Kentucky will transition to a State-Based Marketplace (SBM) called kynect health coverage beginning with Open Enrollment on November 1, 2021. After the transition, kynect health coverage will offer Individuals, families, and small business owners an integrated eligibility and enrollment system to shop and apply for Qualified Health Plans (QHPs), with coverage effective January 1, 2022.
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Introduction

This Training Guide is intended to aid kynectors in understanding and navigating the kynect benefits Self-Service Portal. Reference this guide to understand the steps to use the kynector Dashboard, Organization Administrator Dashboard, and Prescreening Tools as demonstrated in the kynect benefits Dashboard Walkthrough Web-Based Training.

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1 kynector Dashboard Screen

The kynector Dashboard is where kynectors may complete a benefits application, view messages, view personal and organization details, search for associated Residents, request access to a Resident’s existing case, and utilize the Prescreening Tool.

1.1 kynector Sign In

1. Click Sign In on the kynect benefits website to navigate to the kynector Dashboard.
2. Enter the kynector’s **Kentucky Online Gateway (KOG) Credentials** and click **Sign In**.

3. Review the Terms of Use and click **Yes, I Accept**.
1.2 Start Benefits Application

4. Click **Start Benefits Application** to review information on the benefits application and initiate an application.

5. After reviewing the information, click **Start Benefits Application** to initiate a benefits application or **Exit** to navigate back to the **kynector Dashboard**.
1.3 Message Center Screen

6. On the kynector Dashboard, click the envelope icon to navigate to the Message Center to view messages and notices from kynect.

7. Click the Messages tab to view the kynector's messages.
8. Click the Notices tab to view the kynector's notices.
9. Click Overview to navigate back to the kynector Dashboard.
1.4 kynector Profile Screen

10. The **kynector Profile** details kynector-specific information such as their kynector ID and organization information.

11. Click **View More** to navigate to the **kynector Profile**.

![Image of kynector Profile Screen](image-url)

The Dashboard also details kynector-specific information such as their kynector ID and organization.
12. On the kynector Profile screen, kynecrs may view personal and organization details. Personal information includes contact information for the kynector while the organization details include the kynector’s organization name and address. The kynector profile is also where kynecrs may change their KOG password.

13. Click Overview to navigate back to the kynector Dashboard.
1.5 Request Access Screen

14. Click **Request Access** to navigate to the **kynector Access Request** screen. A kynector may request access to an existing case if a Resident completed a benefits application and now needs a kynector's help with their application, such as reporting a change in information.

15. Enter **information** into the fields and click **Search** to search for Residents. Click **Cancel** to return to the **kynector Dashboard**.
Please note: kynectors may request access to Resident cases they are not associated with if they are in the same organization as that Resident’s existing kynector.

1.6 kynect benefits Prescreening Tool

17. The kynect benefits Prescreening Tool is an anonymous tool that checks potential eligibility across Health Assistance, Food Assistance, Financial Assistance for Families with Children, and Health Insurance Premium Payment Assistance. 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.

18. Click **Prescreening Tool** to navigate to the kynect benefits Prescreening Tool screen.
19. Review the prescreening information and click **Start Prescreening** to initiate the kynect benefits Prescreening Tool.

20. Click **Exit** to navigate back to the **kynector Dashboard**.

**Please note:** Please refer to **section 4 kynect benefits Prescreening Tool** for steps on how to complete the kynect benefits Prescreening Tool.
2 Resident Dashboard

The Resident Dashboard details Resident information and is where kynectors may view additional case details and take action(s) on behalf of a Resident. Kynectors may view information on Benefits, Health Plans, Message Center, Health Plans, Reps, Kynectors and Agents, Documents, Hearings, and Client Case Notes. They may also apply for additional benefits programs or report changes in information on behalf of a Resident.

2.1 Resident Search

1. Enter information into the fields to search for associated Residents or click Search without entering information into the fields to display all associated Residents.
2. After clicking **Search**, associated Residents display below.

![Dashboard Training Guide](image1)

3. Select the appropriate **Resident** to navigate to the **Resident Dashboard**.

![Dashboard Training Guide](image2)
2.2 Resident Dashboard Screen

4. After selecting the appropriate Resident, the kynector is navigated to the Resident Dashboard screen where they may view the Resident’s case details. Click Benefits to navigate to the Benefits screen to view information including what programs are Approved, Denied, or Pending.

![Resident Dashboard Screen]

2.3 Benefits Screen

5. The Benefits screen displays the Resident's benefits information and the benefits of any other members who are included in the Resident’s household.

![Benefits Screen]
6. Review the Resident’s benefits information.
7. Click **Overview** to navigate back to the **Resident Dashboard**.

2.4 **Resident Message Center Screen**

8. Click **Message Center** to navigate to the Resident’s **Message Center** to view messages and notices from kynect.
9. Click the **Messages** tab to view the Resident’s messages.
10. Click the **Notices** tab to view the Resident’s notices.
11. Click **Overview** to navigate back to the **Resident Dashboard**.

2.5 **Health Plans Screen**

12. Click **Health Plans** to navigate to the **Enrollment Manager** screen to view the Resident’s health plan details.
13. The **Enrollment Manager** screen details the Resident’s medical, dental, and MCO plan details as applicable. This is also where Residents may shop for, compare, and enroll in coverage.

![Enrollment Manager Screen](image)

14. After viewing the Resident’s coverage details, click **Back to Dashboard** to navigate back to the **Resident Dashboard**.

![Back to Dashboard](image)

**Please note:** Please refer to the **Benefits Application Web-Based Training and Guide** for more details on the **Enrollment Manager** and shopping for plans.
2.6 Reps, kynectors, and Agents Screen

15. Click **Reps, kynectors, and Agents** to navigate to the **Reps, kynectors, and Agents** screen. The **Reps, kynectors, and Agents** screen details the Resident’s support team which includes the Authorized Representative, kynector, and/or Agent who are assigned to their case.

16. View the Resident’s support team which includes Authorized Representatives, Agents, and kynectors as applicable.
17. After reviewing the Resident’s support team, kynectors must click **Return to kynector Dashboard** and search for the Resident again to navigate back to the **Resident Dashboard**.

18. Click **Yes, Exit** to exit the **Resident Dashboard**.
2.7 Documents Screen

19. Click **Documents** to navigate to the Documents screen. The **Documents** screen is where kynectors may view the **Document Wizard** as well as documents that are needed for upload. The **Document Wizard** displays step-by-step actions needed to upload required documentation.
20. The **Documents** screen displays documents that are needed for the Resident’s application and documents that have been recently reviewed. This is where documents may be uploaded such as proof of U.S Citizenship.

21. Click **Hearings** to navigate to the **Hearings** screen.

2.8 **Hearings Screen**

22. The **Hearings** screen is where kynectors may request a hearing if a Resident disagrees with a decision made or action taken.

23. Click **Client Case Notes** to navigate to the **Client Case Notes** screen.
2.9 Client Case Notes Screen

24. The **Client Case Notes** screen is where kynectors may add notes to a Resident’s case as an update or reminder.
3 Organization Administrator Dashboard

The **Organization Administrator Dashboard** is where Organization Administrators may reassign Resident cases from one kynector to another, so long as the kynectors are in the same organization. Organization Administrators may search for specific Residents by entering Resident information, or for specific kynectors by searching their name to display all associated Residents. Organization Administrators reassign Resident cases when a kynector is inactive, no longer employed with the organization, or if a Resident requests a new kynector.

### 3.1 Organization Administrator Sign In

1. **Click Sign In** to navigate to the **Organization Administrator Dashboard** to reassign Resident cases if a kynector is inactive, no longer employed with the organization, or if a Resident requests a new kynector.
2. Enter the Organization Administrator’s **KOG credentials** and click **Sign In**.

3. Review the Terms of Use and click **Yes, I Accept**.
### 3.2 Agency Management Screen

4. After signing in, Organization Administrators are navigated to the kynector Dashboard. Click **Agency Management** to reassign Resident cases from one kynector to another by searching for a specific Resident or kynector.

5. Enter the kynector’s **Name** to display search results.
6. Select the appropriate kynector's **Name** from the search results.

7. Click **Search** to display the selected kynector's associated Residents.
8. Check the box next to the Resident(s) the Organization Administrator would like to reassign.

9. Click Change Assignment to reassign the selected case(s).
10. Enter the kynector’s **Name** who will receive the reassigned Resident case(s).

11. Select the appropriate kynector **Name** to reassign the Resident case(s).
12. Click **Assign** to reassign the selected Resident case(s) to the kynector.

13. The Resident is now reassigned to the selected kynector.
4  **kynect benefits Prescreening Tool**

The kynect benefits Prescreening Tool allows Residents to anonymously enter minimal information to check potential eligibility across Health Assistance, Food Assistance, Financial Assistance for Families with Children, Child Care Assistance, and Health Insurance Premium Payment Assistance. 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.

4.1  **Navigating to the kynect benefits Prescreening Tool**

1. Navigate to the kynect benefits [website](#).
2. Click **Prescreening Tool** to view prescreening information.
3. After reviewing the prescreening information, check the box to confirm the Resident is not an automated program.

4. Click **Start Prescreening tool**.
4.2 Section 1: Household Details Screen

5. Enter information on the Household details screen. The Household details screen asks about the number of people in the household and situations that apply to the household.

6. Enter the number for How many people are in the household?

7. Click Yes or No for Are there any children age 18 years old or younger in the household?
8. Click **Yes** or **No** for *Is anyone in the household pregnant?*

![Image of Household details section]

9. Click **Yes** or **No** for *Is anyone in the household a migrant or seasonal farm worker?*

![Image of Household details section]
10. Click **Yes** or **No** for *Is anyone in the household age 60 or older, blind, or disabled?*

11. Click **Yes** or **No** for *Does anyone in this household have an employer that offers healthcare coverage?*
12. Click **Next** to proceed to **Section 2** of the kynect benefits prescreening Tool.

4.3 **Section 2: Income and Resource Details Screen**

13. Enter **information** on the **Income and Resource Details** screen. The **Income and Resource Details** screen asks about the household’s monthly gross income and current financial situation.

14. Enter the **number** for *What is the household’s combined monthly gross income (income before taxes) from working and other sources?*
15. Enter the **number** for *How much does the household have in checking/saving accounts and cash on hand?*

16. Click **Next** to proceed to **Section 3** of the kynect benefits Prescreening Tool.
4.4 Section 3: Expense Details Screen

17. Enter information on the Expense Details screen. The Expense Details screen asks about the household’s current expenses.

18. Enter the number for **How much is the household’s combined monthly shelter expense, such as rent or mortgage?**

19. Click **Yes** or **No** for **Does the household pay for heating or cooling separate from rent or mortgage?**
20. Enter the **number** for *How much is the household’s combined monthly child care and/or dependent care expense?*

![Expense Details](image)

**Enter the number and click Enter to move forward.**

21. Enter the **number** for *How much is the household’s combined monthly child support expense for children who are not part of the household?*

![Expense Details](image)

**Enter the number and click Enter to move forward.**
22. Click **Submit** to submit the kynect benefits Prescreening Tool.

23. Potential eligibility results display after submitting the kynect benefits Prescreening Tool. From here, Residents may anonymously browse plans or submit a formal benefits application.
24. Click **Apply for Benefits** to initiate a formal benefits application.
5  kynect health coverage Prescreening Tool

The kynect health coverage Prescreening Tool allows Residents to anonymously enter minimal information to check potential eligibility for Qualified Health Plans (QHPs), Advance Premium Tax Credit (APTC), and Cost-Sharing Reductions (CSR). 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.

5.1  Navigating to the kynect health coverage Prescreening Tool

1. Navigate to the kynect health coverage website.
2. Click [Prescreening Tool] to view prescreening information.
3. After reviewing the prescreening information, check the box to confirm the Resident is not an automated program.

4. Click Start Prescreening tool.
5.2 Section 1: Household Details Screen

5. Enter **information** on the **Household Details** screen. The **Household Details** screen asks about the county the Resident resides in and how many people will be included in coverage.

6. Enter the **County** the Resident resides in.

**Please note:** During Open Enrollment, the **Household Details** screen displays an additional question **Looking for coverage in [Year] or [Year]?** for the current and following year. Select the appropriate **Year** from the drop-down.
7. Select the **County** from the search results.

8. Enter the **number** for *How many people, including yourself, do you want to include as you explore healthcare coverage options?*
9. Click **Next** to proceed to **Section 2** of the kynect health coverage Prescreening Tool. The number of sections in the kynect health coverage Prescreening Tool is dynamic based upon the number of people entered in the previous step.

5.3 **Section 2: Tell Us About You Screen**

10. Enter **information** on the **Tell Us About You** screen. The **Tell Us About You** screen asks personal information about the Resident.

11. Select the appropriate **Year**, **Month**, and **Day** for the Resident's Date of Birth from the calendar.
12. Select the Resident's **Sex** from the drop-down.

13. Click **Yes** or **No** for *Do you use tobacco?*
14. Click **Yes** or **No** for *Are you a member of a federally recognized American Indian or Alaskan Native tribe, band, nation, community, or other group?*

15. Click **Next** to proceed to **Section 3** of the kynect health coverage Prescreening Tool.
5.4 Section 3: Tell Us About Household Member 2 Screen

16. Enter information on the Tell Us About Household Member 2 screen. The Tell Us About Household Member 2 screen asks personal information about the other household members.

17. Select the appropriate Year, Month, and Day for the Second Household Member’s Date of Birth from the calendar.

18. Select the Sex of the Second Household Member from the drop-down.
19. Click **Yes** or **No** for *Do you use tobacco?*

20. Click **Yes** or **No** for *Are you a member of a federally recognized American Indian or Alaskan Native tribe, band, nation, community, or other group?*
21. Click **Yes** or **No** for **Are you pregnant**?

**Please note:** **Are you Pregnant?** populates if the Resident is female.

22. Click **Next** to proceed to **Section 4** of the kynect health coverage Prescreening Tool.
5.5 Section 4: Tell Us About Your Household Income Screen

23. Enter information on the Tell Us About Your Household Income screen. The Tell Us About Your Household Income screen asks about the household’s projected annual income.

24. Enter the number for What do you think your annual household income will be in [Year] before taxes?

25. Click Submit to submit the kynect health coverage Prescreening Tool.
5.6 Prescreening Results Screen

26. Potential eligibility results display after submitting the kynect health coverage Prescreening Tool. From here, Residents may anonymously browse plans or submit a formal benefits application.

27. Click **Apply for Benefits** to initiate a formal benefits application.
6 Assessment

1. The ________ Wizard aids kynectors in uploading necessary documents for Residents.
   a) Document
   b) Tool Tip
   c) Harry Potter
   d) Navigation

2. kynectors search for Residents by all of the following, EXCEPT:
   a) First and Last Name
   b) Case Number
   c) Social Security Number
   d) Metal Level

3. kynectors may initiate a formal _____ application on a Resident’s behalf.
   a) Benefits
   b) Unemployment
   c) Request for Information
   d) Visa

4. ______ is the anonymous tool used to determine potential eligibility without completing a formal benefits application.
   a) Tax Estimator
   b) Full Time Equivalent Employee Calculator
   c) 1095 Portal
   d) Prescreening

5. If an Individual completes either of the Prescreening Tools, what must they do if they wish to receive benefits?
   a) Nothing, the Prescreening Tool applies for benefits
   b) Contact their employer
   c) Submit a formal benefits application
   d) Send KHBE an email

6. Organization Administrators may reassign cases for
   a) All kynectors
   b) kynectors within their organization
   c) Issuers
   d) Agents

7. Where do kynectors begin the kynect benefits Prescreening Tool?
   a) HealthCare.gov
   b) kynect resources
   c) kynect health coverage
8. The kynect health coverage Prescreening Tool determines potential eligibility for:
   a) Qualified Health Plans (QHPs), Advance Premium Tax Credit (APTC), and Cost-Sharing Reductions (CSRs)
   b) SNAP and KTAP
   c) Employer Insurance
   d) Unemployment

9. Kynectors may add notes to resident’s cases on the Resident Dashboard via…
   a) Client Case Notes
   b) Written letters
   c) Hearings
   d) Data center

10. Kynectors may request a ______ if the Resident disagrees with a decision made or action taken regarding their case.
    a) Adjustment
    b) Redo
    c) Call
    d) Hearing