

The Commonwealth of Kentucky
kynect State-Based Marketplace



**kynect Application Walkthrough
Refresher Training Guide**

August 4, 2023

Document Control Information

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Introduction

This Training Guide presents Agents and kynectors with a system demonstration of the prescreening tool and how to submit a benefits application on behalf of a Resident.

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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 Prescreening Tool

1.1 Overview of the Prescreening Tool Process

During this module, Agents and kynectors will learn how to complete the prescreening tool process for the kynect prescreening tool and the health coverage prescreening tool.

1.2 Prescreening Tool Video

The Prescreening process allows users to enter minimal information to check potential eligibility across various benefit programs. Benefit programs include Medicaid/KCHIP, SNAP, KTAP, CCAP, and KI- HIPP. Even if the Resident is ineligible for benefit programs, the Resident may still qualify for a Qualified Health Plan (QHP) and/or payment assistance. The Prescreening Tool is anonymous, and the Resident's information is not saved.

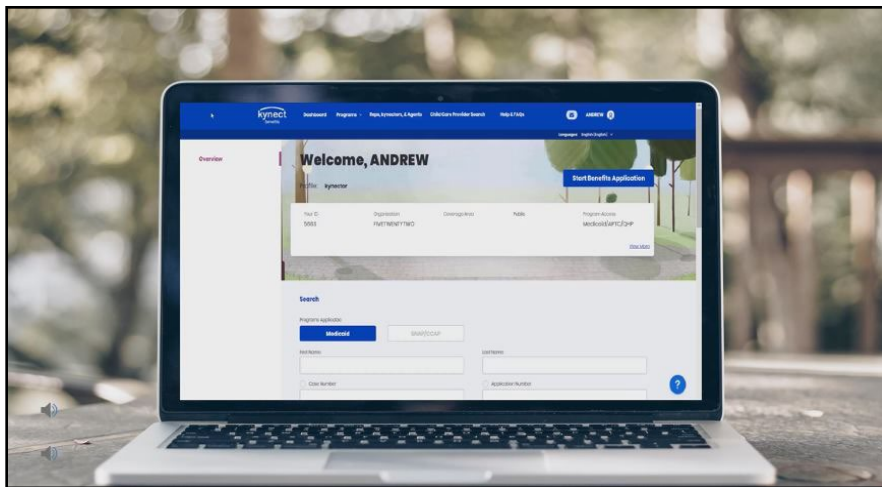
Listed below are the key features that will be highlighted in the prescreening process:

- 1 Household Details:** Enter information on the household's members.
- 2 Income and Resource Details:** Enter information on the household's income and resources.
- 3 Prescreening Results:** View potential eligibility for different programs.

1. The refresher video for the **Prescreening Tool** module covers the topics listed below.



2. The guided walkthrough will demonstrate the functionalities of the **Prescreening Tools**.



3. For the full step-by-step training for this module, please refer to the Certification Training Guide located under the [Training Guides](#) tab on the KHBE website.

2 MA/QHP Application

2.1 MA/QHP Application Overview

During this module, Agents and kynectors will learn how to complete a benefits application and shop for plans.

2.2 MA/QHP Application Videos

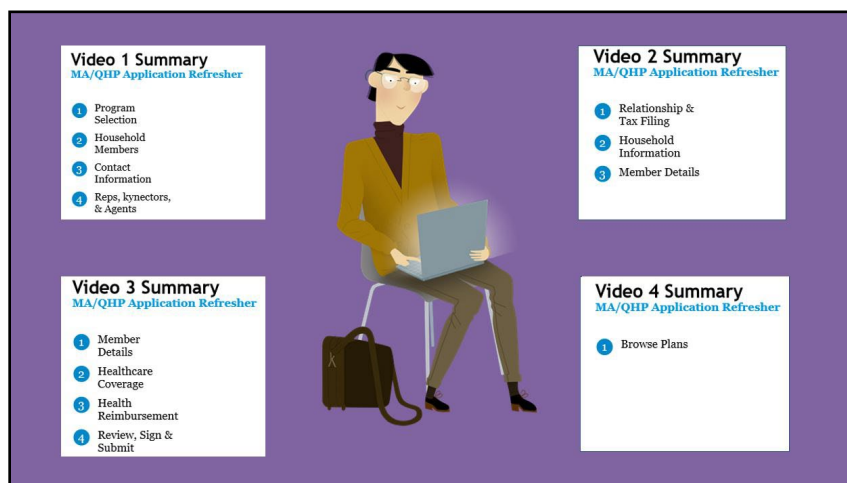
Accurate completion of the application process is critical for Residents to receive accurate benefits results. Following the steps below in full ensures each member of the household is properly assessed.

Below are the key steps in the application process that are highlighted in the MA/QHP Application four video walkthroughs.

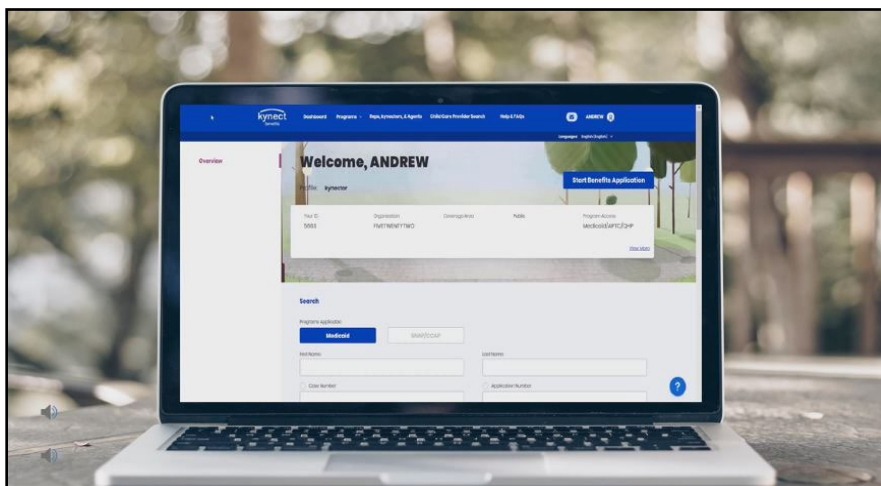
- 1 Program Selection:** Select the benefit program(s) the household would like to apply for.
- 2 Household Members:** Add all current household members, any household members who have passed away in the last 3 months, and any dependents.
- 3 Contact Information:** Enter the Resident's contact information and preferred contact method.
- 4 Reps, kynectors, & Agents:** If applicable, add authorized representatives, find a kynector, and/or find an insurance agent to represent the Resident.
- 5 Relationship & Tax Filing:** Enter information on the household's relationship and tax filing status.
- 6 Household Information:** Enter information about the household's health.
- 7 Member Details:** Enter information on the household's members.

- 8 **Health Coverage:** Enter information about the household's health coverage, if applicable.
- 9 **Employer's Health Reimbursement Arrangement:** Document whether any household members are currently enrolled in, or have been offered, a Health Reimbursement Arrangement from an employer.
- 10 **Review, Sign, & Submit:** Application Review screen will provide the summary of the details provided within the application flow before signing and submitting the application.
- 11 **Eligibility Results:** Eligibility statuses include Approved, Pending Interview, Pending Verification, and Denied.
- 12 **Next Steps Screen:** The Next Steps screen lists action(s) required to complete the application process for the program applied for such as uploading documents, if applicable.
- 13 **Browse Plans:** View and enroll in eligible health plans.

1. The refresher videos for the **MA/QHP Application** module covers the topics listed below.



2. The guided walkthrough will demonstrate the functionalities of the **MA/QHP Application** process.



3. For the full step-by-step training for this module, please refer to the Certification Training Guide located under the [Training Guides](#) tab on the KHBE website.

3 Assessment

1. The kynect health coverage prescreening tool screens for potential eligibility across all of the following programs EXCEPT:
 - a) Qualified Health Plan (QHP)
 - b) Advance Premium Tax Credit (APTC)
 - c) Supplemental Nutrition Assistance Program (SNAP)
 - d) Cost-Sharing Reduction (CSR)
2. During the Household Members section of the benefits application, if a household member needs to be added but is not requesting coverage, no answer should be selected for which of the following questions?
 - a) What programs would this individual like to apply for?
 - b) Does this individual have a Social Security Number?
 - c) Is this individual Hispanic/Latino?
 - d) Is this individual a resident of the Commonwealth of Kentucky?
3. Individuals with a tax filing status of “Married Filing Separately” are not eligible for which of the following tax credits?
 - a) Kentucky Children’s Health Insurance Program (KCHIP)
 - b) Advance Premium Tax Credit (APTC)
 - c) Kentucky Integrated Health Insurance Premium Payment (KI-HIPP) Program
 - d) Small Business Health Options Program (SHOP)
4. Before submitting the application, on which screen should users double check to ensure that all application information is correct?
 - a) Household Members
 - b) Contact Information
 - c) Application Review
 - d) Member Details
5. The Enrollment Manager Module (EMM) allows users to shop for plans and compare all of the following information EXCEPT:
 - a) Premium Amount
 - b) Maximum Out of Pocket Cost
 - c) Deductible
 - d) Employer Sponsored Insurance (ESI)