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kynect to care

A guide to kynect health coverage and staying healthy

Types of Coverage

kynect provides health coverage through these programs:

- » Qualified Health Plan (QHP)
- » Medicaid
- » KCHIP

Eligibility Based on

- » Income
- » Household size
- » Kentucky residency
- » Other factors

Selecting Coverage

- » Think about the coverage you need
- » Consider costs
- » Decide if the network is convenient for you

Who Can Help

- » Your Qualified Health Plan (QHP) or Managed Care Organization (MCO) can help with coverage questions
- » Agents can help you choose and enroll in a QHP
- » kynectors can help you apply and enroll and answer questions about Medicaid, KCHIP, and QHPs

Understanding Your Coverage

- » Learn what your plan covers
- » Know your network
- » Understand your out-of-pocket costs



Finding a Provider

- » Your plan has a list of providers you can use

Where to Get Care

- » Your Primary Care Provider (PCP) is where you get most of your care
- » Emergency Department visits are for life-threatening situations
- » Use Urgent Treatment Centers when your situation is not life-threatening but you cannot wait for a PCP appointment
- » Your PCP may refer you to a specialist for specialized care

Prioritizing Your Health

- » Make healthy choices every day
- » Keep a file for your medical information
- » Find a primary care physician and get regular health screenings

Appointments

- » New patients must provide a health history summary
- » It may take longer to get an appointment for routine visits

Provider Visits

- » Take notes or bring a friend if you need help remembering what the doctor says
- » Bring your insurance card to your doctor appointments
- » Be open and honest with your provider and share your family medical history

After Your Appointment

- » Follow your provider's recommendations
- » Fill any prescriptions
- » Schedule follow-up visits

Your Provider as a Partner

- » A provider is a trusted source for medical, mental, and preventive care
- » Work together with your provider to stay healthy

Appeals and Grievances

- » You have a right to appeal decisions about your health care

Health Coverage Common Words

- » Learn and understand common words about health coverage



Ways to kynect

Online: kynect.ky.gov

Agent or kynector: An Agent or kynector can help you apply and help you with your eligibility and enrollment

By phone: Call 855-4kynect (855-459-6328) to apply over the phone

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