The Commonwealth of Kentucky
kynect State-Based Marketplace

Report a Change and Case Maintenance Training Guide

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Document Control Information

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Introduction

This refresher course highlights some of the Report a Change and Case Maintenance processes used in kynect. 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

1.1 Report a Change and Case Maintenance

The Report a Change and Case Maintenance processes in kynect 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.**
3. **Assist with life changes that may trigger a Special Enrollment Period (SEP).**
   - A Special Enrollment Period is triggered once the change is entered in kynect.

Please note: The Special Enrollment Period Reason Screen is triggered in the Enrollment Manager Module.
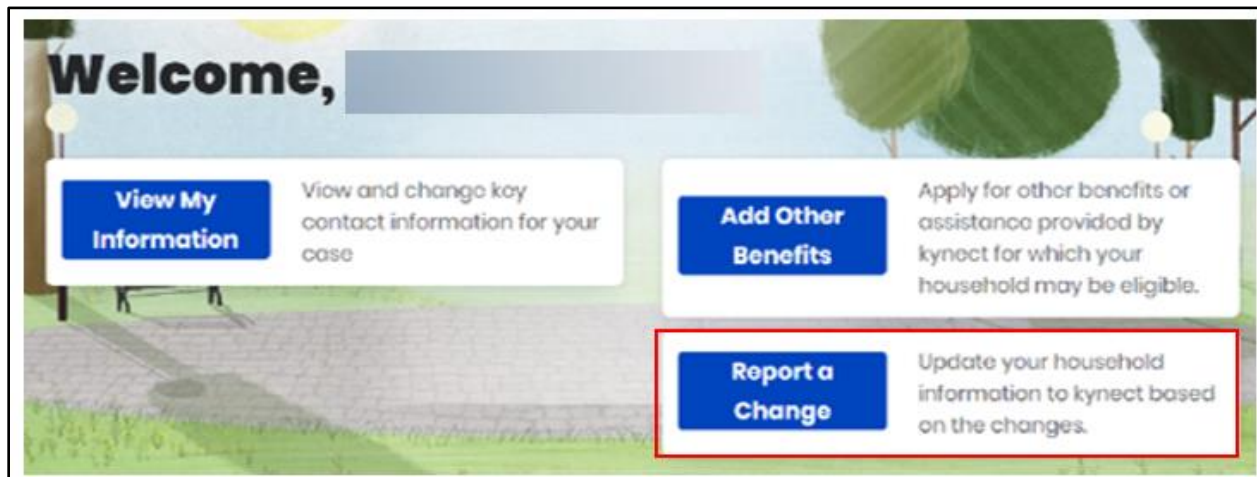
Please Note: The Report a Change button may not be accessible if the case is up for renewal or if a Caseworker is working on the case. A banner message will explain why the Report a Change button is not available and will provide next steps.

1.2 Reporting a Change: What to Know

Agents and kynectors assist Residents with making updates to their cases in kynect. 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.

Existing Cases

Updating a Resident's case could result in additional Requests for Information (RFI) or impact other programs (SNAP/KTAP/Child Care). **It is important that kynectors inform Residents of any RFI.**

Adding/Removing Individuals

If an Individual is on an existing case but needs to be removed, remove the Individual from the existing application during application intake or afterwards via Report a Change.

Updating Income

When updating income, **do not** delete the existing income reported. Add an end date for the existing income, and then add any new income.

Qualified Health Plans (QHPs) and Payment Assistance (APTC)

Individuals who do not qualify for Medicaid may be eligible for Qualified Health Plans (QHPs), Payment Assistance (APTC), and/or special discounts (CSRs) coverage through QHPs.

Resolving Requests for Information (RFI) Issues

kynectors assist in resolving RFI issues that may occur when changes to cases are made.

Dire Need

Dire Need is only for Individuals that need service within 24 hours due to critical medical need.
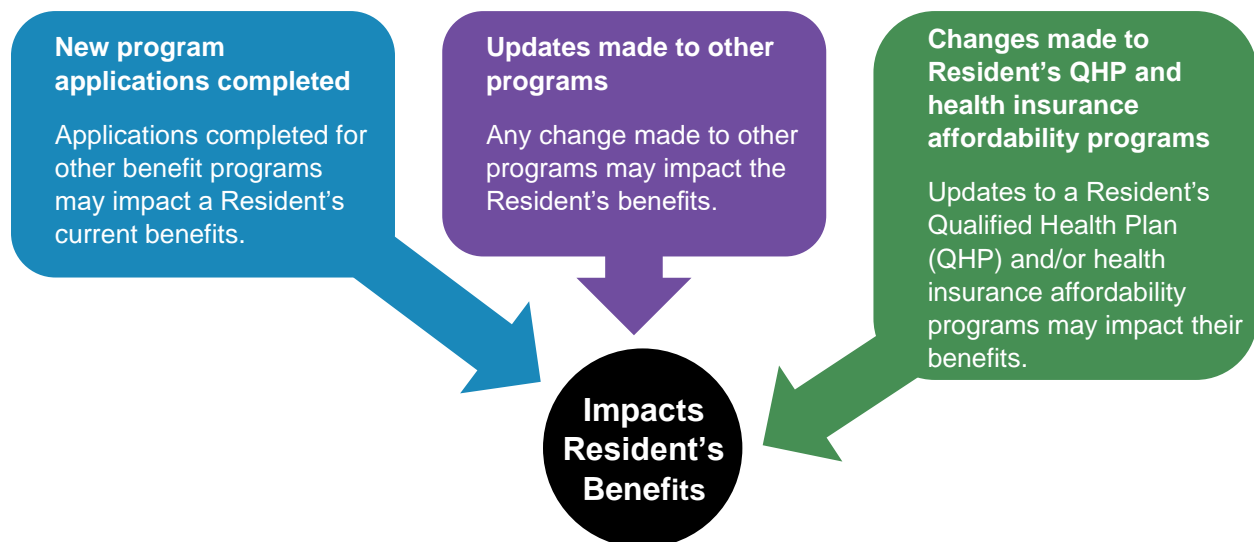
1.3   Modifying Information

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

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

1.4 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.

New program applications completed

Applications completed for other benefit programs may impact a Resident's current benefits.

Updates made to other programs

Any change made to other programs may impact the Resident's benefits.

Changes made to Resident's QHP and health insurance affordability programs

Updates to a Resident's Qualified Health Plan (QHP) and/or health insurance affordability programs may impact their benefits.

Impacts Resident's Benefits

1.5   Proration of Premiums

Enrollment premium proration logic uses calendar days instead of the standard 30-day month cycle to calculate premiums. Premiums may be prorated for the month depending on the disenrollment date. Below are some common scenarios with definitions:

Scenario
Newborn Addition
Death of Primary Subscriber
Death of Dependent
Worker Override
Disenrollment Received from Issuer Inbound File
SEP with User Input Effective Date

1.6   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.

Pending Questions A RFI is an indication that important information is needed to confirm outstanding questions for a Resident's case.

Make Residents Aware of a RFI When Reporting a Change or making any updates to a Resident's case, make them aware that a RFI may be generated.

RFI Impacts on Other Benefits For example, if you report a change in address on a Resident receiving Medicaid and SNAP benefits, they will receive an RFI requesting verification for shelter and utility expenses.

- The RFI may pend their case if they have SNAP benefits, but their Medicaid benefits would be approved.
- The case will show pending due to the shelter and utilities RFI. When a new address is reported SNAP also re-verifies Household Composition which is a required verification and if not returned SNAP eligibility will discontinue.

Document Uploading Ensuring the required documents are uploaded properly is critical to approving the case. Agents/kynectors should use the Document Wizard on the kynect dashboard to upload documents.
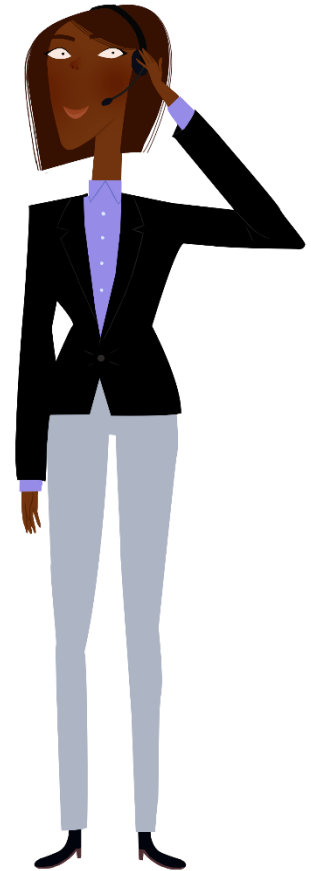
For the full step-by-step training for this module, please refer to the Report a Change and Case Maintenance Training Guide located under the Training Guides tab on the KHBE website.

2   Assessment

1. The Report a Change process may be used to report which types of changes?

    a. Add or remove Household Members
    b. Modify other information such as income, expenses, resources, or health
    c. Assist with life changes that may trigger a Special Enrollment Period
    d. All of the Above

2. 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. Any changes reported that prompt a Request for Information (RFI) may be uploaded where on the Resident's kynect dashboard?

    a. Document Wizard
    b. Resources
    c. Appointments
    d. Health Plans

4. Enrollment Premium Proration Logic uses _____ days instead of the standard 30-day month cycle to calculate premiums.

    a. Half
    b. Calendar
    c. Prorated
    d. Holiday

5. Report a Change may not be accessible when the case is up for?

    a. Renewal
    b. Interrogation
    c. Default
    d. Submission