Agents & kynectors
Bi-Weekly Insight Newsletter

kynect
Together for a better Kentucky

Open Enrollment Support

Open Enrollment Support is available for Agents and kynectors
October 2, 2023 – January 16, 2024.
[Open Enrollment Incident Tracker Micro Video](#)
[Open Enrollment Incident Tracker](#)

Please note:

This newsletter should **NOT** be distributed or printed. Hyperlinks can only be accessed in the PDF version of the newsletter attached to this email.

Helpdesk Contacts

Inbox for Requesting Retroactive Coverage of Medicaid
DFS.Medicaid@ky.gov

Inbox for Requesting Name or Date of Birth Change
KHBE.Program@ky.gov

Professional Services Line (PSL)
855-326-4650
Hours: Mon-Fri 8am-7pm (EST)

Department for Medicaid Services (DMS)
855-4kynect (459-6328)
Hours: Mon-Fri 8am-7pm (EST)

kynect benefits/Contact Center (Public)
855-4kynect (459-6328)
Hours: Mon-Fri 8am-7pm (EST)

kynect technical Issues (Public)
844-407-8398
Hours: Mon-Fri 8am-5pm (EST)

Department for Community Based Services (DCBS)
855-306-8959
Hours: Mon-Fri 8am-4:30pm / Sat 9am-2pm (EST)

KHBE Program Inbox
KHBE.Program@ky.gov

[kynector and Agent Escalation Process](#)

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Open Enrollment Incident Tracker

The Open Enrollment Incident Tracker is now **LIVE**! The Open Enrollment Incident Tracker is a continuation of the PHE Unwinding Incident Tracker, a quick survey for Agents and kynectors to report incidents for escalation and receive resolution. The link to the Incident Tracker survey can be accessed at the top of page one (1) of the Insight Newsletter under the Open Enrollment Support heading.

One-on-One Sessions

As the Open Enrollment period begins, Agents and kynectors have the opportunity to receive personalized, virtual one-on-one support. One-on-One Sessions will remain available October 2, 2023 through January 16, 2024. Availability is listed below:

- Monday: 2PM-3PM EST
- Tuesday: 1PM-2PM EST and 2PM-3PM EST
- Wednesday: 1PM-3PM EST
- Thursday: 1:30PM-2:30PM EST and 2:30PM-3:30PM EST
- Friday: 10AM-11AM EST and 1PM-2PM EST

If Agents or kynectors are interested in participating, please refer to the previously distributed One-on-One Session invites.

Did You Know?

Preview Plan Year 2024 Qualified Health Plans on October 15

Beginning October 15, Agents and kynectors may view Plan Year 2024 Qualified Health Plans (QHPs) using the Prescreening Tool within kynect.

Immigration Eligbility

Reference the bullet points below that outline immigration eligibility requirements.

✓ Immigrants who are Lawfully Present and meet other basic income eligibility requirements may be eligible for a QHP and Advance Premium Tax Credit (APTC).

✓ Immigrants who are considered Refugees/Asylees or Lawful Permanent Residents over 19 and have a Qualified Immigrant status are eligible to enroll in Medicaid or Kentucky Children's Health Insurance Program (KCHIP) if they meet income and state residency criteria.

✓ Undocumented immigrants and Individuals granted Deferred Action for Childhood Arrivals (DACA) are not eligible for QHPs, APTC, or Medicaid/KCHIP. However, Medicaid does provide payment for emergency services for treatment of emergency medical conditions if the Individual meets all other Medicaid eligibility rules.

The Five-Year Bar

When considering eligibility, it is important to highlight that federal law requires most Qualified Immigrants meet a five-year waiting period (five-year bar/ban) before becoming eligible for Medicaid.

Medicaid Eligible Status for Qualified Immigrants

Reference the table below that illustrates eligible medical coverage by immigration status.

	"Qualified Immigrants"			Other Lawfully Present Individuals (except DACA)	Undocumented Immigrants and DACA Immigrants
	Refugees, Asylees, and Other Humanitarian Immigrants	Lawful Permanent Residents (Green Card Holders)			
		Adults 19 and Over	Children under 19		
Medicaid	✓	NO. Must wait 5 years	YES. During first 5 years	Only if under 19 years old	NO. (except emergency services)
KCHIP	✓	N/A	YES. During first 5 years	Only if under 19 years old	NO
Qualified Health Plans (QHP)	✓	✓	✓	✓	NO
Advance Premium Tax Credit (APTC)	✓	✓	✓	✓	NO

New Releases

As of September 29, 2023, the following updates were deployed as part of Release 23.09:

- **Max APTC Calculation Enhancement** – New messages display on cases with Qualified Health Plans with Payment Assistance (APTC). Additional columns and information displays in Agent Portal related to APTC. Additional information displays in the Enrollment Manager Module (EMM) related to APTC.

- **Export kynector Client List** – kynectors can use the Resident Search Tool in kynect to export a list of Residents to an Excel with contact information, Request for Information (RFI) details, and enrollment information.

- **Agent Book of Business Transfer** – A new screen is available in Agent Portal that can be used by admin users to transfer all clients and prospects from one Agent to another.

- **Unwinding Special Enrollment Period (SEP) –** A new SEP reason is available on the EMM that is specific to those Individuals captured through Medicaid redeterminations due to the Public Health Emergency Unwinding.

- **Enhanced Integration of My Purpose Records –** Enhanced integration of Agent My Purpose training records upon completion of training.

- **Additional Updates to kynect –** Added functionality within kynect per Agent and kynector feedback including full match messaging, enhancements to the Resident Search Tool on the kynector dashboard, updates to the permanent resident card section, and more.