

To: Agents and kynectors  
From: KHBE

**Subject: SEP Verifications Urgency**

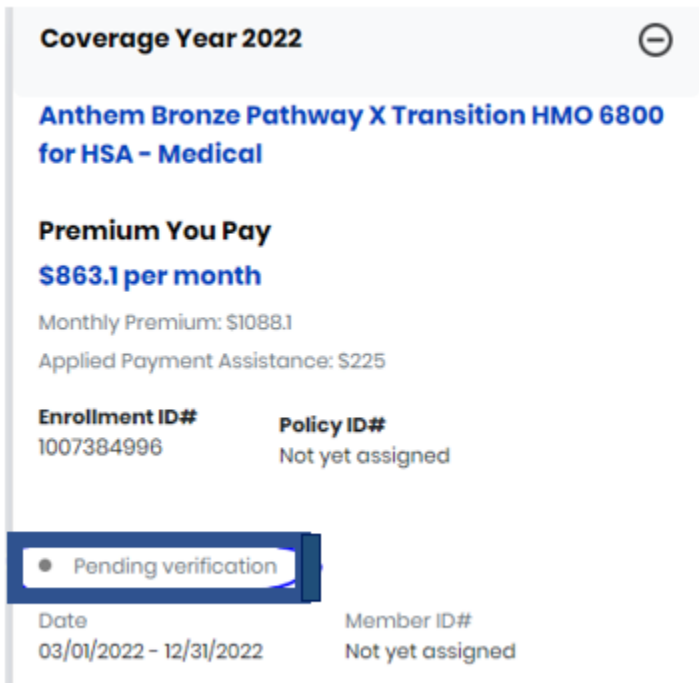
**Important Reminders:**

- **Enrollments are NOT sent to the Issuer and coverage cannot start until any SEP Verification is processed.**
- **Pending Verification Status means action is needed.**

Special Enrollment Period Verifications must be addressed by the SEP Verification Notice due date. A residents enrollment is not sent to the Issuer until any SEP Verification has been processed by kynect. Coverage cannot begin until the enrollment is sent to the issuer.

**Pending Verification Status**

**Pending Verification Status means action is needed.** To verify the status of an SEP Verification, navigate to the clients Enrollment Manager screen. Viewing the EMM screen, a **Pending Verification** status means the SEP Request for Information (RFI) has **NOT** been cleared and the enrollment has **NOT** been sent to the issuer. See Screenshot below for location of the Pending Verification Status:



When a record indicates a Pending Verification status, it is imperative that the requested documentation be provided before the notice due date.

Providing the requested documentation allows kynect to confirm eligibility and send the enrollment to the issuer. If the verification is not received in time, the individual may not be approved for their SEP and may not be able to get health coverage until the next open enrollment period.

Please ensure the residents you work with who have a Pending Verification understand the urgency of providing the requested documents and the impact of not responding by the due date.

A copy of the SEP Verification Notice is provided below the signature line to aid you in assisting residents.

Thank you,  
The KHBE team

PO Box 2104  
Frankfort, KY 40602



Phone: (855) 459-6328  
Fax: (502) 573-2007

SEP-001  
11/21

MICHAEL [REDACTED]

Date: 02/22/2022  
Case Number: [REDACTED]  
COMMONWEALTH OF  
KENTUCKY  
Cabinet for Health and  
Family Services  
Department for Community  
Based Services

## WE NEED INFORMATION

### WHY?

We need more information from you to decide if you can get benefits. We need it by the due date(s) below. **If we do not get it, you may not be approved for a Special Enrollment Period (SEP).**

## WHAT'S NEXT? We need you to submit proof.

### FOR MICHAEL [REDACTED]

Proof We Require for SEP	Examples of Proof(Please provide one or more of the following)	Due Date
Special Enrollment Verification - Untimely Notice	<ul style="list-style-type: none"><li>• Written Statement proof to qualify for Special Enrollment; or</li><li>• Other document showing proof of untimely notice</li></ul>	March 24, 2022

## HOW?

Here's what you need to do:

- 1 Gather** all the proof we require
- 2 Submit** proof to us by picking one of the following options By the **Due Date(s)** listed in the table above:
  - **Upload** the documents on Self-Service Portal (<https://kynect.ky.gov/benefits>), **or**
  - **Fax** the documents to 1-502-573-2007, **or**
  - Return the documents **in person** to any DCBS office. To find a DCBS office near you go to [https://prd.webapps.chfs.ky.gov/Office\\_Phone/](https://prd.webapps.chfs.ky.gov/Office_Phone/), **or**
  - **Mail** the documents to:  
DCBS  
P.O. Box 2104  
Frankfort, KY 40602

Have questions?

Do not have proof or need help collecting it?

Call us at 1-855-306-8959.

You may be able to get **FREE** legal help. To find out, call your local legal aid office at 1-859-431-8200.