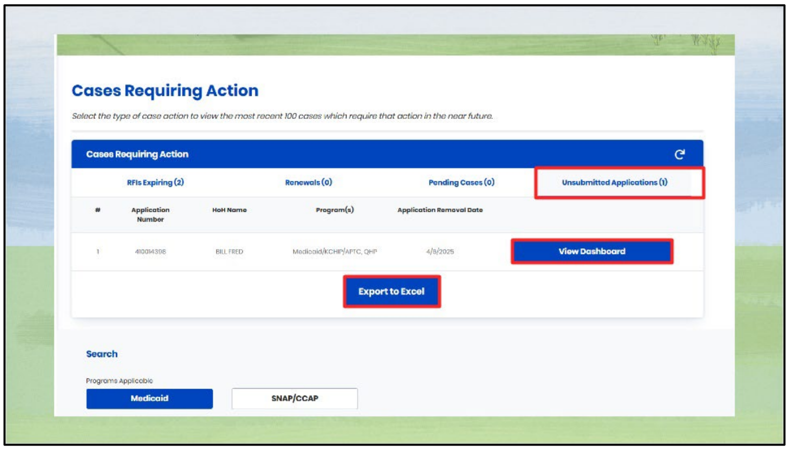
8. Click **Pending Cases**.

- **Pending Cases:** Allows kynectors to view details for cases that have moved into a *Pending Verification*, *Pending Review*, *Pending Plan Selection*, or *Pending Interview* status within the last 30 days. This supports kynectors in tracking and managing cases that require further action to progress.
    - If a case falls into more than one status, only the first status in order of precedence will be displayed. The kynector will see the *Case Number*, *Head of Household Name*, and *Status* on this tab, providing a clear overview of each case's current state.
    - Cases are ordered by the date they were moved into the *Pending Status*, with the oldest date showing first. This helps kynectors prioritize cases that have been pending the longest.
    - The *blue* button to the right will direct the user to the given case's **Benefits** page, supporting quick access to case details.



9. Click **Unsubmitted Applications** to continue.

- **Unsubmitted Applications***:* Allows kynectors to view unsubmitted applications associated to the kynector. On this tab, the kynector will see the *Application Number*, *Head of Household Name*, *Program(s)*, and *Application Withdraw Date*, supporting efficient tracking of outstanding applications.
    - Cases are ordered by the earliest application removal date, with the earliest date showing first, helping kynectors prioritize which applications may require immediate attention.
    - Users may also click the blue **View Dashboard** button to navigate to the given case's Dashboard for further review or action.
- **Export to Excel:** From any of the tabs in the *Cases Requiring Action* section, the kynector may use the **Export to Excel** button to export the first 100 results on each tab to an Excel spreadsheet, supporting data management and reporting.



10. Scroll **down** to the *Resident Search* section.

1.10 Resident Search

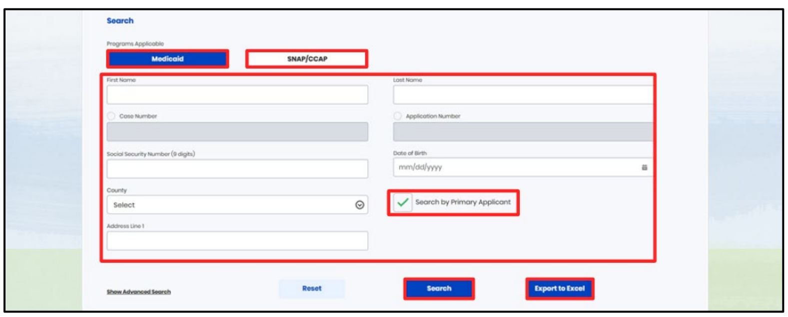
Slide Voice-over: The *Resident Search* section allows users to search between the two (2) types of searches by choosing the appropriate program, supporting efficient navigation between different case types. Search fields are specified by Individuals or household, and search results vary depending on whether users search by Individual, Head of Household, or by both.

Option 1: Search for all Residents the kynector is associated with:

11. Select whether the search is for **Medicaid** or **SNAP/CCAP**.
12. Click **Search** to display all cases of the Residents the kynector is associated with.

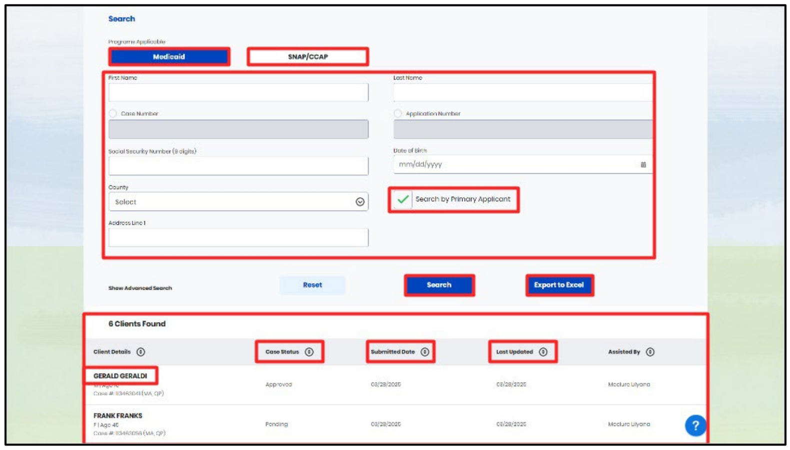
Option 2: Search for a specific Resident:

13. Select whether the search is for **Medicaid** or **SNAP/CCAP.**
14. Enter **information for at least two (2) of the fields** in the search section.
15. Check the **Search by Primary Applicant** checkbox to search by Primary Applicant.
16. Click **Search.**



Slide Voice-over: The *Search Results* section will display each Resident's *Case Status*, *Submitted Date*, and *Last Updated Date*, helping kynectors keep track of case progress. If the Resident case search results show more than one case or application number, the most recent case or application appears first for easier review.

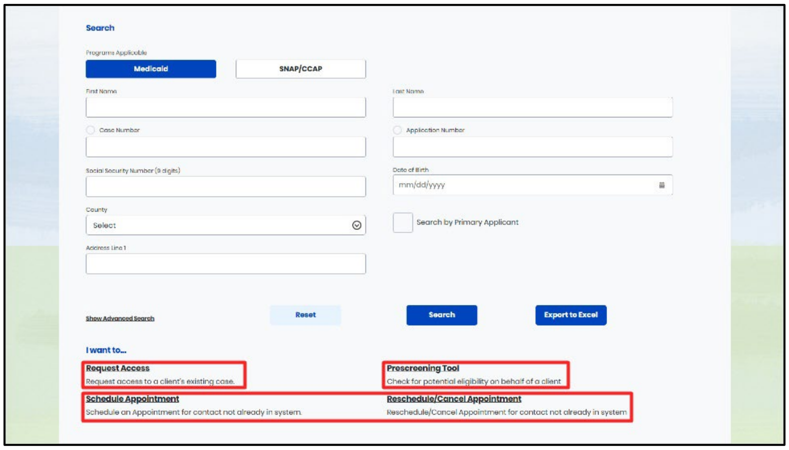
17. To select a Resident, click the **Residents Name.**
18. To export the list of Residents to an excel file, click **Export to Excel.**



Please note: It is best practice to identify and search for the Head of Household, even when speaking with other members of the household. Doing this will greatly mitigate missing any requests for information due or actions needed, as these tend to show under the Head of Household.

1.11 I want to…

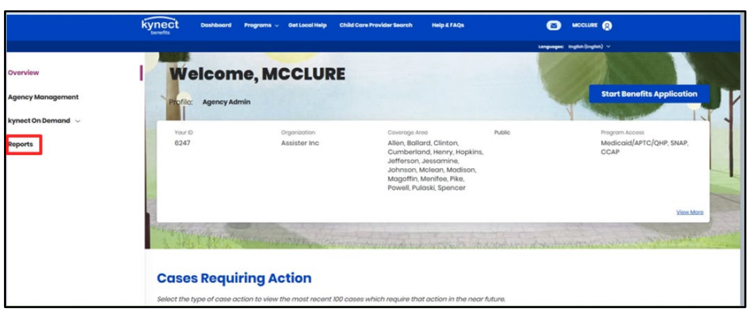
Slide Voice-over: The *I want to…* section can be found at the bottom of the **kynect Dashboard**. This section allows kynectors to request access to a Client's existing case, check for potential eligibility on behalf of Clients, and schedule, reschedule, or cancel appointments. These features support kynectors in managing Client interactions and case activities efficiently.



1.12 Reports

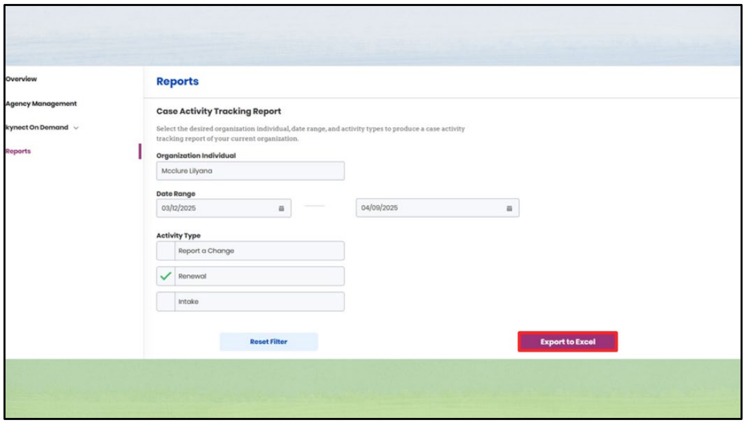
Slide Voice-over: An additional feature of the dashboard is the ability to track case activity through the **Reports** screen. The **Reports** screen supports kynectors in managing and analyzing case kynect data efficiently.

19. Click **Reports**.



Slide Voice-over: On the **Reports** screen, kynectors may select the *date range* and *activity type or types* to produce a case activity tracking report for their current caseload. Users should enter the *Date Range* and *Activity Type* as needed. Keep in mind, the report may only pull data from 60 days back to the current date.

20. Click **Export to Excel** to generate and download a report.



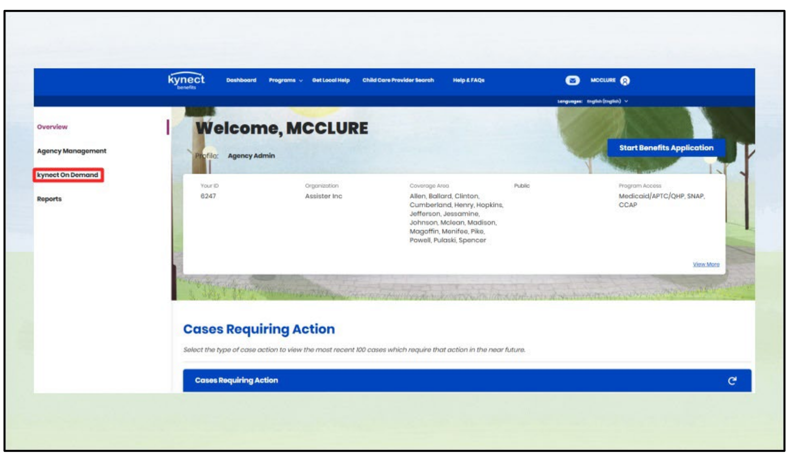
2. kynect On Demand

Slide Voice-over: In this section of the guide, kynectors will navigate the kynect On Demand process.

2.1 kynect On Demand

Slide Voice-over: kynect On Demand enables Residents to request assistance with kynect benefits applications, plan enrollments, or both, and receive a call back from a kynector within 30 minutes. These features support kynectors in efficiently connecting with Residents who require assistance.

1. To begin from the **kynector Dashboard**, click the **kynect On Demand** link**.**

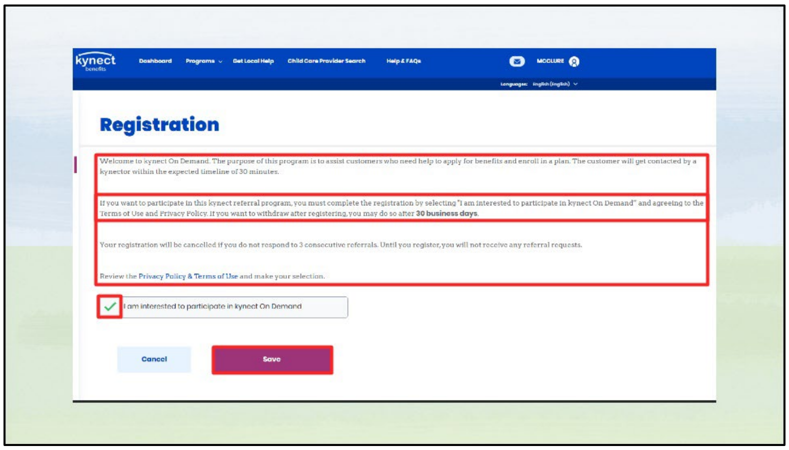


2.2 kynect On Demand Registration

Slide Voice-over: Users will navigate to the **Registration** screen. To register, kynectors need to review the privacy policy and terms of use. kynectors should be aware that once registration is complete, they must remain enrolled in the program for at least 30 business days. To participate in kynect On Demand, kynectors must:

- Agree to register for the program.
- Provide their preferred contact information.
- Establish their schedule and availability in the kynect On Demand system.

2. To begin the registration process, users will review and acknowledge the **Terms of use and privacy policy.**
3. Check the box labeled **I am interested to participate in kynect On Demand.**
4. Click **Save.**

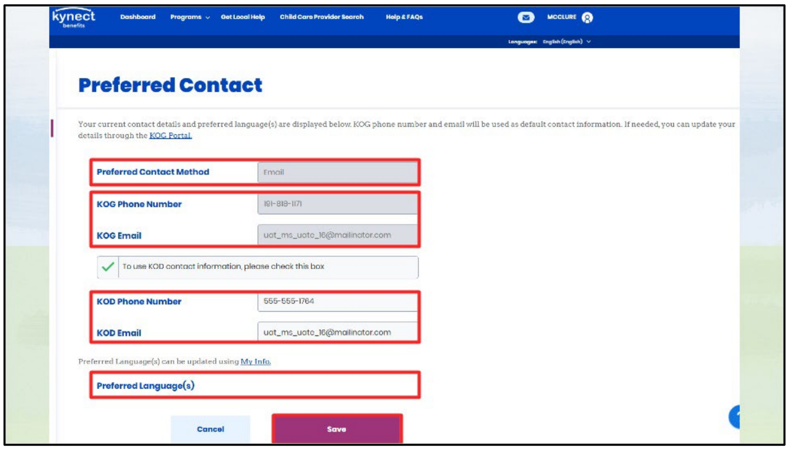


Please note: Registration in the program will be cancelled if the kynector fails to respond to three (3) consecutive referrals. This rule only applies to General Referrals and not Mass Referrals. The difference between General and Mass Referrals will be discussed on the **Quick Updates** screen.

2.3 Preferred Contact

Slide Voice-over: Users are then directed to the **Preferred Contact** screen, where the user will be asked to enter the following information: *Preferred contact method*, *KOG phone number and email*, *kynect On Demand phone number and email*, and *preferred language*.

5. Upon entering all necessary information on the **Preferred Contact** screen, click **Save** to continue the registration process.



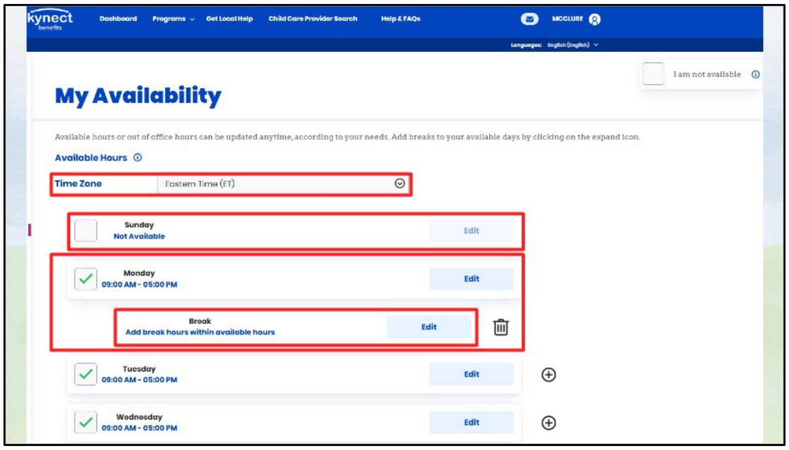
Please note: Both the *KOG Phone Number* and *KOG Email fields are* prefilled and are only editable through the **Kentucky Online Gateway Settings** link. The kynect On Demand phone number and email may be filled out and used instead.

2.4 My Availability

Slide Voice-over: Users are then directed to the **My Availability** screen, where the user will update their availability to complete the registration process. It is important to note that at any point, users may click the **Cancel** button to cancel the registration process. Upon clicking *Cancel*, a pop-up displays confirming if the user would like to cancel registration and informs the user that they may come back any time to complete the process. Users may set:

- Available Hours
- Break Times
- Times Not Available
- Out of Office Hours

6. Once confirmed, click **Save** at the bottom of the screen to move to complete the registration process.

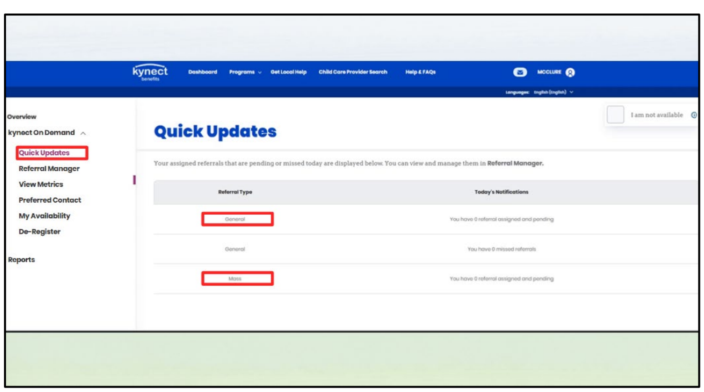


2.5 Quick Updates

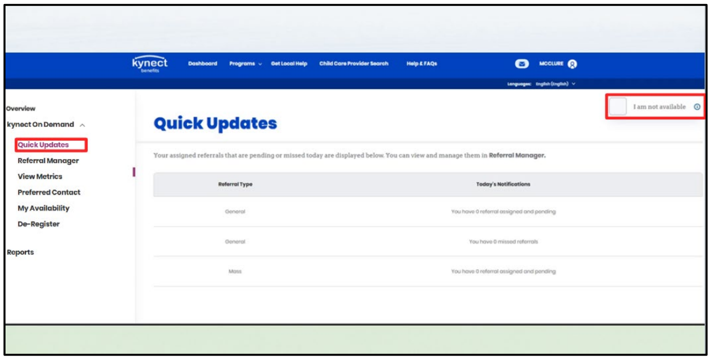
Slide Voice-over: Upon completing the registration process, users are directed to the kynect On Demand **Quick Updates** screen. The **Quick Updates** screen displays the referrals that are currently assigned to the user.

Slide Voice-over: There are two (2) types of referrals:

- **General Referral:** Occurs when a Resident submits a kynect On Demand request.
  - The system identifies the appropriate path and assigns the General Referral to the available kynector, who is expected to take action within 15 minutes from the time of assignment.
  - If no action is taken or the referral is rejected, it will expire and be sent to the next available Individual.
- **Mass Referral:** Are meant to be completed on a first-come, first-serve basis and occurs when a General Referral is not accepted by any kynector within the allotted 15 minutes.
  - This will be assigned to whomever accepts it first, so kynectors must act by either accepting or rejecting the referral as quickly as possible.
  - If a Mass Referral is accepted by someone else, it may still appear on the list, but nothing will be available when accept is clicked.



7. Click the **Checkbox** in the right corner of the screen to modify availability.

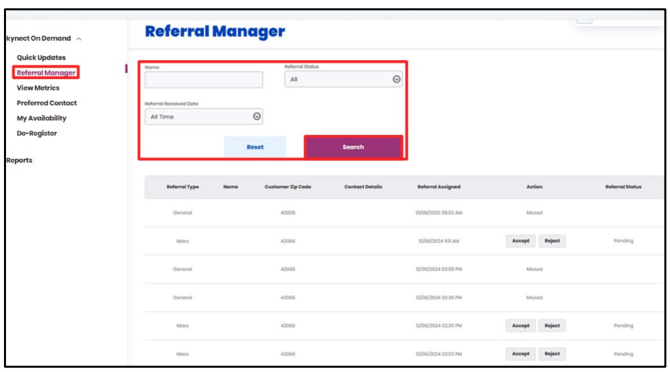


8. To manage referrals, click the **Referral Manager** link to the left of the screen.

2.6 Referral Manager

Slide Voice-over: By selecting the **Referral Manager** section, users may search for, view, and manage assigned referrals. The **Referral Manager** screen allows users to leverage the *Referral Search* section to search for referrals by:

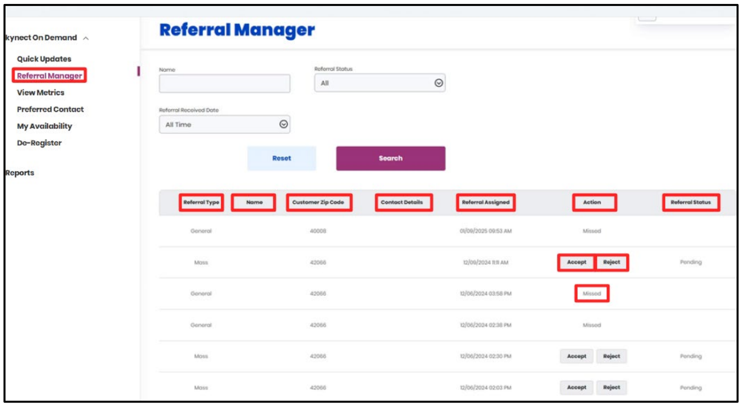
- Name
- Referral Status
- Date Range



Slide Voice-over: The **Referral Manager** screen also displays a *Detailed Referral* section that displays:

- **Referral Type:** Displays whether the referral is a General or Mass Referral.
- **Contact Details:** Provides the user with the contact details of the Resident.
  - After contacting and assisting the Resident, the user should update the *Referral Status* column to *Completed* to complete that referral.
- **Referral Assigned:** Displays the date and time the referral was received.
  - This is important, especially for General Referrals, as the user will only have 15 minutes to accept or reject any General Referrals that come in.
  - If a General Referral is not accepted within 15 minutes, it will be routed to the next available kynector in kynect On Demand as a Mass Referral.
- **Action:** *A*llows the user to accept or reject a referral.

  - Users will click **Accept** to accept or **Reject** to reject the referral.
  - A Missed Referral will display as missed. It will then be sent as a Mass Referral to all kynectors. If a General Referral is not accepted or rejected in the 15-minute time frame, it becomes a Mass Referral on a first come, first serve basis.
- **Referral Status:** Conveys the current status of the referral and should be updated after assisting the Resident. Status options are:
  - Pending
  - In progress
  - Complete

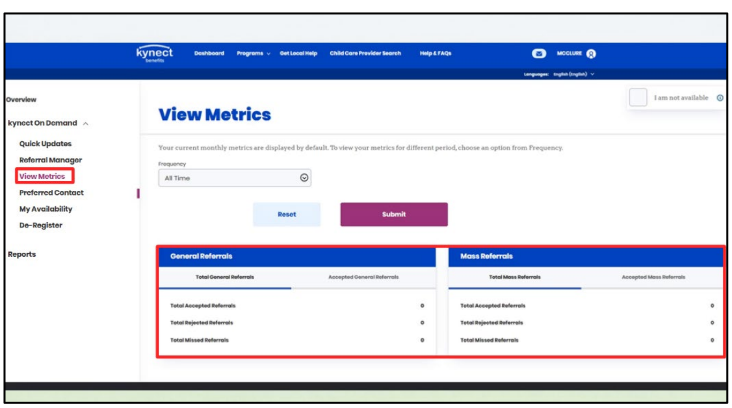


9. To view referral metrics, click the **View Metrics** link to the left of the screen.

2.7 View Metrics

Slide Voice-over: On the **View Metrics** screen, users may view a complete breakdown of how many General Referrals have been accepted, rejected, and missed, along with how many Mass Referrals have been accepted. Additionally, the **View Metrics** screen displays:

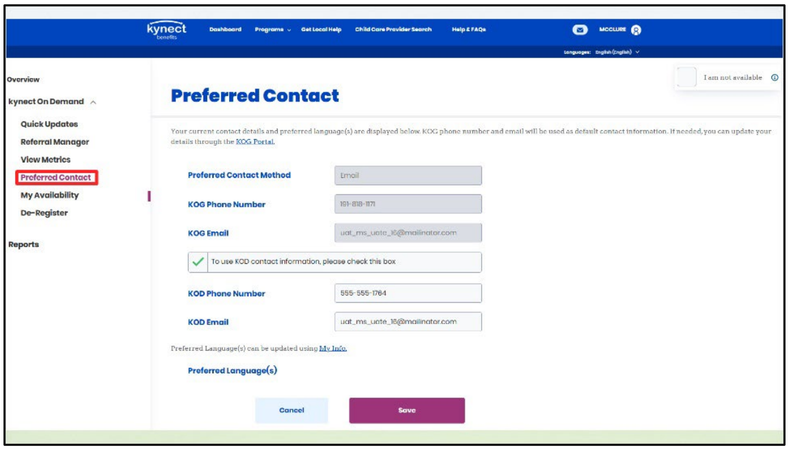
- **General Referrals box:** Displays the user's number of accepted, rejected, and missed General Referrals.
- **Mass Referrals box:** Displays the number of accepted Mass Referrals.
- **Accepted General Referrals**, and **Accepted Mass Referrals:** Display a breakdown of accepted referrals by action status.



10. To verify preferred contact information, click the **Preferred Contact** link to the left of the screen.

2.8 Update Preferred Contact

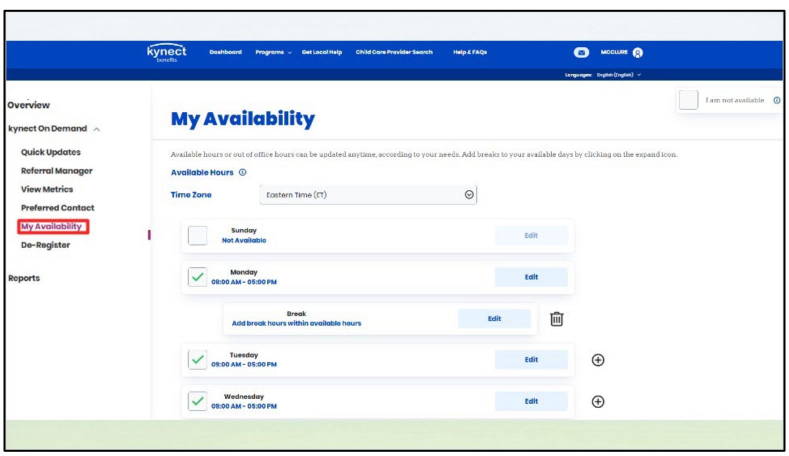
Slide Voice-over: Users may view and update their Preferred Contact information as previously discussed. The steps to update this section are no different than the steps to complete the **Preferred Contact** screen during registration in *section* *2.3 Preferred Contact*.



11. To verify availability information, click **My Availability** to the left of the screen.

2.9 Update My Availability

Slide Voice-over: The **My Availability** screen allows users to view and update their Available Hours and Out of Office Hours as previously discussed. The steps to update this section are no different than the steps to complete the **My Availability** screen during registration *section 2.4 My Availability*.



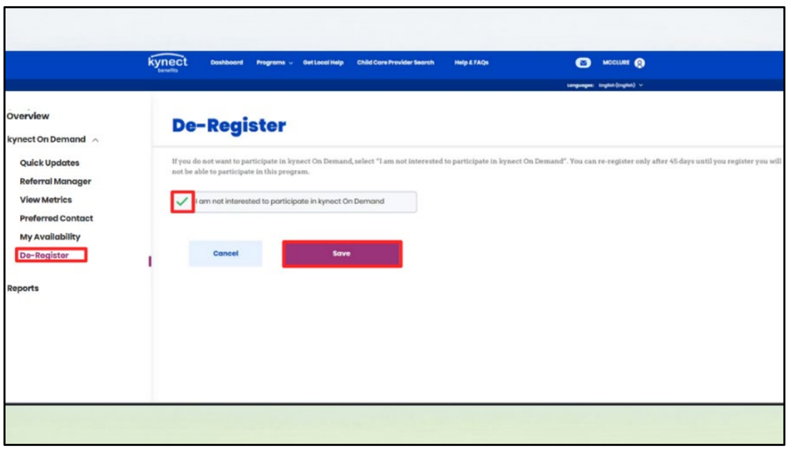
Slide Voice-over: Another important aspect users should also be aware of is the ability to de-register from the program if desired.

12. To de-register from the kynect On Demand program, click **De-Register** to the left of the screen.

2.10 De-Register

Slide Voice-over: The **De-Register** screen allows users to disenroll themselves from the kynect On Demand program. To no longer participate in kynect On Demand:

13. Select the **I am not interested to participate in kynect On Demand** checkbox.
14. Click **Save.**

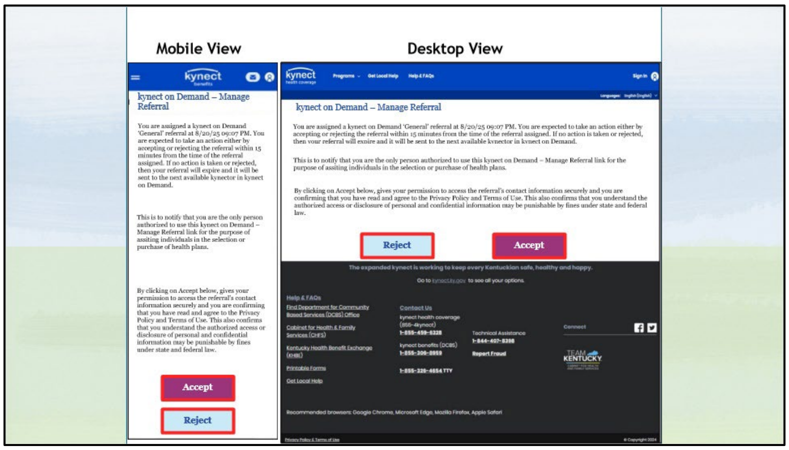


Please note: Once de-registered, kynectors will need to wait 45 days to re-register to participate in the program.

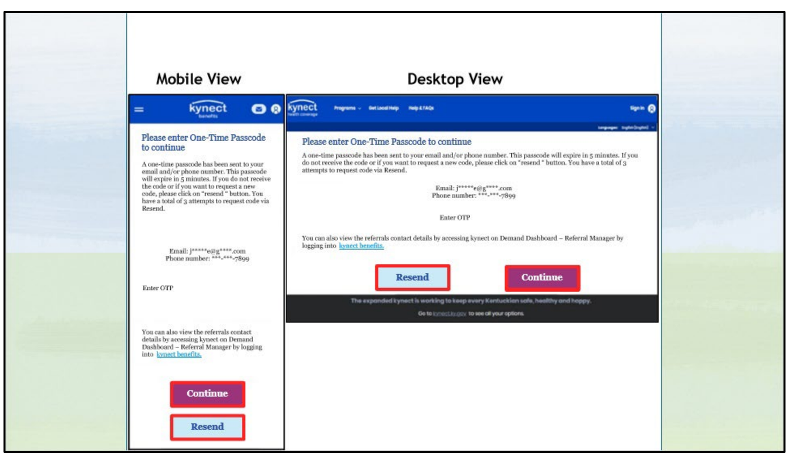
2.11 Manage Referrals via Mobile/Desktop

Slide Voice-over: We will now walk through the process of accepting referrals when a Resident submits a kynect On Demand request for healthcare assistance.

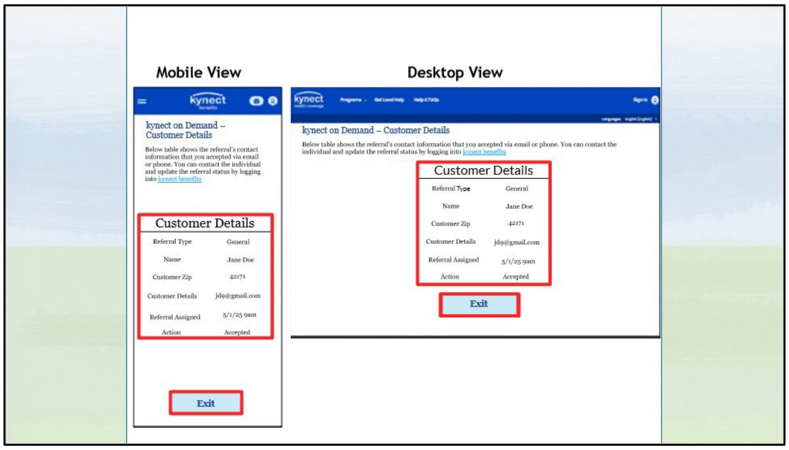
1. To begin, an Email or SMS text notification is sent to the kynector containing a link to a **mobile or desktop** view of the **Manage Referral** screen.
2. The kynector has 30 minutes to select **Accept** or **Reject** from this screen.
    a. The Manage Referral link is active for 30 minutes.
    b. If **Reject** is selected, the referral link expires, and an expiration message displays for the kynector.



3. If **Accept** is selected, a **one-time passcode** web page displays in the mobile or desktop view.
4. A five (5) minute response window timer begins for the kynector to enter the **passcode** and click the **Continue** button to validate it.
    a. If the one-time passcode expires or is not validated, the kynector has three (3) more attempts to request a new code via the **Resend** button.



5. When the one-time passcode is validated, the **Resident Details** web page displays for the kynector.
6. Upon clicking the **Close** button, a message confirms that the referral has been successfully reviewed.
    - If close is not clicked, an automated message appears after five (5) minutes indicating that the page has expired.



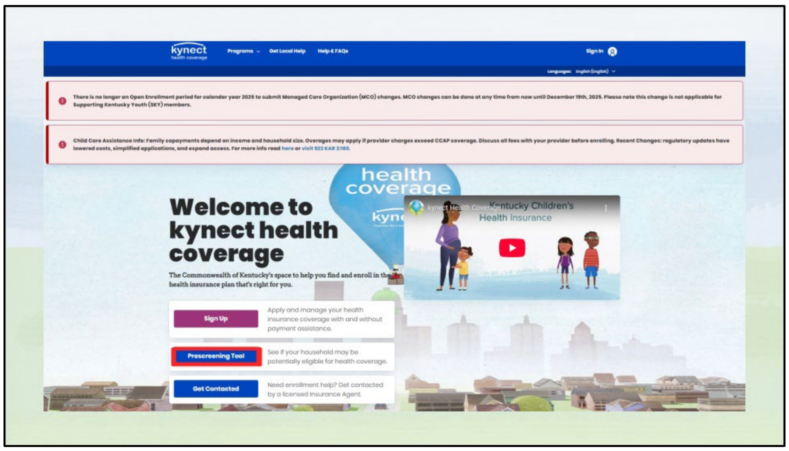
3. kynect health coverage Prescreening Tool

Slide Voice-over: In this section, kynectors will learn to navigate the kynect health coverage Prescreening tool.

3.1 Navigating to the kynect health coverage Prescreening Tool

Slide Voice-over: The Prescreening Tool allows kynectors to check potential eligibility for a variety of benefit programs on behalf of a Resident, without completing a formal benefits application.

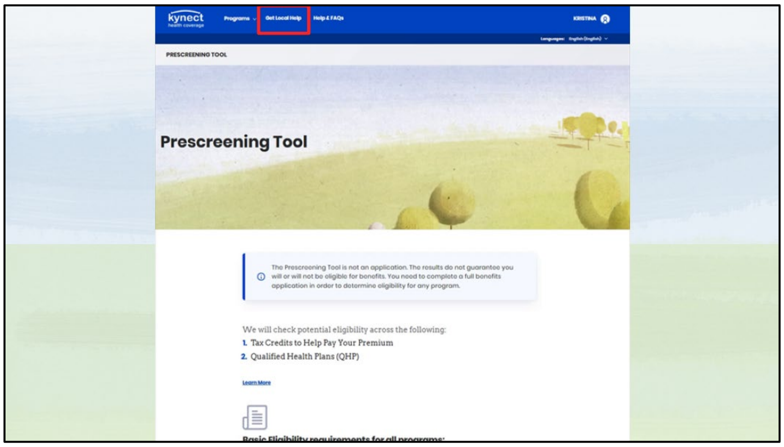
1. From the kynect health coverage homepage, click the **Prescreening Tool** button.



Please note: The kynect health coverage Prescreening Tool allows users to anonymously check potential eligibility for Qualified Health Plans (QHPs), Advance Premium Tax Credit (APTC), and Cost-Sharing Reductions (CSRs). For kynectors with access to check additional benefits such as SNAP and KCHIP, it is strongly encouraged to check potential eligibility for those programs through the kynect benefits Prescreening Tool, which is a separate tool.

3.2 kynect health coverage Prescreening Tool home screen

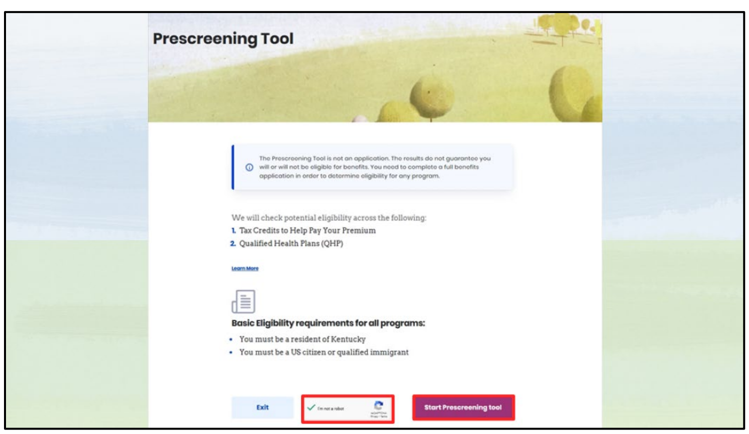
Slide Voice-over: The kynect health coverage Prescreening Tool allows Residents to anonymously enter information to check potential eligibility for Qualified Health Plans (QHP) with or without financial assistance.



Please note: To get in contact with a local Insurance Agent or kynector, Residents may click on the **Get Local Help** tab at the top of the screen. This navigates Residents to the kynect On Demand screen where they may submit a referral to connect with a kynector. The Prescreening Tool is not an application and does not guarantee eligibility. To determine eligibility for any program, a full benefits application must be completed.

After reviewing the prescreening information, users will:

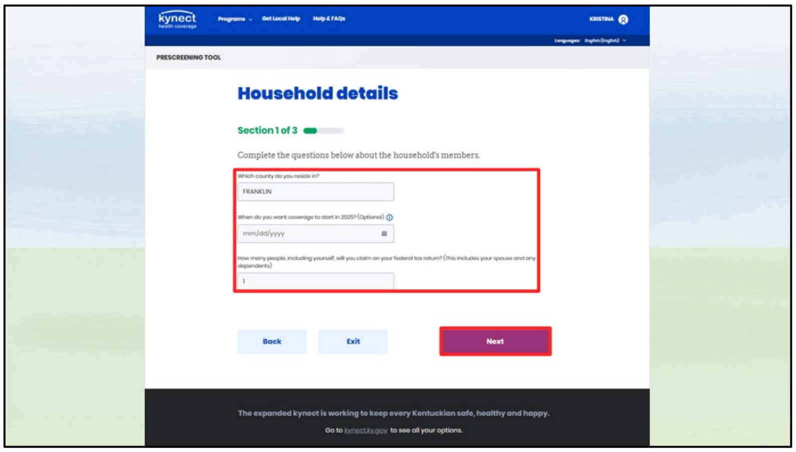
2. Click the box **confirming the Resident is not a robot.**
3. Click **Start Prescreening Tool.**



3.3 kynect health coverage Prescreening Tool: Household Details

Slide Voice-over: The **Household Details** screen asks about the county the Resident resides in and how many household members will be included in health coverage.

4. Enter the **County the Resident Resides In**.
5. Enter **Date for Coverage to Start** (this is optional).
6. Enter the **Number of Household Members**.
7. Click **Next**.

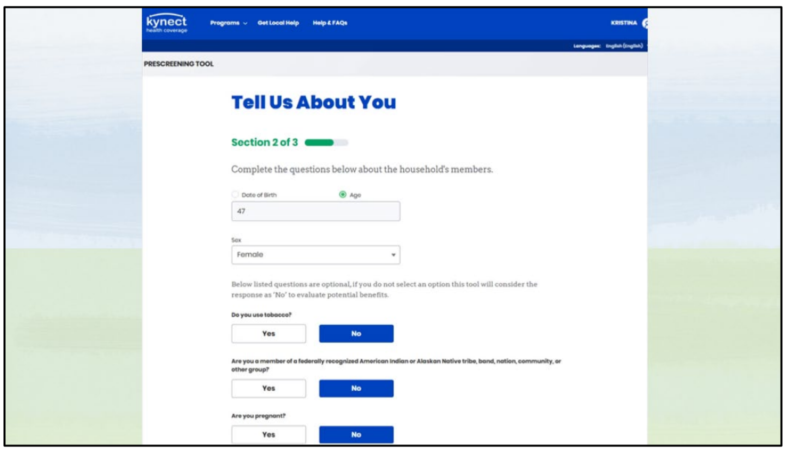


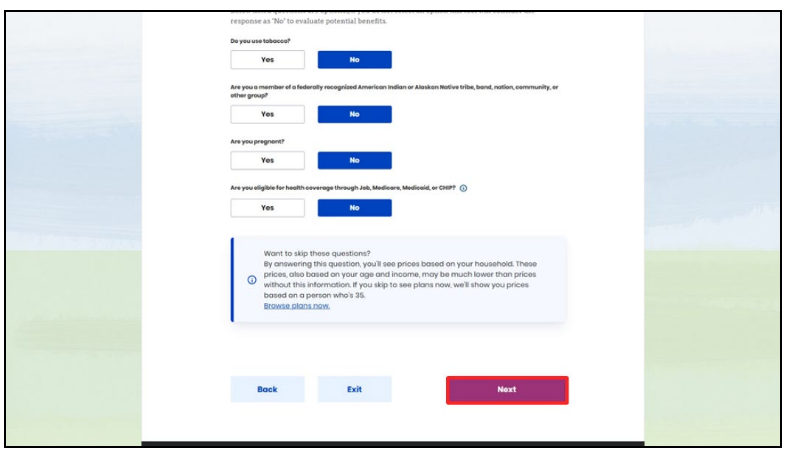
Please note: During Open Enrollment, the **Household Details** screen displays an additional question, requesting the user to verify the year the Resident is looking for coverage. The user would then select the **appropriate year from the drop-down**.

3.4 kynect health coverage Prescreening Tool: Tell Us About You

Slide Voice-over: The **Tell Us About You** screen, asks personal information about the Resident.

8. Enter the Resident's **Age** and **Sex.**
9. Click **Yes** or **No** for *tobacco use*.
10. Click **Yes** or **No** if the *Resident is a member of a federally recognized American Indian or Alaskan Native tribe, band, nation, community, or other group*.
11. Click **Yes** or **No** for *Are you Pregnant?*
    a. If Yes, users will enter the number of children expected from the pregnancy.
12. Click **Yes** or **No** if the Resid*ent is or is not eligible for health coverage through Job, Medicare, Medicaid, or CHIP.*
13. Click **Next.**

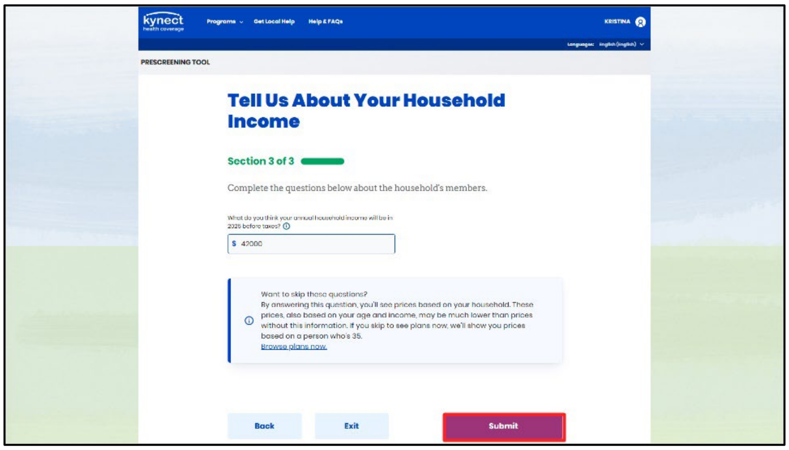




3.5 kynect health coverage Prescreening Tool: Tell Us About Your Household Income

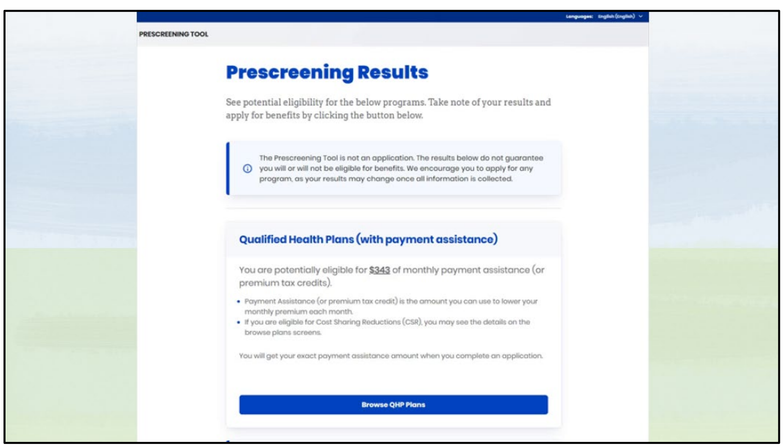
Slide Voice-over: The **Tell Us About Your Household Income** screen asks about the household's projected annual income.

14. Enter the **annual household income before taxes.**
15. Click **Submit.**

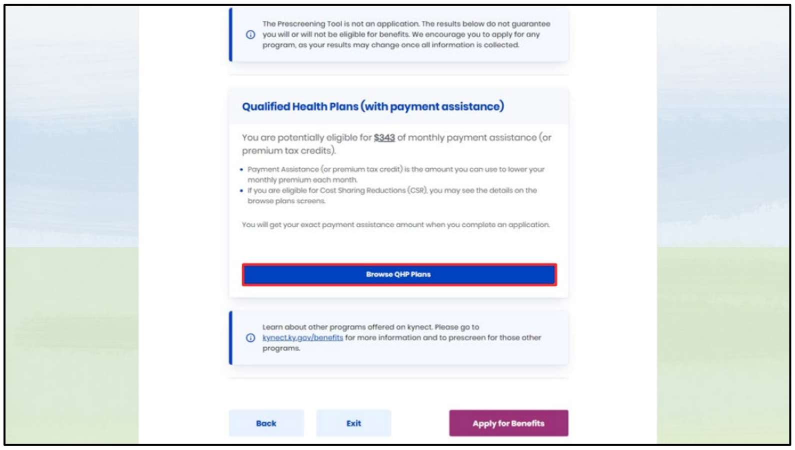


3.6 Prescreening Results

Slide Voice-over: The **Prescreening Results** screen displays potential eligibility results after submitting the kynect health coverage Prescreening Tool. From here, Residents may anonymously browse plans or submit a formal benefits application.



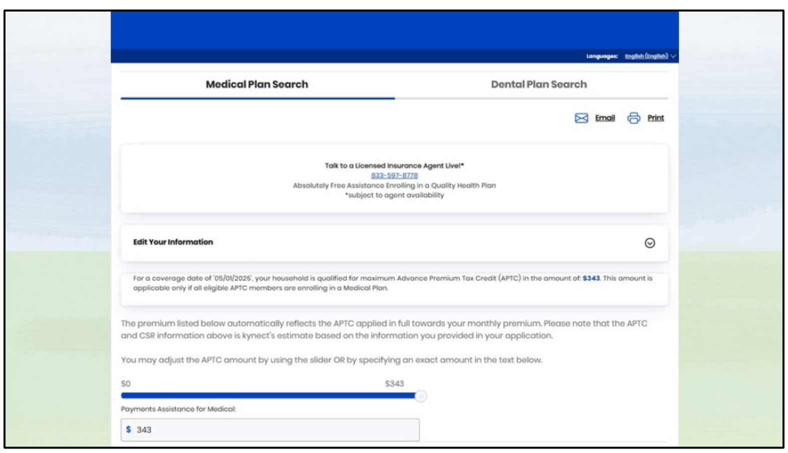
16. To browse plans, click **Browse Plans** to browse medical and dental plans.

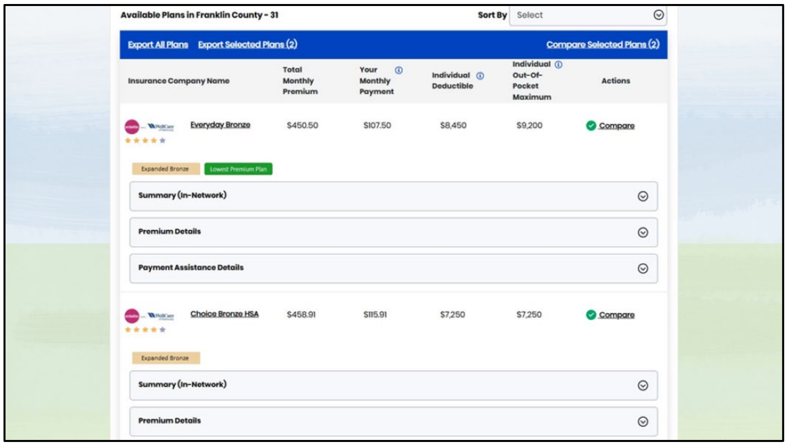


3.7 Browse Medical Plans

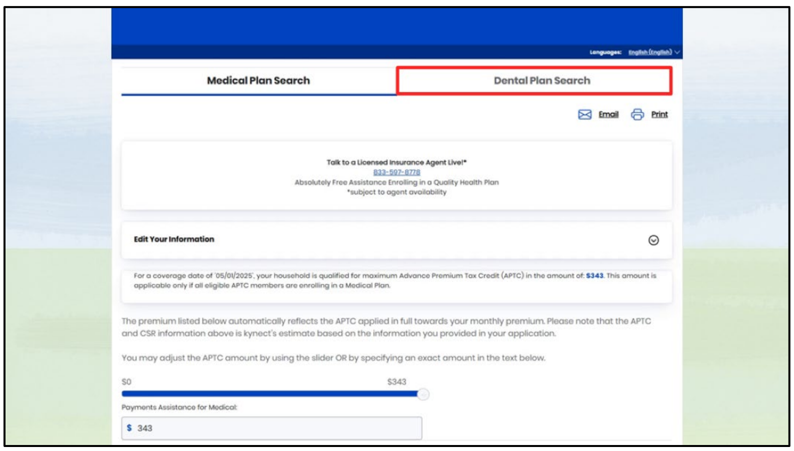
Slide Voice-over: The **Medical Plan Search** screen allows users to search for and compare medical plans. Users will be able to see the county provided in the *Household Details* section. This screen also displays:

- **Summary:** Displays costs to the Resident for doctor visits and prescription benefits.
- **Premium Details:** Displays the total premiums.
- **Payment Assistance Details:** Displays the total premium, assistance eligible portion, assistance amount, as well as the amount that may be applied to the monthly premium, and monthly payment with payment assistance applied.



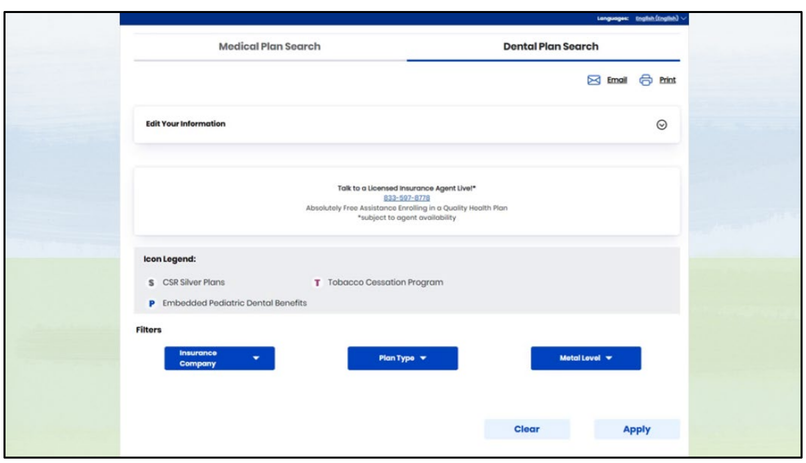


17. Click **Dental Plan Search** to browse dental plans.



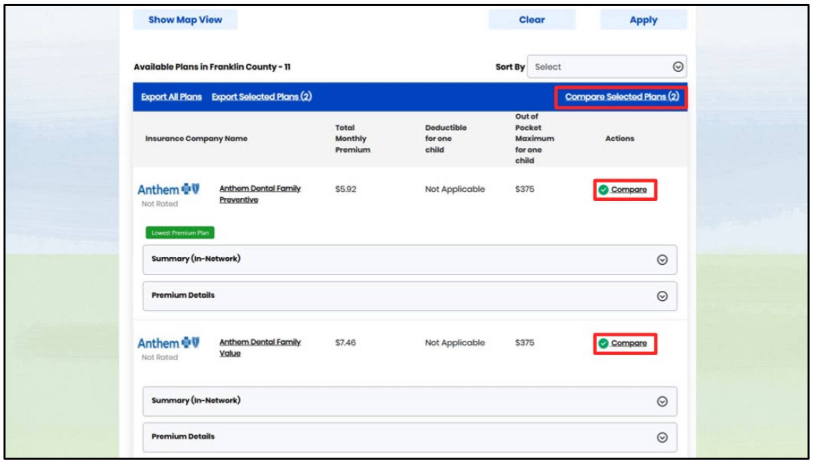
3.8 Browse Dental Plans

Slide Voice-over: The **Dental Plan Search** screen allows users to shop for and compare dental plans on behalf of a Resident.



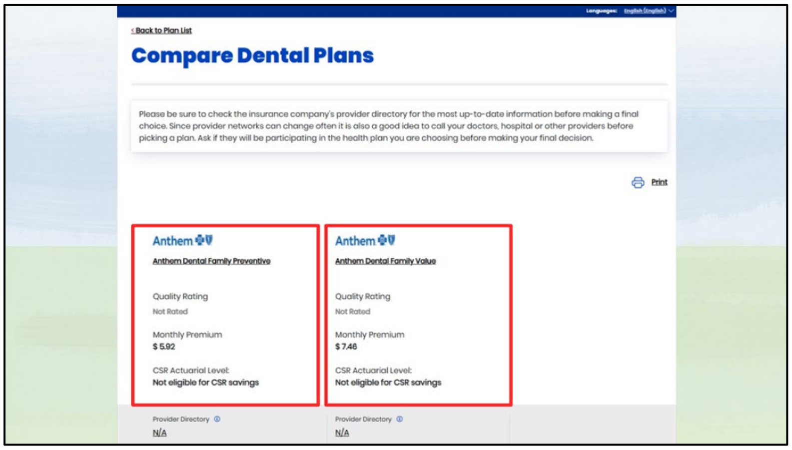
Slide Voice-over: Another feature is the ability to compare plans by selecting the **plans the user would like to compare**.

18. Check the box next to **Compare** for the plans the user would like to compare.
19. Click **Compare Selected Plans** to compare the selected dental plans.



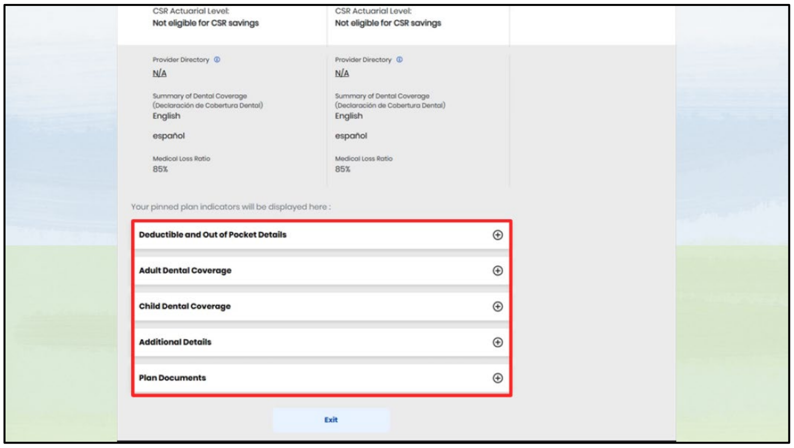
3.9 Compare Dental Plans

Slide Voice-over: The **Compare Dental Plans** screen allows users to do a side-by-side comparison of the plans chosen. Users will be able to see different benefits to compare, such as deductible and out-of-pocket details.



Slide Voice-over: Users may also compare benefits information for:

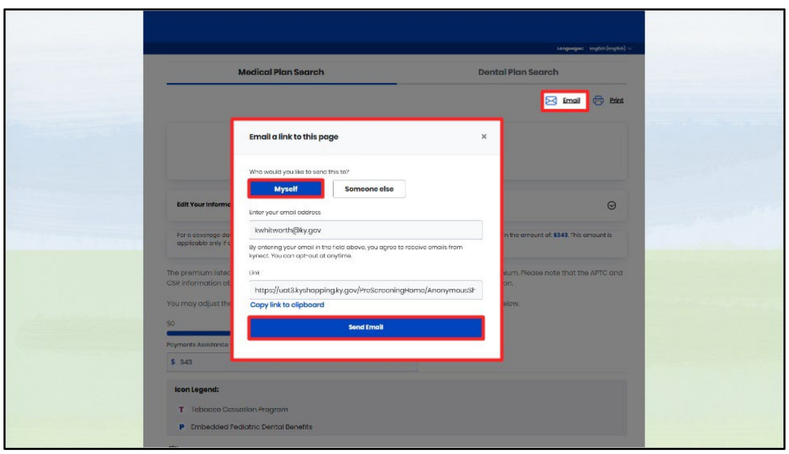
- Adult Dental Coverage
- Child Dental Coverage
- Additional Details
- Plan Documents



3.10 Email Plans to Myself

Slide Voice-over: By navigating back to the **medical and dental plan search** screen, Users may email both medical and dental plans to themselves or to someone else. To do so:

20. Click on the **Email Icon** displayed to the right of the screen.
21. Users will enter their **Email Address.**
22. Click **Send Email.**



3.11 Email Plans to Someone Else

Slide Voice-over: Users may email both medical and dental plans to someone else. If emailing to someone else, the user will:

23. Click on the link labeled **Someone Else.**
24. Users will enter their **Email Address** as well as the **Email Address** of the Individuals they would like the plans to go to.
25. Enter **Comments** or use the automated text**.**
26. Click **Send Email.**