



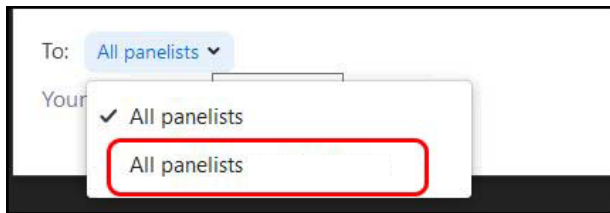
# Open Enrollment Office Hour

December 21, 2023

## 1 Chat

### Can Participants Talk?

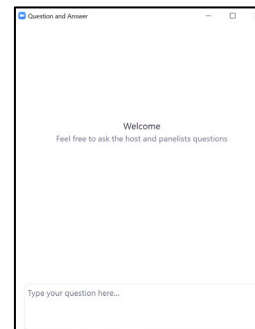
- All attendees will be muted for this webinar.
- The Chat should be used for help with technical issues. Send messages to All panelists.



## 2 Q&A

### How to Ask Questions?

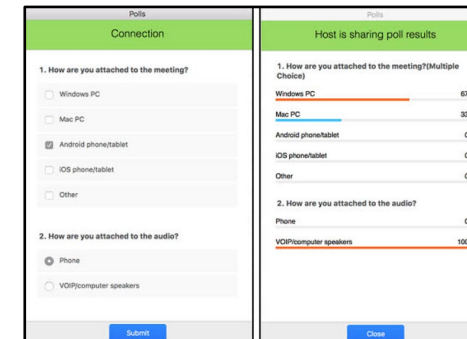
- The Q&A should be used for asking all questions.
- Click Q&A in the Zoom toolbar and type your question.



## 3 Polls

### What is the Poll Feature?

- The Poll feature will allow us to interact during the webinar. When it is time for a Poll question, it will appear on your screen.
- Poll responses are anonymous.



# Agenda

Today's Office Hour will consist of the following topics.

**01** Case Association:  
Agent Portal and  
kynect

**02** Message Center in  
kynect

**03** My Policies Screen  
Updates

**04** MCO Changes

**05** Questions and  
Answers (Q&A)

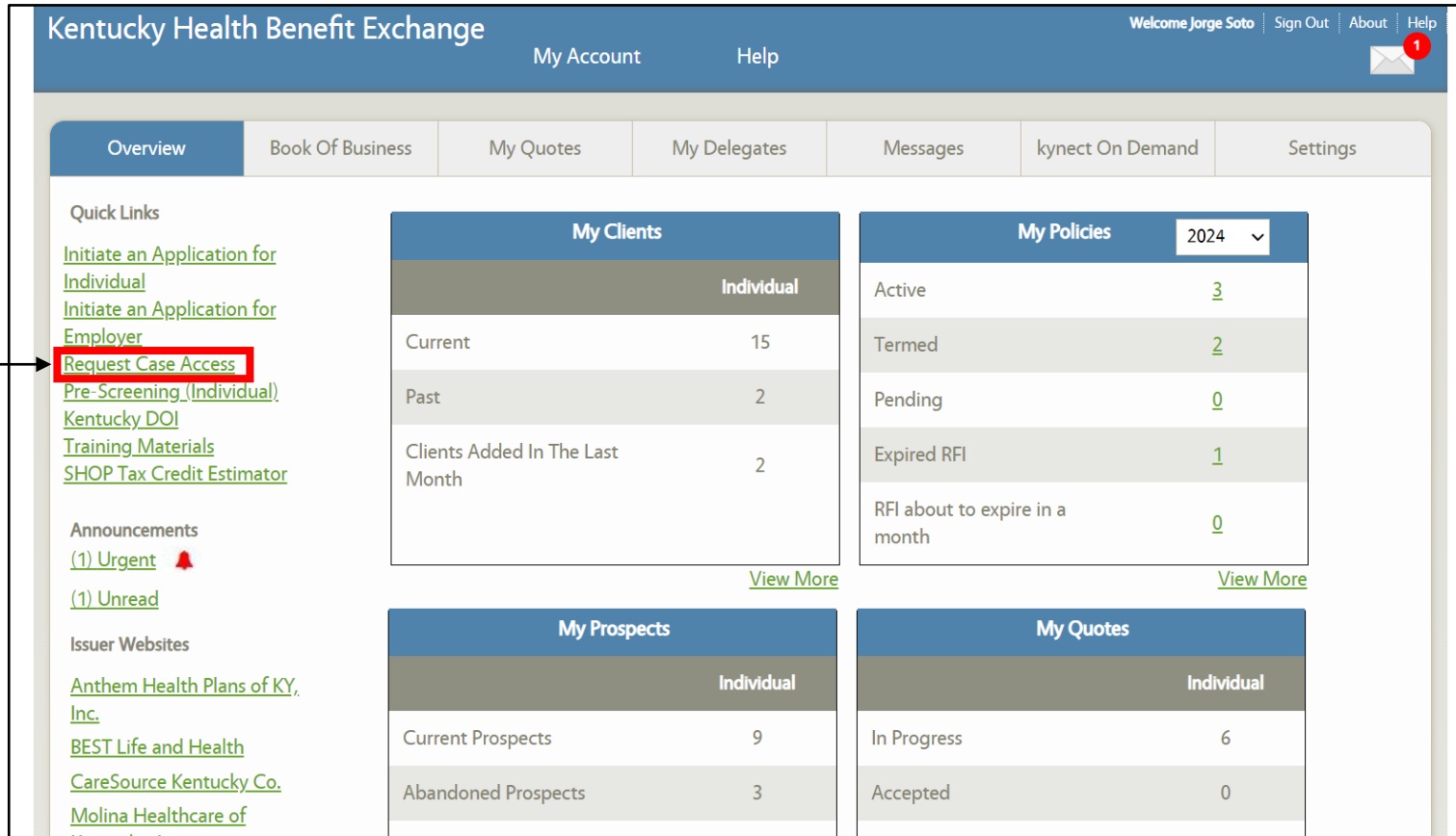


An illustration of seven diverse people standing in a row against a dark grey background. From left to right: a man with a striped shirt and sunglasses, a woman in a green blazer holding a phone, a man in a white lab coat, a man in blue overalls and a cap, a woman in a pink shirt holding scissors, a large man in a brown jacket, and a small girl in a red dress holding the large man's hand. The text 'Case Association: Agent Portal and kynect' is overlaid in white, with a blue horizontal line above the word 'Case'.

# Case Association: Agent Portal and kynect

# Case Association in Agent Portal

Agents can request association to cases through Agent Portal. Below are instructions for requesting case access on Agent Portal.



1. Navigate to Agent Portal and click **Request Case Access**.

My Clients	
	Individual
Current	15
Past	2
Clients Added In The Last Month	2

My Policies	
	2024
Active	3
Termed	2
Pending	0
Expired RFI	1
RFI about to expire in a month	0

My Prospects	
	Individual
Current Prospects	9
Abandoned Prospects	3

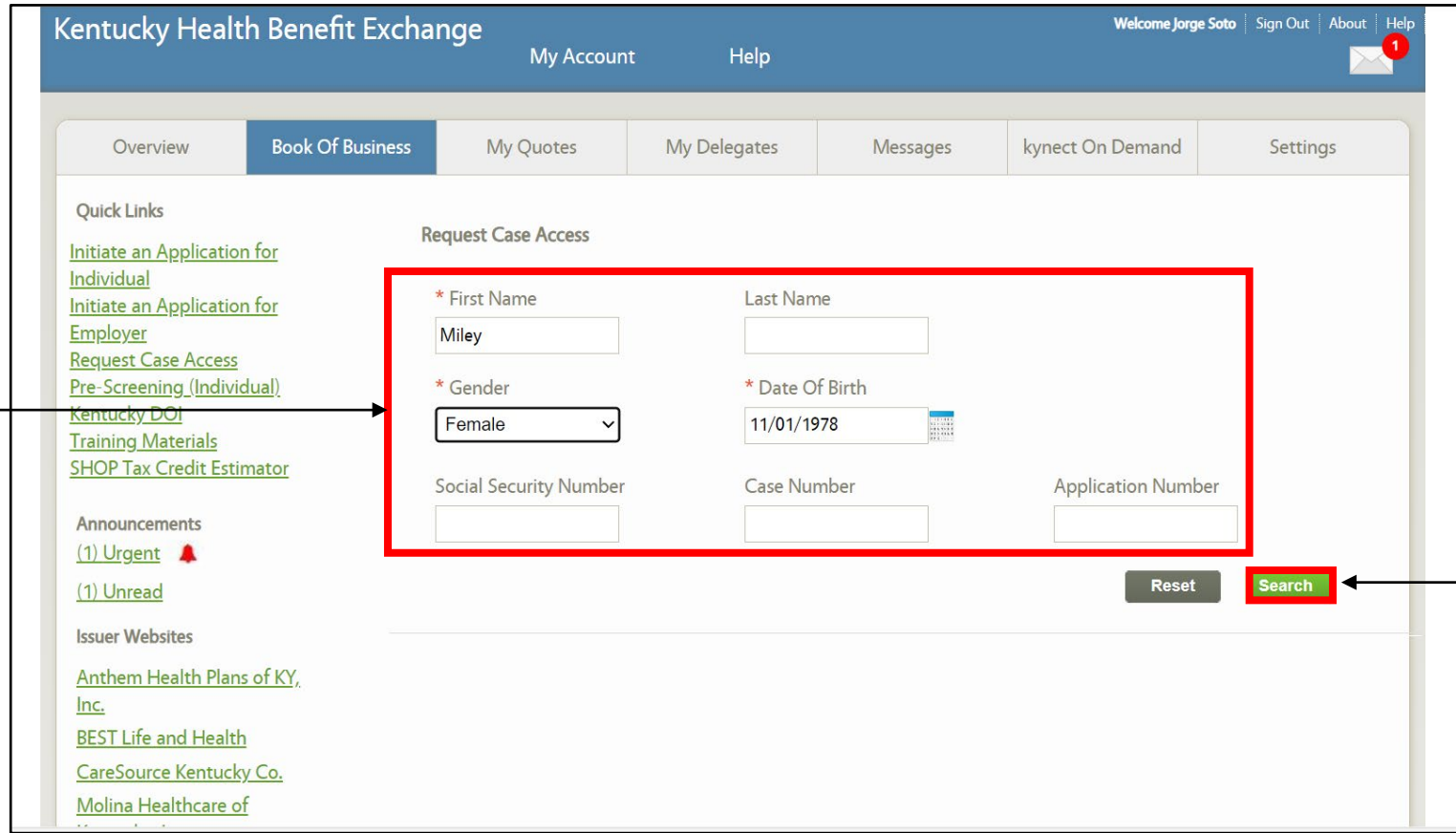
My Quotes	
	Individual
In Progress	6
Accepted	0

# Case Association in Agent Portal

Agents can request association to cases through Agent Portal. Below are instructions for requesting case access on Agent Portal.

Residents must be known to kynect, have an active MA/QHP case, and have a preferred communication method of email and/or phone.

2. Complete the required fields on the **Request Case Access** screen.



Kentucky Health Benefit Exchange

Welcome Jorge Soto | Sign Out | About | Help

My Account Help

Overview Book Of Business My Quotes My Delegates Messages kynect On Demand Settings

Quick Links

- [Initiate an Application for Individual](#)
- [Initiate an Application for Employer](#)
- [Request Case Access](#)
- [Pre-Screening \(Individual\)](#)
- [Kentucky DOI](#)
- [Training Materials](#)
- [SHOP Tax Credit Estimator](#)

Announcements

- (1) Urgent
- (1) Unread

Issuer Websites

- [Anthem Health Plans of KY, Inc.](#)
- [BEST Life and Health](#)
- [CareSource Kentucky Co.](#)
- [Molina Healthcare of](#)

**Request Case Access**

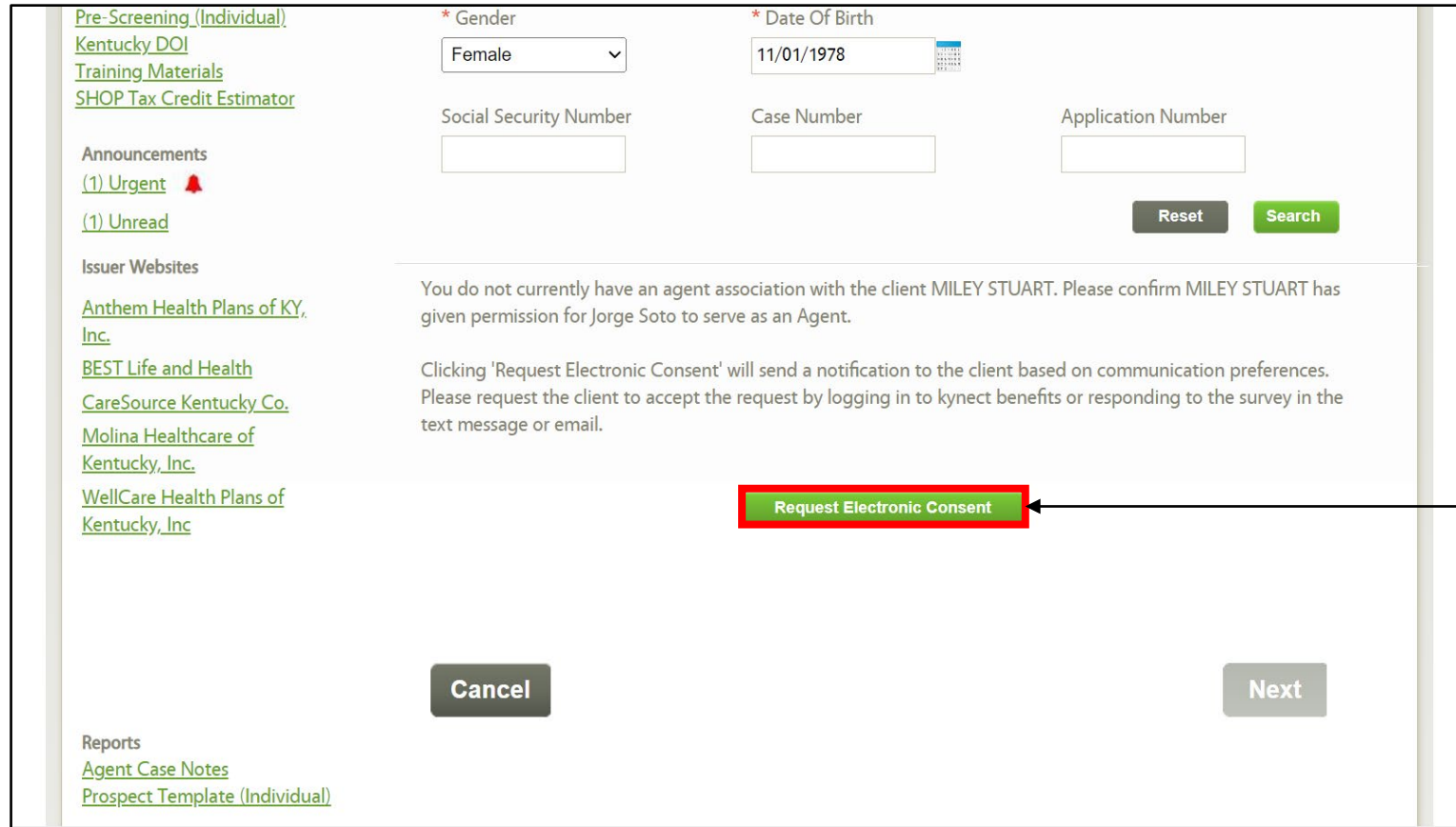
* First Name	Last Name	
<input type="text" value="Miley"/>	<input type="text"/>	
* Gender	* Date Of Birth	
<input type="text" value="Female"/>	<input type="text" value="11/01/1978"/>	
Social Security Number	Case Number	Application Number
<input type="text"/>	<input type="text"/>	<input type="text"/>

Reset Search

3. Click **Search**.

# Case Association in Agent Portal

Agents can request association to cases through Agent Portal. Below are instructions for requesting case access on Agent Portal.



**4. Click Request Electronic Consent.**

**Please note:** Residents will have 90 seconds to accept electronic consent via their preferred communication method. If they do not respond within the allotted time, Agents will need to receive verbal consent. Agents will be unable to request electronic consent for Residents who do not have an electronic preferred communication method (email).

# Case Association in Agent Portal

Agents can request association to cases through Agent Portal. Below are instructions for requesting case access on Agent Portal.



Announcements  
(1) Urgent   
(1) Unread

Issuer Websites  
[Anthem Health Plans of KY, Inc.](#)  
[BEST Life and Health](#)  
[CareSource Kentucky Co.](#)  
[Molina Healthcare of Kentucky, Inc.](#)  
[WellCare Health Plans of Kentucky, Inc](#)

Reports  
[Agent Case Notes](#)  
[Prospect Template \(Individual\)](#)

You do not currently have an agent association with the client MILEY STUART. Please confirm MILEY STUART has given permission for Jorge Soto to serve as an Agent.

Clicking 'Request Electronic Consent' will send a notification to the client based on communication preferences. Please request the client to accept the request by logging in to kynect benefits or responding to the survey in the text message or email.

Request Electronic Consent

**Client did not respond**

Confirm Verbal Consent

Cancel

Next

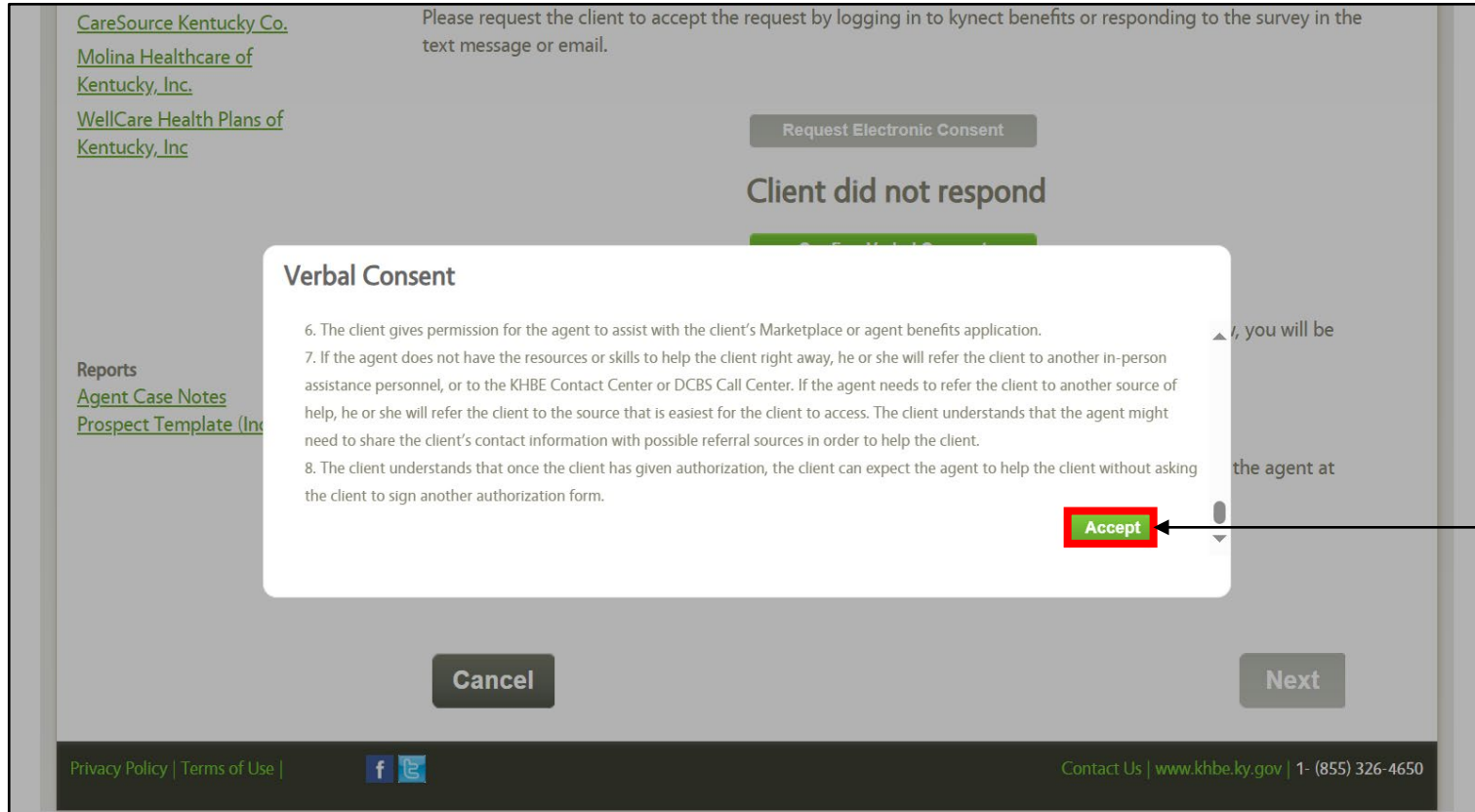
Privacy Policy | Terms of Use | Contact Us | [www.khbe.ky.gov](http://www.khbe.ky.gov) | 1- (855) 326-4650

5. If the client does not respond to the electronic request, click **Confirm Verbal Consent**.



# Case Association in Agent Portal

Agents can request association to cases through Agent Portal. Below are instructions for requesting case access on Agent Portal.



CareSource Kentucky Co.  
Molina Healthcare of Kentucky, Inc.  
WellCare Health Plans of Kentucky, Inc.

Please request the client to accept the request by logging in to kynect benefits or responding to the survey in the text message or email.

Request Electronic Consent



Client did not respond

### Verbal Consent

6. The client gives permission for the agent to assist with the client's Marketplace or agent benefits application.
7. If the agent does not have the resources or skills to help the client right away, he or she will refer the client to another in-person assistance personnel, or to the KHBE Contact Center or DCBS Call Center. If the agent needs to refer the client to another source of help, he or she will refer the client to the source that is easiest for the client to access. The client understands that the agent might need to share the client's contact information with possible referral sources in order to help the client.
8. The client understands that once the client has given authorization, the client can expect the agent to help the client without asking the client to sign another authorization form.

Accept

Cancel Next

Privacy Policy | Terms of Use |   Contact Us | [www.khbe.ky.gov](http://www.khbe.ky.gov) | 1- (855) 326-4650

**6. Read the Verbal Consent and click **Accept**.**

# Case Association in Agent Portal

Agents can request association to cases through Agent Portal. Below are instructions for requesting case access on Agent Portal.



CareSource Kentucky Co.  
Molina Healthcare of Kentucky, Inc.  
WellCare Health Plans of Kentucky, Inc.

Please request the client to accept the request by logging in to kynect benefits or responding to the survey in the text message or email.

Request Electronic Consent

Client did not respond

Confirm Verbal Consent

Confirmation Message

You have been given access to this individual's case as their Agent. You may manage the individual's case information by accessing this individual from your dashboard.

OK

Cancel

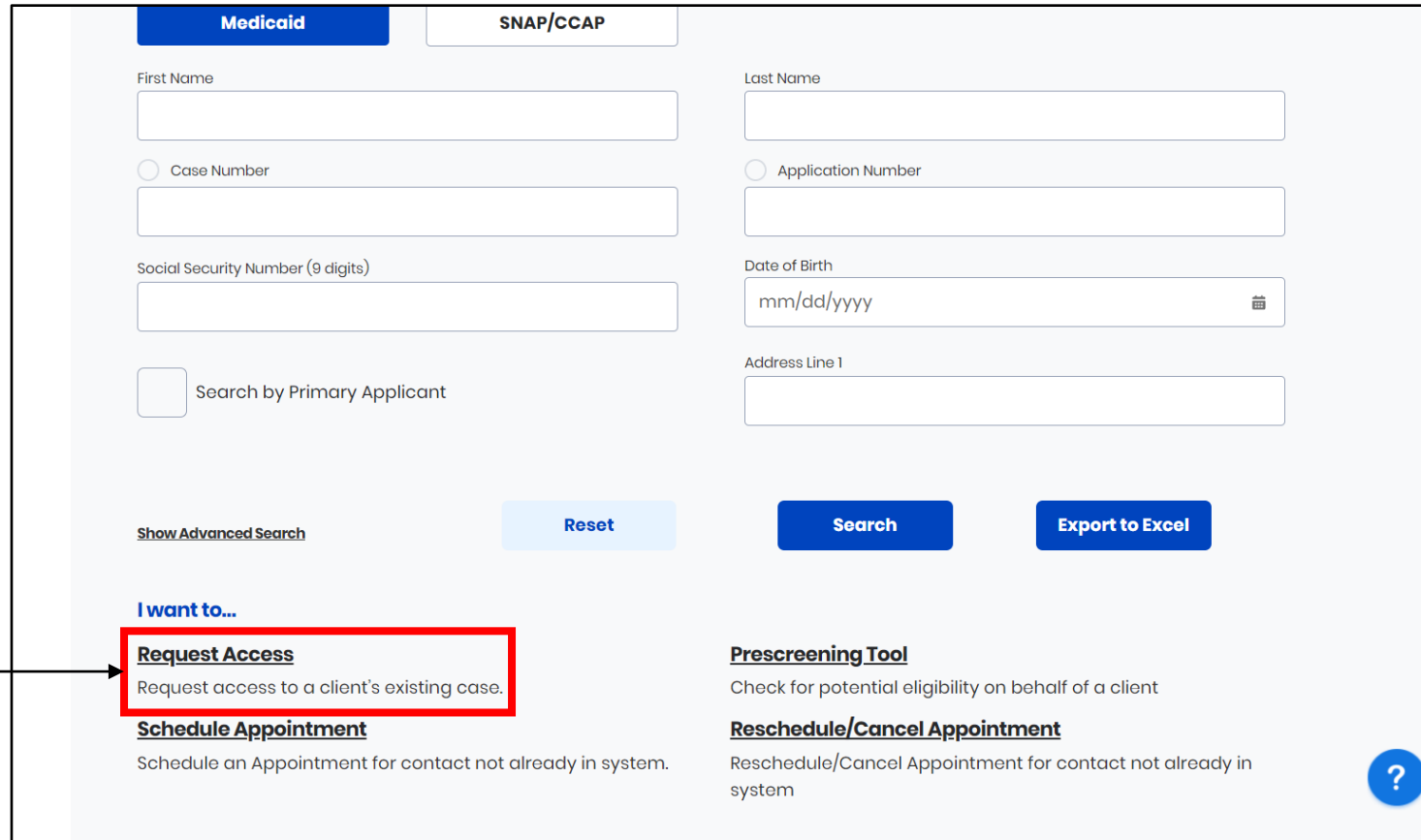
Next

Privacy Policy | Terms of Use | Contact Us | [www.khbe.ky.gov](http://www.khbe.ky.gov) | 1- (855) 326-4650

7. Click **OK** to complete Agent association.

# Case Association in kynect

kynectors can request case access from their dashboard. Below are instructions for requesting case access in kynect.



**Medicaid** SNAP/CCAP


First Name

Last Name

Case Number

Application Number

Social Security Number (9 digits)

Date of Birth  

Search by Primary Applicant

[Show Advanced Search](#) [Reset](#) [Search](#) [Export to Excel](#)


**I want to...**

**Request Access**  
Request access to a client's existing case.

**Schedule Appointment**  
Schedule an Appointment for contact not already in system.

**Prescreening Tool**  
Check for potential eligibility on behalf of a client

**Reschedule/Cancel Appointment**  
Reschedule/Cancel Appointment for contact not already in system



1. Navigate to the bottom of the kynector dashboard and click **Request Access**.

# Case Association in kynect

kynectors can request case access from their dashboard. Below are instructions for requesting case access in kynect.

2. Complete the **required fields** to search for the Resident's case.

3. Click **Search**.

### kynector Access Request

[Learn More](#) | [Download Appendix B Form](#)

First Name: IRON | M.I.:

Last Name: KURMA | Suffix: Select

Sex: Male  | Date of Birth: 08/08/1987

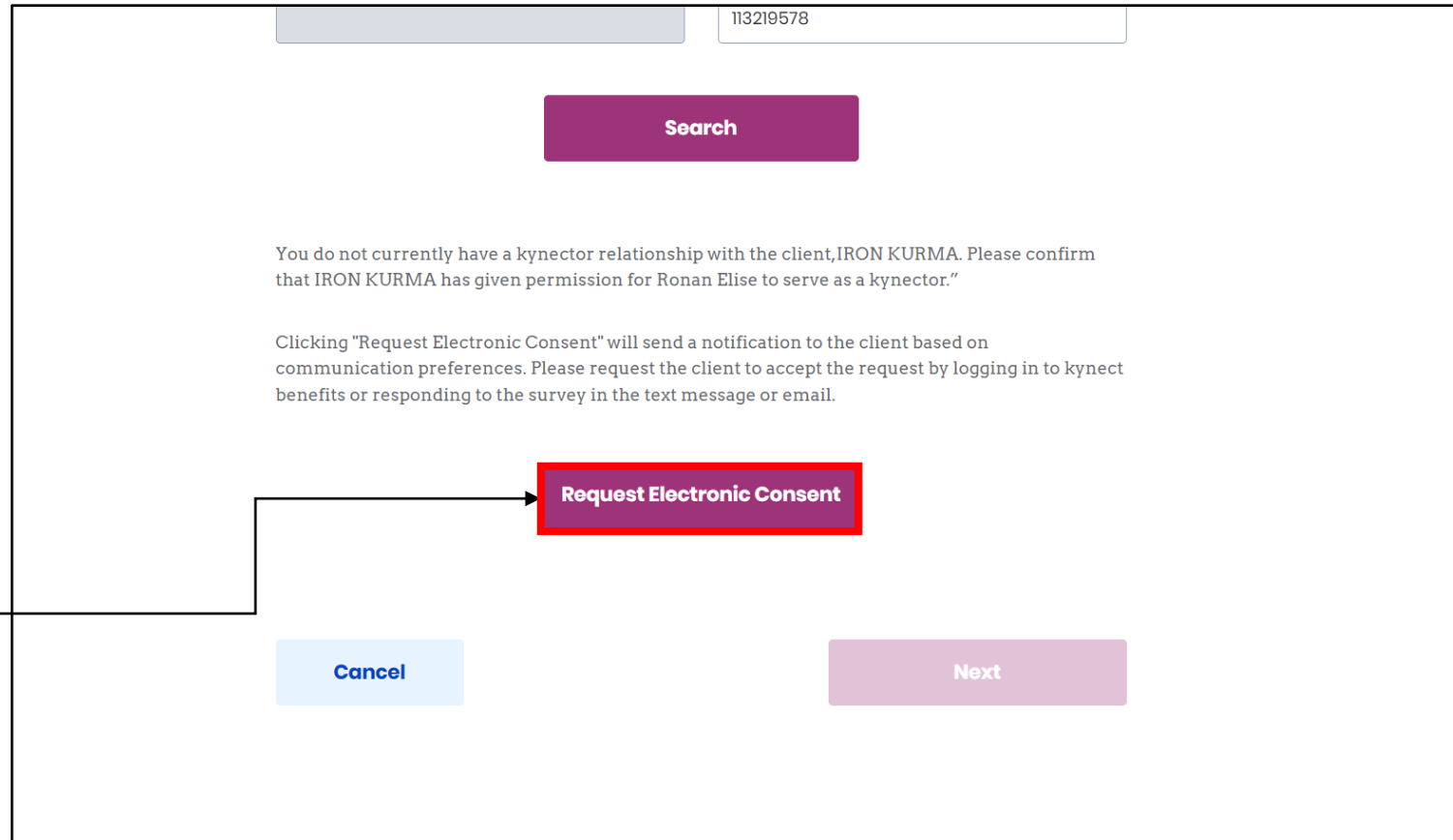
Social Security Number:

Application Number |  Case Number: 113219578

**Search**

## Case Association in kynect

kynectors can request case access from their dashboard. Below are instructions for requesting case access in kynect.



113219578

Search

You do not currently have a kynector relationship with the client, IRON KURMA. Please confirm that IRON KURMA has given permission for Ronan Elise to serve as a kynector.”

Clicking "Request Electronic Consent" will send a notification to the client based on communication preferences. Please request the client to accept the request by logging in to kynect benefits or responding to the survey in the text message or email.

Request Electronic Consent

Cancel

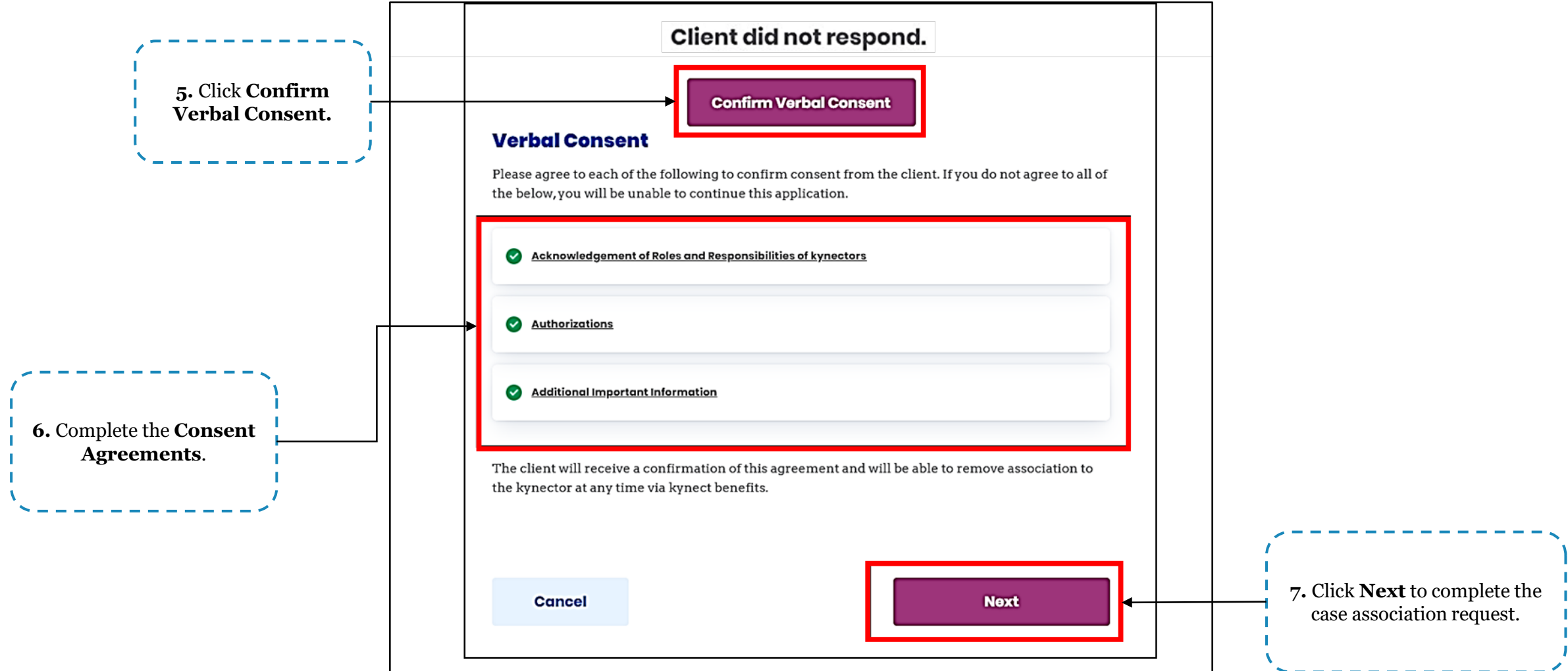
Next

4. Click **Request Electronic Consent**.

**Please note:** Residents will have 90 seconds to accept electronic consent via their preferred communication method. If they do not respond within the allotted time, kynectors will need to receive verbal consent. kynectors will be unable to request electronic consent for Residents who do not have an electronic preferred communication method (email).

# Case Association in kynect

kynectors can request case access from their dashboard. Below are instructions for requesting case access in kynect.





What is required on both Agent Portal and kynect to request case association?

**Answer using the Polls box!**

An illustration of seven diverse people standing in a row against a dark grey background. From left to right: a man with a striped shirt and sunglasses on his head; a woman in a green blazer holding a phone; a man in a white lab coat; a man in blue overalls holding a brush and a red bucket; a woman in a pink shirt and blue skirt holding scissors; a large man in a brown jacket; and a small girl in a red dress holding the large man's hand. The text 'Message Center in kynect' is overlaid in the center in white, with a blue horizontal line above the word 'Message'.

# Message Center in kynect

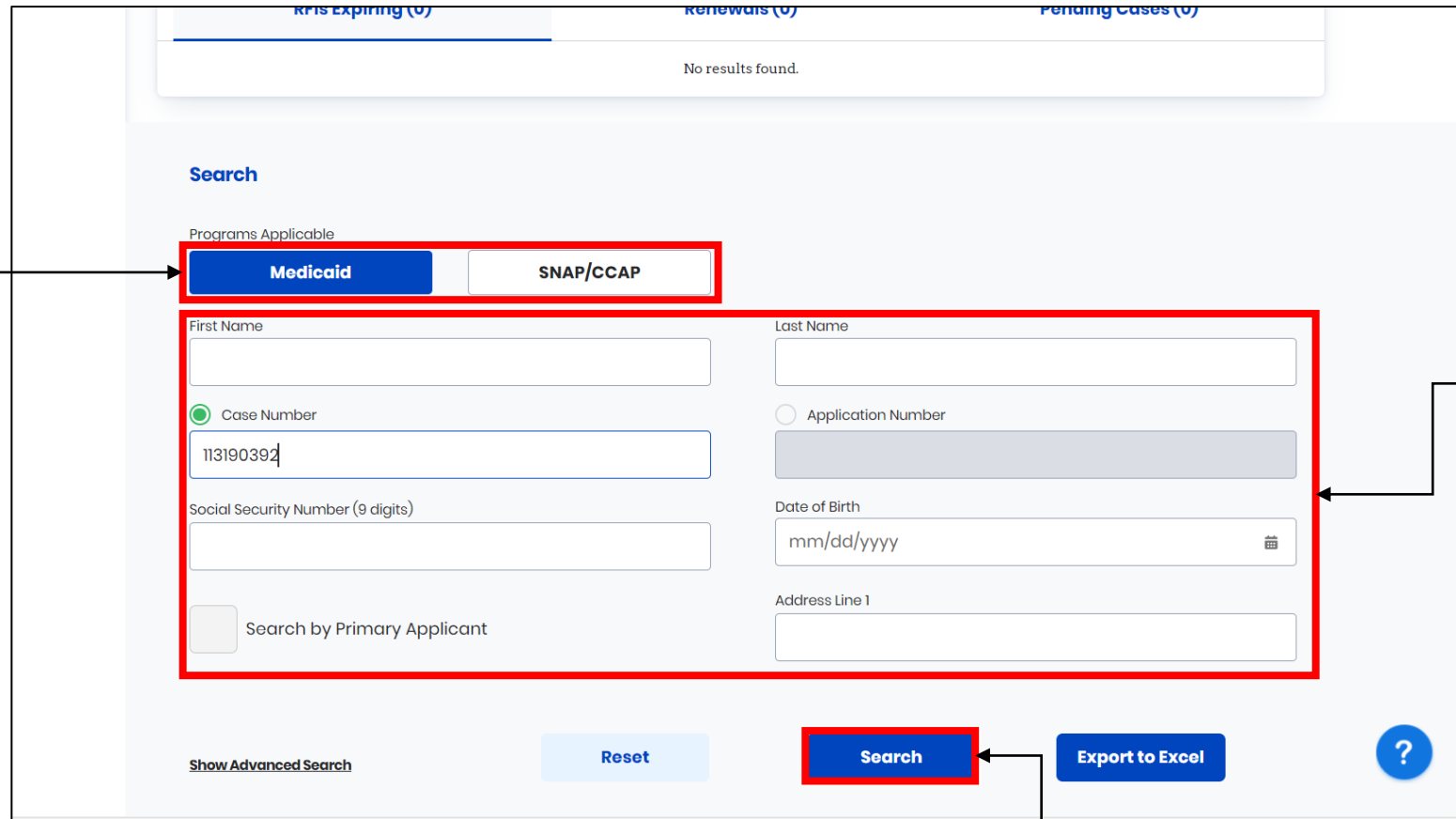


# Message Center in kynect

Agents and kynectors can access a Resident's notices and messages through the Message Center on kynect. Below are instructions for utilizing the Message Center in kynect.

1. Navigate to kynect and scroll down to the *Search* section.

2. Select the applicable **program**.



The screenshot shows the 'Search' section of the kynect interface. At the top, there are three tabs: 'Cases Expiring (0)', 'Renewals (0)', and 'Pending Cases (0)'. Below these is a search bar with the text 'No results found.' The 'Search' section contains a 'Programs Applicable' section with two buttons: 'Medicaid' and 'SNAP/CCAP'. Below this are several input fields: 'First Name', 'Last Name', 'Case Number' (with a radio button selected), 'Application Number' (with a radio button unselected), 'Social Security Number (9 digits)', 'Date of Birth' (with a date picker), and 'Address Line 1'. There is also a checkbox for 'Search by Primary Applicant'. At the bottom of the search section, there are buttons for 'Show Advanced Search', 'Reset', 'Search', and 'Export to Excel', along with a help icon (question mark).

3. Complete the **required fields** in the *Search* section.

4. Click **Search**.

# Message Center in kynect

Agents and kynectors can access a Resident's notices and messages through the Message Center on kynect. Below are instruction for utilizing the Message Center in kynect.



5. Select the **Resident** to navigate to their kynect benefits dashboard.

Social Security Number (9 digits)

Date of Birth

Search by Primary Applicant

Address Line 1

[Show Advanced Search](#) [Reset](#) [Search](#) [Export to Excel](#)

**1 Clients Found**

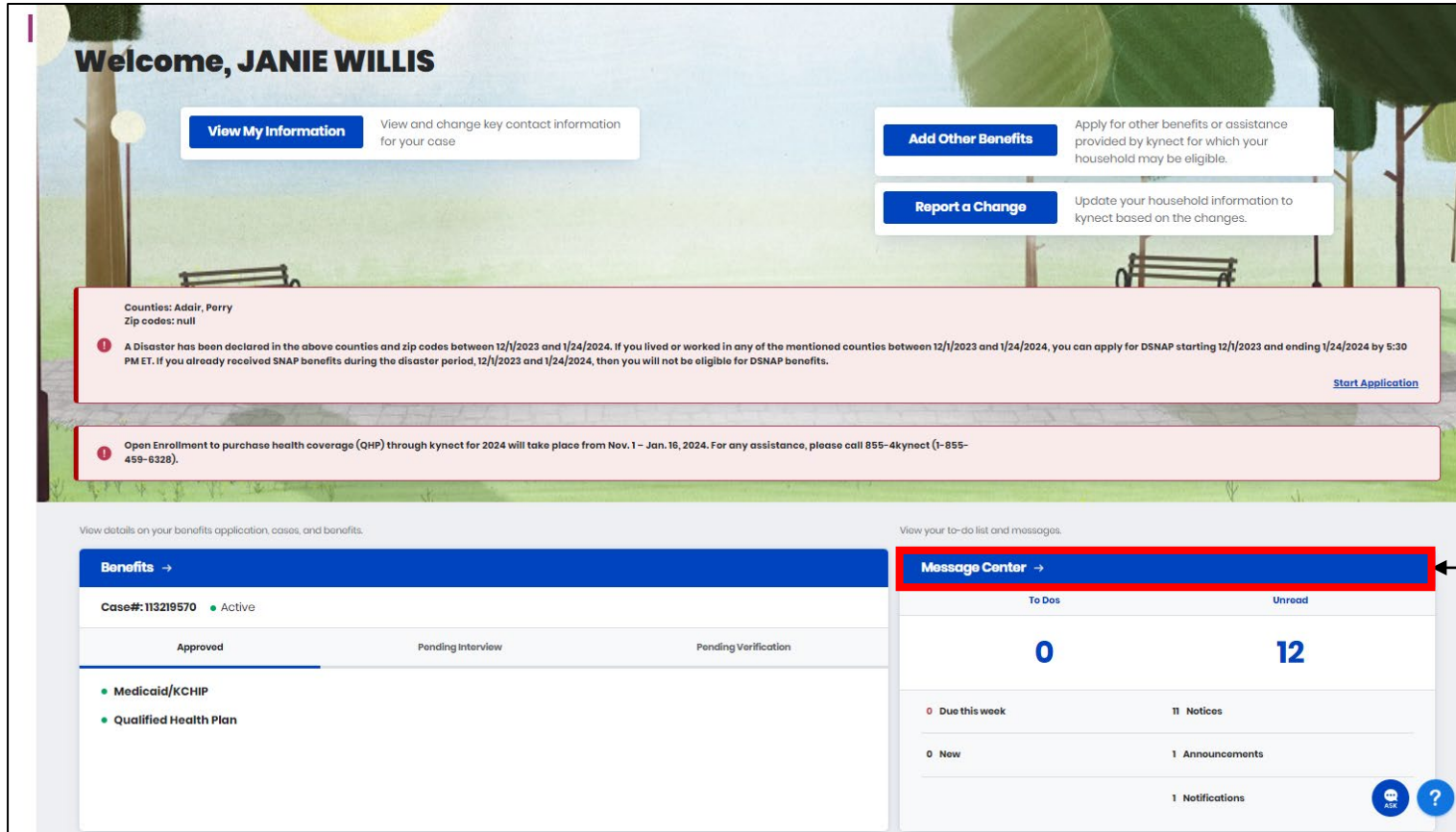
Client Details	Case Status	Submitted Date	Last Updated	Assisted By
<b>MGLQLR FNFZAYBB</b> M   Age 47 Case #113190392	Approved	06/26/2023	11/14/2023	Ronan Elise

**I want to...**

- Request Access**  
Request access to a client's existing case.
- Schedule Appointment**  
Schedule an Appointment for contact not already in system.
- Prescreening Tool**  
Check for potential eligibility on behalf of a client
- Reschedule/Cancel Appointment**  
Reschedule/Cancel Appointment for contact not already in system

# Message Center in kynect

Agents and kynectors can access a Resident's notices and messages through the Message Center on kynect. Below are instruction for utilizing the Message Center in kynect.



**Welcome, JANIE WILLIS**

**View My Information** View and change key contact information for your case

**Add Other Benefits** Apply for other benefits or assistance provided by kynect for which your household may be eligible.

**Report a Change** Update your household information to kynect based on the changes.

Counties: Adair, Parry  
Zip codes: null

**1** A Disaster has been declared in the above counties and zip codes between 12/1/2023 and 1/24/2024. If you lived or worked in any of the mentioned counties between 12/1/2023 and 1/24/2024, you can apply for DSNAP starting 12/1/2023 and ending 1/24/2024 by 5:30 PM ET. If you already received SNAP benefits during the disaster period, 12/1/2023 and 1/24/2024, then you will not be eligible for DSNAP benefits. [Start Application](#)

**1** Open Enrollment to purchase health coverage (QHP) through kynect for 2024 will take place from Nov. 1 – Jan. 16, 2024. For any assistance, please call 855-4kynect (1-855-459-6328).

View details on your benefits application, cases, and benefits.

**Benefits** →

Case#: 113219570 • Active

Approved	Pending Interview	Pending Verification
• Medicaid/KCHIP		
• Qualified Health Plan		

View your to-do list and messages.

**Message Center** →

To Dos	Unread
0	12

• Due this week 11 Notices

• New 1 Announcements

1 Notifications

6. Click Message Center.

# Message Center in kynect

Agents and kynectors can access a Resident's notices and messages through the Message Center on kynect. Below are instruction for utilizing the Message Center in kynect.

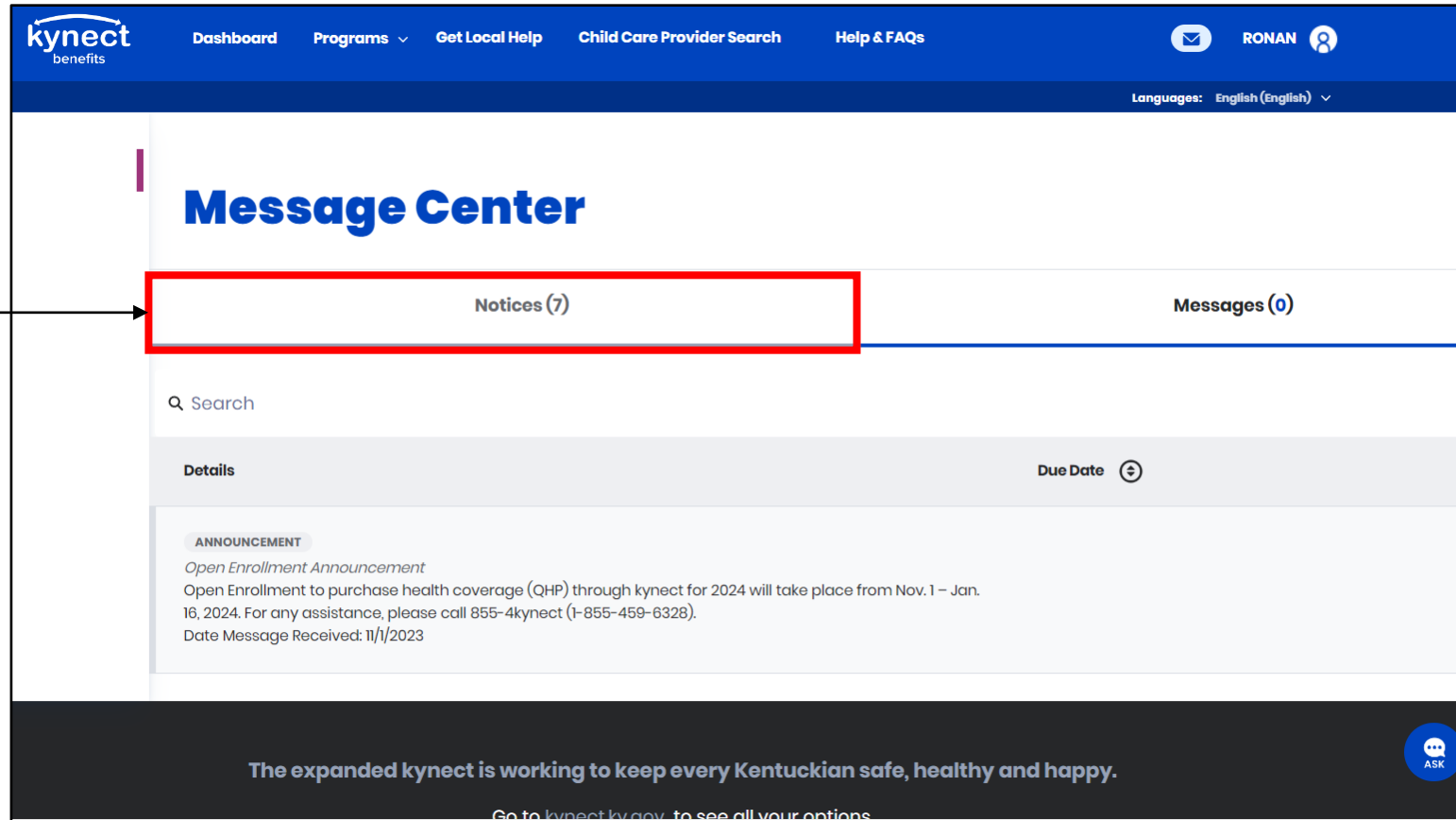


7. Select any unread Message(s).

## Message Center in kynect

Agents and kynectors can access a Resident's notices and messages through the Message Center on kynect. Below are instruction for utilizing the Message Center in kynect.

8. Click the *Notices* tab to view the Resident's notices.



The screenshot shows the kynect benefits website's Message Center. At the top, there is a navigation bar with links for Dashboard, Programs, Get Local Help, Child Care Provider Search, and Help & FAQs. The user is logged in as RONAN. The main heading is "Message Center". Below this, there are two tabs: "Notices (7)" and "Messages (0)". The "Notices (7)" tab is highlighted with a red box. Below the tabs is a search bar and a "Details" section. The first notice is an announcement titled "ANNOUNCEMENT" with the sub-heading "Open Enrollment Announcement". The text of the announcement states: "Open Enrollment to purchase health coverage (QHP) through kynect for 2024 will take place from Nov. 1 – Jan. 16, 2024. For any assistance, please call 855-4kynect (1-855-459-6328). Date Message Received: 11/1/2023". At the bottom of the page, there is a footer with the text "The expanded kynect is working to keep every Kentuckian safe, healthy and happy." and a link to "Go to kynect.ky.gov to see all your options." There is also an "ASK" button in the bottom right corner.

# Message Center in kynect

Agents and kynectors can access a Resident’s notices and messages through the Message Center on kynect. Below are instruction for utilizing the Message Center in kynect.



### Message Center

Notices (7) Messages (0)

Q Search

*You have 7 notices from 6/6/2023.  
Notices older than 5 years are not available for download.*

**Filter (0)**

Notice Type	Name	Case/Application Number	Action Due By Date	Date Generated
MCO Disenrollment Letter (MGD-9203-D)	MGLQHRLR FNFZAYBB	113182972		6/26/2023
Notice Of Eligibility (KIP-105.1)	MGLQHRLR FNFZAYBB	113190392		6/26/2023
Notice of Privacy Practice (MAP-065)	MGLQHRLR FNFZAYBB	113190392		6/26/2023
MCO Assignment Letter (MGD-9201-D)	MGLQHRLR FNFZAYBB	113190392		6/26/2023
Do You Know Notice	MGLQHRLR FNFZAYBB	113190392		6/26/2023
Presumptive Eligibility Card (SSP-006)	MGLQHRLR FNFZAYBB	113182972		6/6/2023
Presumptive Eligibility Card (SSP-006)	MGLQHRLR FNFZAYBB	113182972		6/6/2023

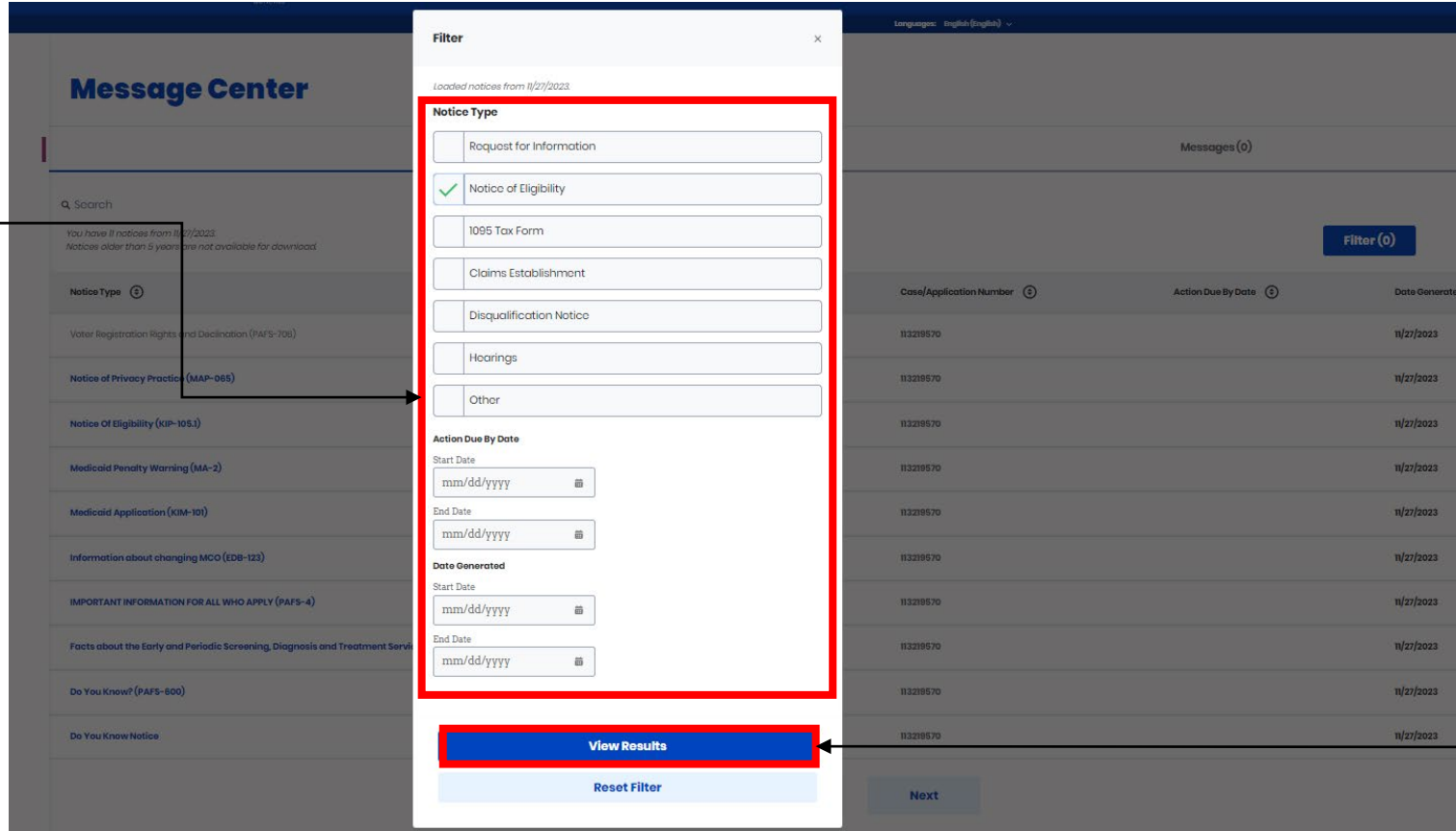
ASK ?

9. Click **Filter** to refine search results.

# Message Center in kynect

Agents and kynectors can access a Resident's notices and messages through the Message Center on kynect. Below are instruction for utilizing the Message Center in kynect.

10. Select applicable filter criteria (Notice Type, Action Due By Date, and Generated Date) to filter notices.



The screenshot shows the 'Message Center' interface. A 'Filter' modal is open, displaying the following sections:

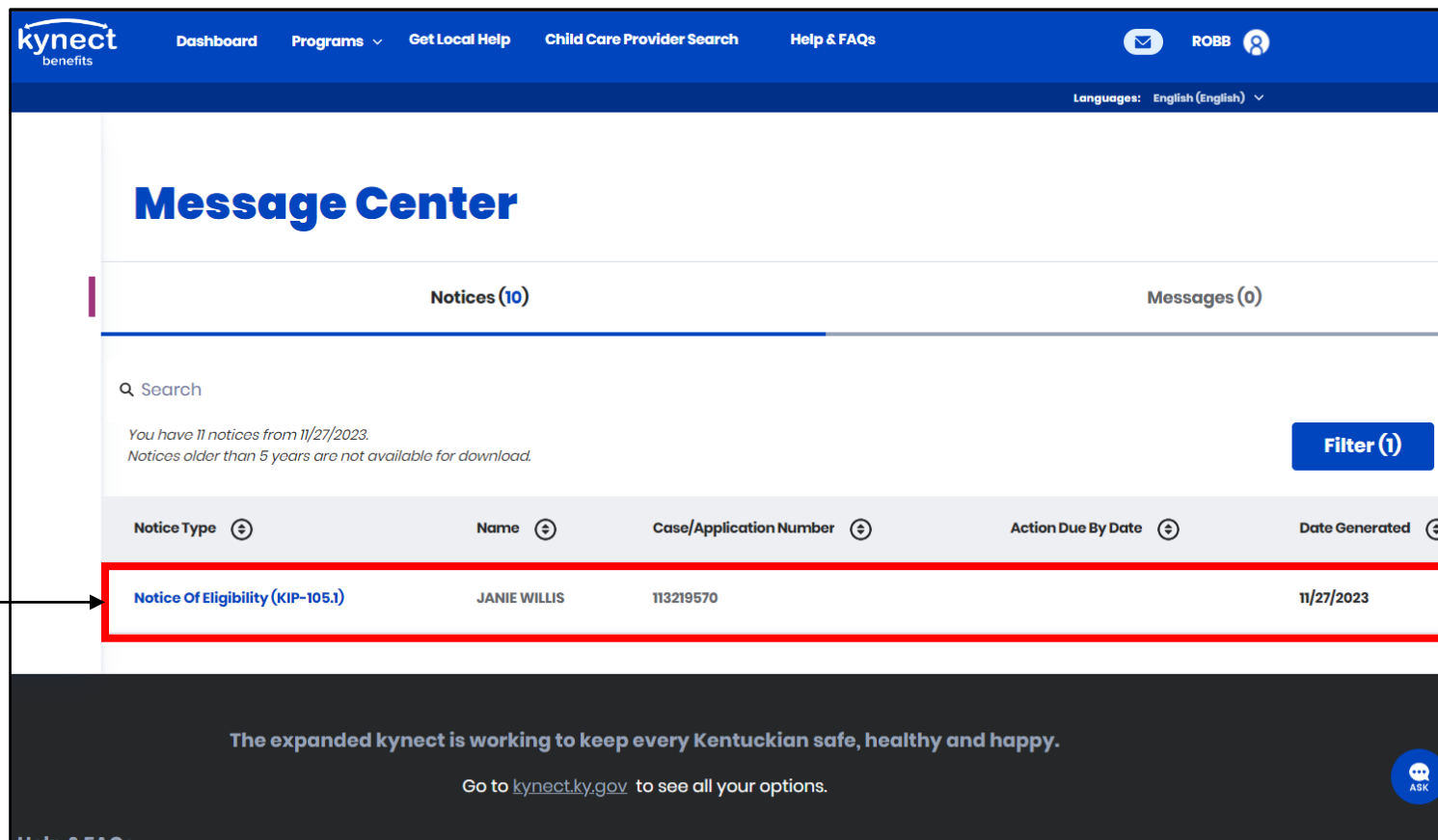
- Notice Type:** A list of filter options with checkboxes. 'Notice of Eligibility' is checked.
- Action Due By Date:** Two date pickers for 'Start Date' and 'End Date', both showing 'mm/dd/yyyy'.
- Date Generated:** Two date pickers for 'Start Date' and 'End Date', both showing 'mm/dd/yyyy'.
- Buttons:** 'View Results' (highlighted in red) and 'Reset Filter'.

The background shows a list of notices with columns for 'Case/Application Number', 'Action Due By Date', and 'Date Generated'. A 'Filter (0)' button is visible above the list.

11. Click View Results.

## Message Center in kynect

Agents and kynectors can access a Resident's notices and messages through the Message Center on kynect. Below are instruction for utilizing the Message Center in kynect.



The screenshot shows the 'Message Center' page in the kynect benefits system. The page has a blue header with navigation links: Dashboard, Programs, Get Local Help, Child Care Provider Search, and Help & FAQs. A user profile for 'ROBB' is visible in the top right. Below the header, the 'Message Center' title is displayed. There are two tabs: 'Notices (10)' and 'Messages (0)'. A search bar is present with the text 'You have 11 notices from 11/27/2023. Notices older than 5 years are not available for download.' and a 'Filter (1)' button. A table lists notices with columns: Notice Type, Name, Case/Application Number, Action Due By Date, and Date Generated. One notice is highlighted with a red border: 'Notice Of Eligibility (KIP-105.1)' for 'JANIE WILLIS' with case number '113219570' and date '11/27/2023'. A callout box on the left points to the 'Notice Type' column.

Notice Type	Name	Case/Application Number	Action Due By Date	Date Generated
Notice Of Eligibility (KIP-105.1)	JANIE WILLIS	113219570		11/27/2023

12. Click **Notice Type** to open and read the notice.





Where must you navigate to on kynect to view a Resident's Notices and Messages?

**Answer using the Polls box!**



# My Policies Screen Updates

# My Policies Screen Updates

Changes were made to the **My Policies** screen in Agent Portal to include new filter criteria and the ability to export client lists. Below are instructions for utilizing these features in Agent Portal.



Kentucky Health Benefit Exchange

Welcome Jorge Soto | Sign Out | About | Help

My Account | Help

Overview | Book Of Business | My Quotes | My Delegates | Messages | kynect On Demand | Settings

Quick Links

- [Initiate an Application for Individual](#)
- [Initiate an Application for Employer](#)
- [Request Case Access Pre-Screening \(Individual\) Kentucky DOI](#)
- [Training Materials](#)
- [SHOP Tax Credit Estimator](#)

Announcements

- (1) Urgent
- (1) Unread

Issuer Websites

- [Anthem Health Plans of KY, Inc.](#)
- [BEST Life and Health](#)
- [CareSource Kentucky Co.](#)
- [Molina Healthcare of Kentucky, Inc.](#)
- [WellCare Health Plans of Kentucky, Inc.](#)

Reports

- [Agent Case Notes](#)
- [Prospect Template \(Individual\)](#)

My Clients	
	Individual
Current	16
Past	2
Clients Added In The Last Month	3

[View More](#)

My Policies	
	2024
Active	3
Termed	2
Pending	0
Expired RFI	1
RFI about to expire in a month	0



[View More](#)

My Prospects	
	Individual
Current Prospects	10
Abandoned Prospects	3
Prospects Added In The Last Month	1

[View More](#)

My Quotes	
	Individual
In Progress	6
Accepted	0
Submitted	3
Rejected	0

[View More](#)

Privacy Policy | Terms of Use |   Contact Us | [www.khbe.ky.gov](http://www.khbe.ky.gov) | 1- (855) 326-4650

1. Starting on the Overview screen, click **View More** under the *My Policies* box.

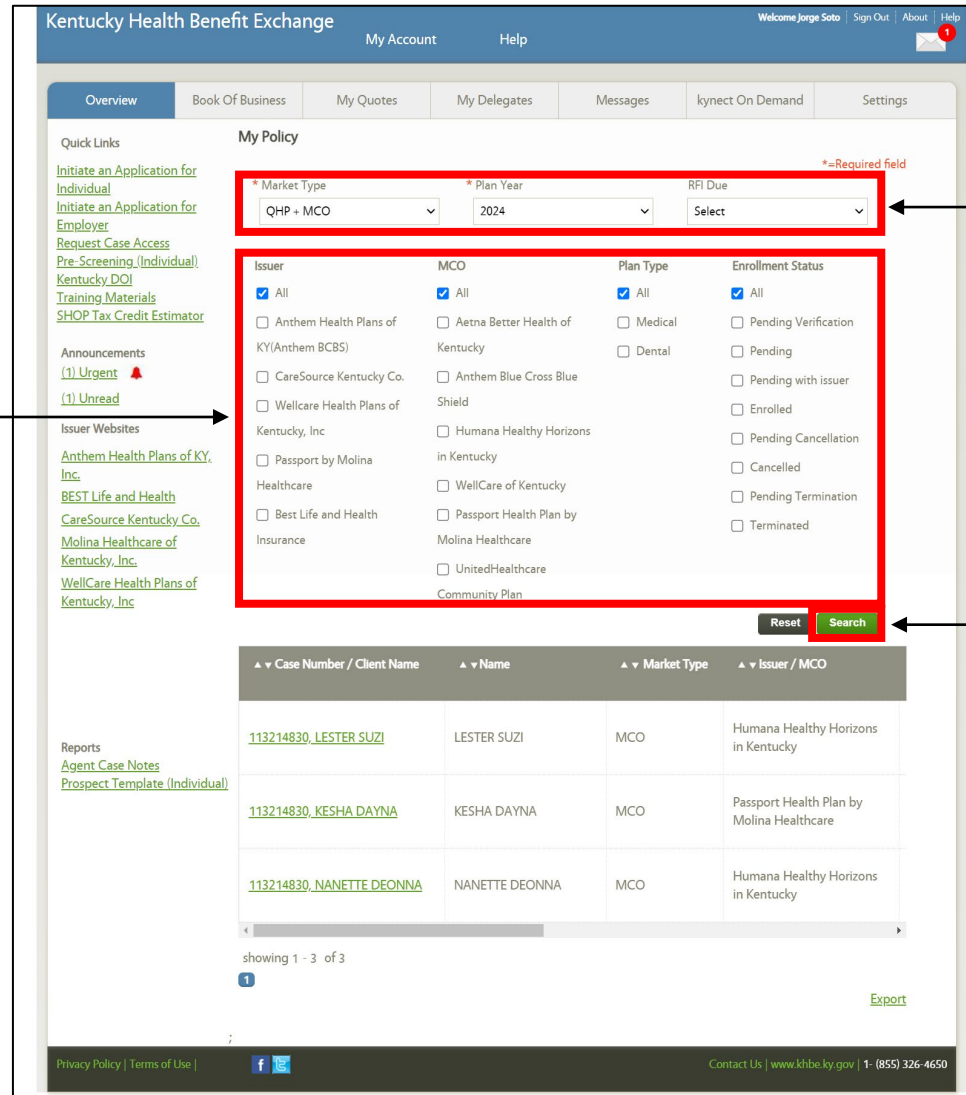
# My Policies Screen Updates

Changes were made to the **My Policies** screen in Agent Portal to include new filter criteria and the ability to export client lists. Below are instructions for utilizing these features in Agent Portal.

3. Select applicable **filter criteria** (Issuer, MCO, Plan Type, and Enrollment Status) to filter cases.

2. Select the **Market Type, Plan Year, and RFI Due** if applicable from the drop-down list.

4. Click **Search**.



The screenshot shows the 'My Policy' section of the Kentucky Health Benefit Exchange. The filter criteria are highlighted in red boxes:

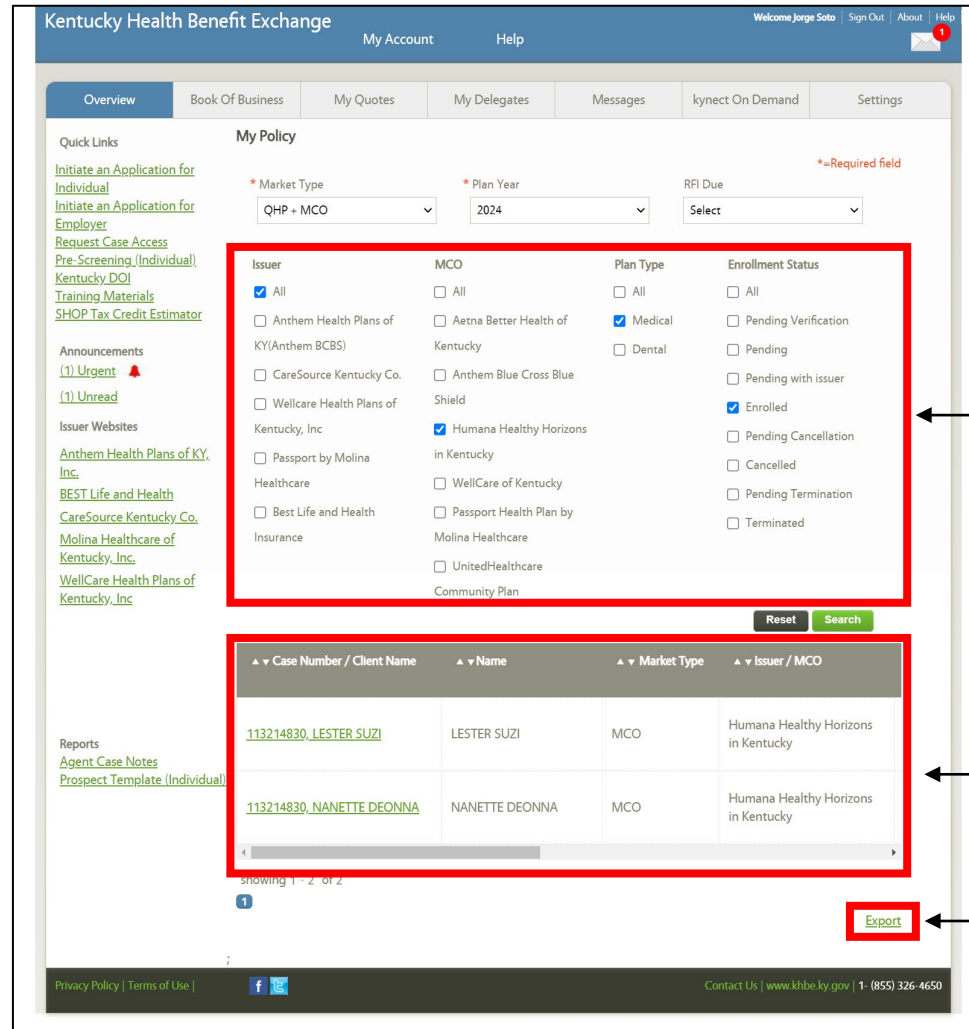
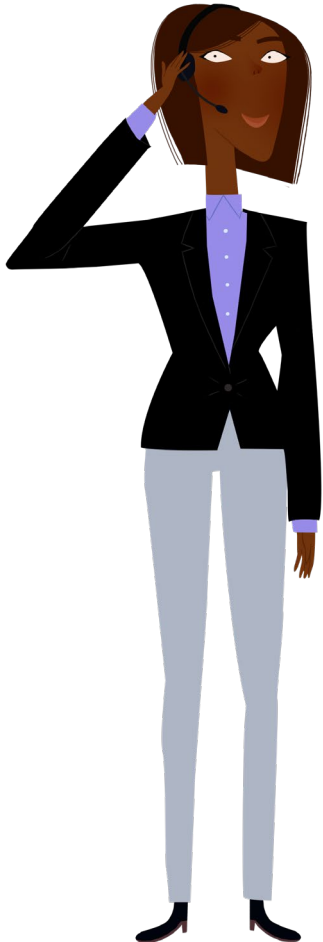
- Market Type:** QHP + MCO
- Plan Year:** 2024
- RFI Due:** Select
- Issuer:** All
- MCO:** All
- Plan Type:** All
- Enrollment Status:** All

The search results table is as follows:

Case Number / Client Name	Name	Market Type	Issuer / MCO
113214830, LESTER SUZI	LESTER SUZI	MCO	Humana Healthy Horizons in Kentucky
113214830, KESHA DAYNA	KESHA DAYNA	MCO	Passport Health Plan by Molina Healthcare
113214830, NANETTE DEONNA	NANETTE DEONNA	MCO	Humana Healthy Horizons in Kentucky

# My Policies Screen Updates

Changes were made to the **My Policies** screen in Agent Portal to include new filter criteria and the ability to export client lists. Below are instructions for utilizing these features in Agent Portal.



The screenshot shows the 'My Policy' section of the Kentucky Health Benefit Exchange. It includes filter options for Market Type (QHP + MCO), Plan Year (2024), and RFI Due (Select). Below these are checkboxes for Issuer, MCO, Plan Type (Medical, Dental), and Enrollment Status (Enrolled, etc.). A table below displays filtered results with columns for Case Number / Client Name, Name, Market Type, and Issuer / MCO. An 'Export' button is located at the bottom right of the table area.

Case Number / Client Name	Name	Market Type	Issuer / MCO
113214830, LESTER SUZI	LESTER SUZI	MCO	Humana Healthy Horizons in Kentucky
113214830, NANETTE DEONNA	NANETTE DEONNA	MCO	Humana Healthy Horizons in Kentucky

5. Select the **Case Number/Client Name** to navigate to the **Client Details** screen.

Case Numbers and Client Names will display based on selected filtered criteria.

6. Click **Export** to export the client list displayed to Excel.



Which of the following is not a filter in the **My Policies** screen when searching for cases?

**Answer using the Polls box!**

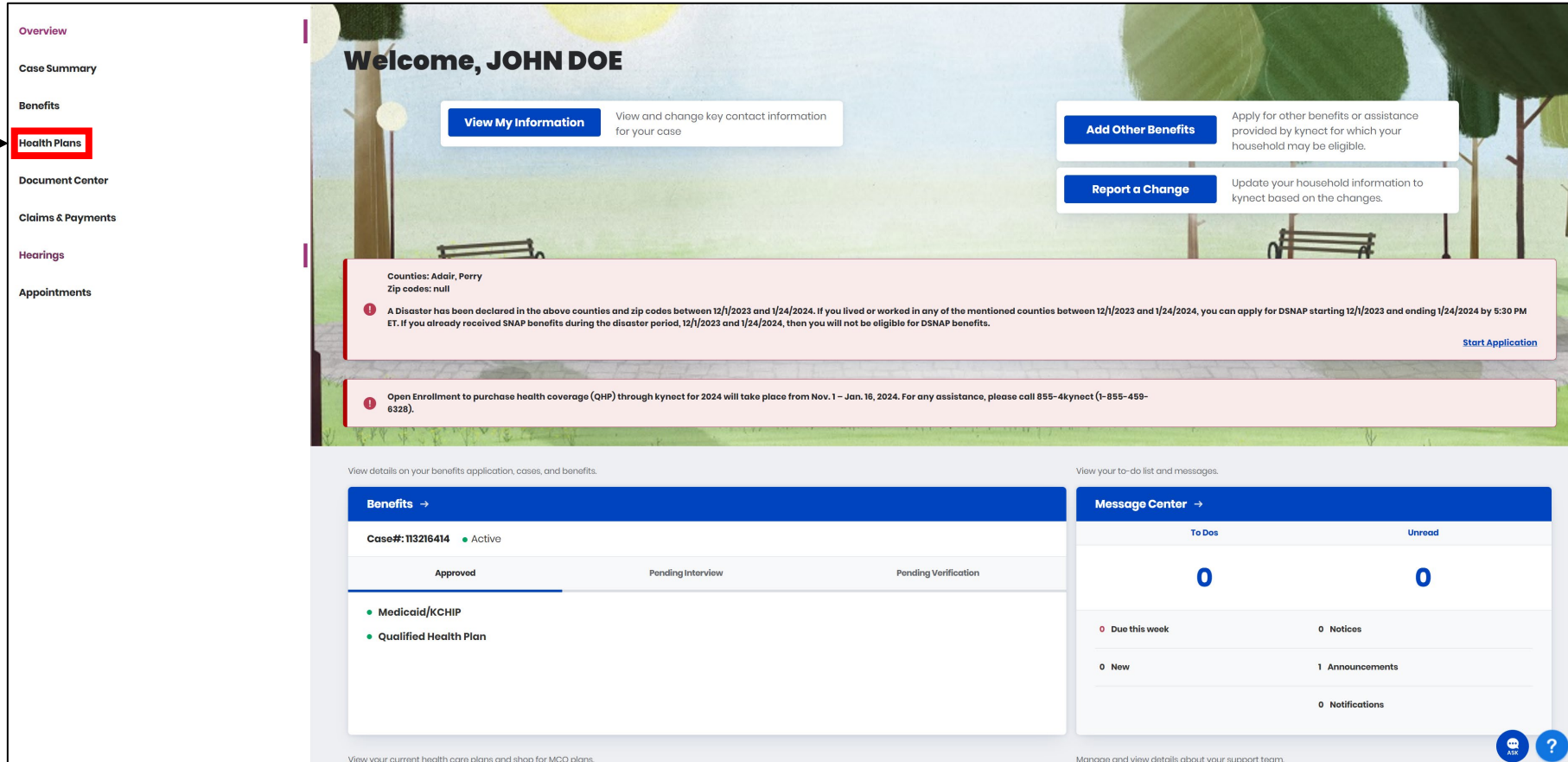
# MCO Changes



# MCO Change Without Cause

Residents, Agents, and kynectors now have the option of requesting a Managed Care Organization (MCO) change at any point through December 2024. Below are instructions for how to request an MCO change.

1. From the kynect benefits dashboard, select **Health Plans** to navigate to the Enrollment Manager Module (EMM).



**Overview**

- Case Summary
- Benefits
- Health Plans**
- Document Center
- Claims & Payments
- Hearings
- Appointments

## Welcome, JOHN DOE

[View My Information](#) View and change key contact information for your case

[Add Other Benefits](#) Apply for other benefits or assistance provided by kynect for which your household may be eligible.

[Report a Change](#) Update your household information to kynect based on the changes.

Counties: Adair, Perry  
Zip codes: null

**i** A Disaster has been declared in the above counties and zip codes between 12/1/2023 and 1/24/2024. If you lived or worked in any of the mentioned counties between 12/1/2023 and 1/24/2024, you can apply for DSNAP starting 12/1/2023 and ending 1/24/2024 by 5:30 PM ET. If you already received SNAP benefits during the disaster period, 12/1/2023 and 1/24/2024, then you will not be eligible for DSNAP benefits. [Start Application](#)

**i** Open Enrollment to purchase health coverage (QHP) through kynect for 2024 will take place from Nov. 1 – Jan. 16, 2024. For any assistance, please call 855-4kynect (1-855-459-6328).

View details on your benefits application, cases, and benefits.

Benefits →		
Case#: 113216414 ● Active		
Approved	Pending Interview	Pending Verification
● Medicaid/KCHIP		
● Qualified Health Plan		

View your to-do list and messages.

Message Center →	
To Dos	Unread
0	0
0 Due this week	0 Notices
0 New	1 Announcements
	0 Notifications

View your current health care plans and shop for MCO plans. [Ask](#) [?](#)

Manage and view details about your support team.

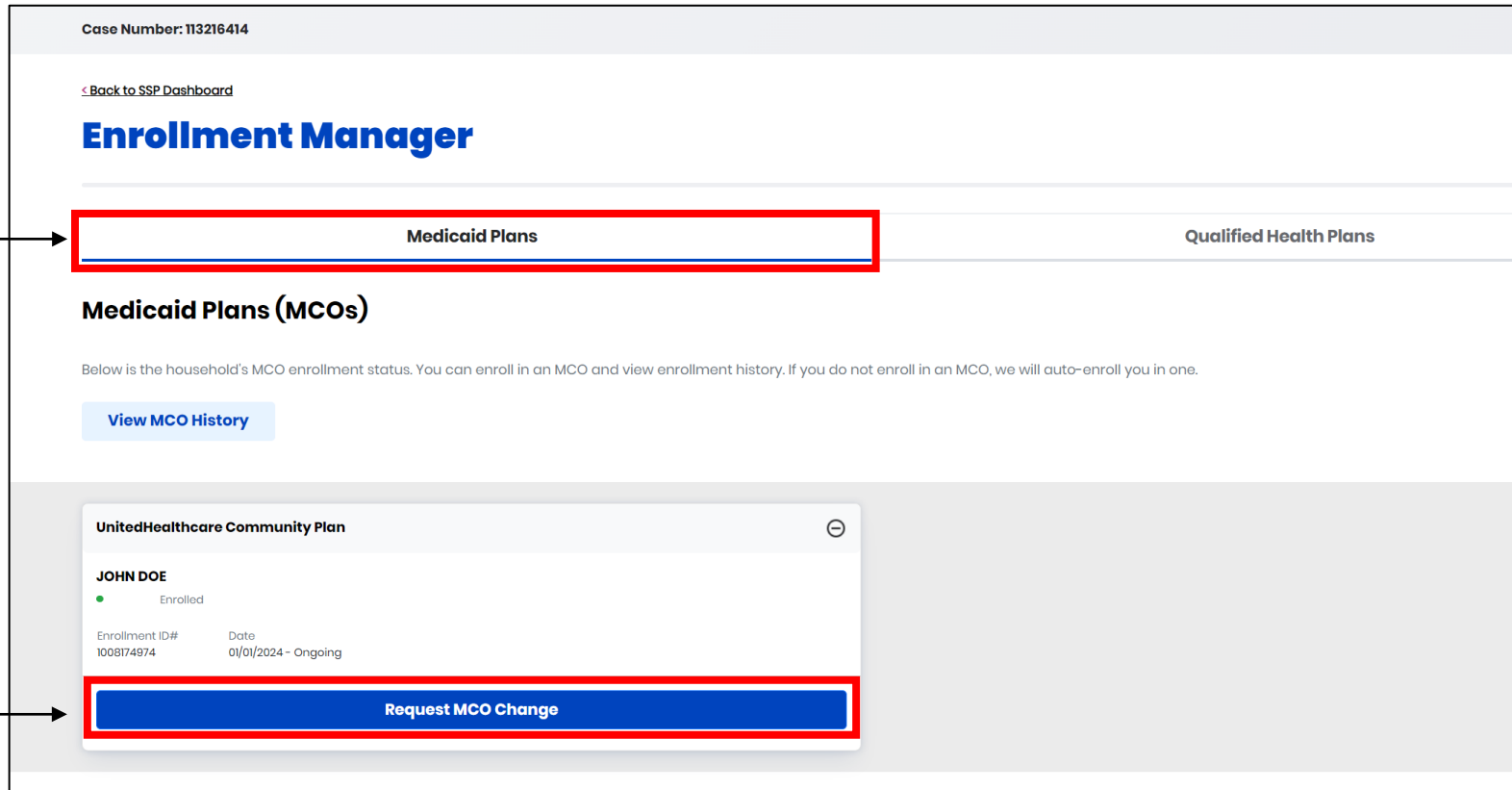


# MCO Change Without Cause

Residents, Agents, and kynectors now have the option of requesting a Managed Care Organization (MCO) change at any point through December 2024. Below are instructions for how to request an MCO change.

2. Once in the EMM, click the *Medicaid Plans* tab.

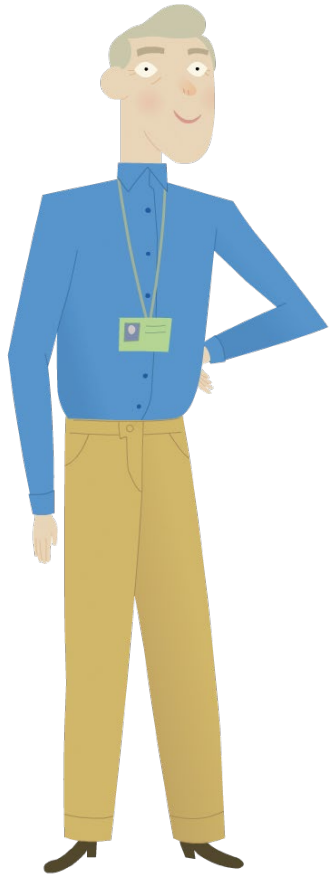
3. Click **Request MCO Change**.



The screenshot displays the Enrollment Manager (EMM) interface for Case Number: 113216414. At the top, there is a navigation link for 'Back to SSP Dashboard'. The main heading is 'Enrollment Manager'. Below this, there are two tabs: 'Medicaid Plans' (highlighted with a red box) and 'Qualified Health Plans'. Under the 'Medicaid Plans' tab, the section is titled 'Medicaid Plans (MCOs)'. A descriptive text states: 'Below is the household's MCO enrollment status. You can enroll in an MCO and view enrollment history. If you do not enroll in an MCO, we will auto-enroll you in one.' A 'View MCO History' button is present. A card for 'UnitedHealthcare Community Plan' is shown, listing 'JOHN DOE' as 'Enrolled' with an enrollment ID of 1008174974 and a date of 01/01/2024 - Ongoing. At the bottom of this card, a 'Request MCO Change' button is highlighted with a red box.

# MCO Change Without Cause

Residents, Agents, and kynectors now have the option of requesting a Managed Care Organization (MCO) change at any point through December 2024. Below are instructions for how to request an MCO change.



[Back to Add Plan](#)

## 2024 Plan Search

Before choosing a plan, please check the MCO's directory of providers (doctors, nurse practitioners, hospitals) for each plan. This is the most up to date list of providers that are available through the MCO. You want to make sure that your doctor is available to you at the lowest cost possible.






**Primary Care Physician (PCP)**  
You may also select a Primary Care Physician (PCP) while choosing an MCO plan.

[Choose PCP](#)

**Plan Results**

[Show Filters](#)

[Export](#) [Compare Plans](#)

Insurance Company	Actions
 Anthem Medicaid ★★★★★	<input type="radio"/> Compare <a href="#">Add to Cart</a>
 Aetna Better Health of Kentucky ★★★★★	<input type="radio"/> Compare <a href="#">Add to Cart</a>
 WellCare of Kentucky ★★★★★	<input type="radio"/> Compare <a href="#">Add to Cart</a>
 Passport Health Plan by Molina Healthcare ★★★★★	<input type="radio"/> Compare <a href="#">Add to Cart</a>
 UnitedHealthcare Community Plan ★★★★★	<input type="radio"/> Compare <a href="#">Add to Cart</a>

[Exit](#) [Compare Plans](#)

4. Select a new MCO and click **Add to Cart**.

## MCO Change Without Cause

Residents, Agents, and kynectors now have the option of requesting a Managed Care Organization (MCO) change at any point through December 2024. Below are instructions for how to request an MCO change.

Case Number: 113216414

[← Back to Enrollment Manager](#)

### Change Current MCO Plan

If you would like to change your current MCO plan, you can do so by clicking the Select Another Plan button. If you would like to remain with your current plan, click Cancel.

**Current Plan**

Humana Healthy Horizons in Kentucky

Member

- JOHN DOE

**Newly Selected Plan**

UnitedHealthcare Community Plan

Members

- JOHN DOE  
[Select Another Plan](#)

[Cancel](#) [Checkout](#)

5. Confirm the new MCO selection is correct and click **Checkout**.

# MCO Change Without Cause

Residents, Agents, and kynectors now have the option of requesting a Managed Care Organization (MCO) change at any point through December 2024. Below are instructions for how to request an MCO change.

6. Enter the Resident's **First Name, Middle Initial, Last Name, and Suffix** (if applicable) in the provided fields.

Case Number: 113216414

[Back to Enrollment Manager](#)

## Sign & Submit

Please read this information carefully. Your signature makes this application valid. An electronic signature is the same as a written signature. Medicaid, KCHIP, and Kynect are part of the Cabinet for Health and Family Services (CHFS). By signing, you agree to the following:


I am signing this application under penalty of perjury which means I have given true answers to all the questions on this form to the best of my knowledge and belief. I know that I may be subject to penalties under federal and/or state law if I provide false and/or untrue information.

I know that I must tell Kynect if anything changes from what I entered on this application.

Electronically sign this request by entering your name below:

**JOHN DOE**

New Health Plan  
UnitedHealthcare Community Plan

First Name	M.I.
<input type="text"/>	<input type="text"/>
Last Name	Suffix
<input type="text"/>	--Select-- 

[Back](#) [Exit](#) [Sign & Submit](#)

7. Click **Sign & Submit** to complete the MCO Change Request.



Residents, Agents, and kynectors can now request an MCO change at any time until when?

**Answer using the Polls box!**

An illustration of seven diverse people standing in a line against a dark grey background. From left to right: a man with a striped shirt and sunglasses on his head; a woman with a green blazer and red hair; a man in a white lab coat and tie; a man in a blue cap and overalls with a red bucket; a woman in a pink shirt and blue skirt holding scissors; a large man in a brown jacket and blue pants; and a small girl in a red dress holding the large man's hand. The text 'Questions and Answers (Q&A)' is centered over the illustration in white, with a blue horizontal line above the word 'Questions'.

# Questions and Answers (Q&A)

# Questions and Answers (Q&A)

Please ask any Open Enrollment questions using the **Q&A Icon** located at the bottom of your Zoom screen.

