Open Enrollment Office Hour

December 6, 2023

Office Hour Features

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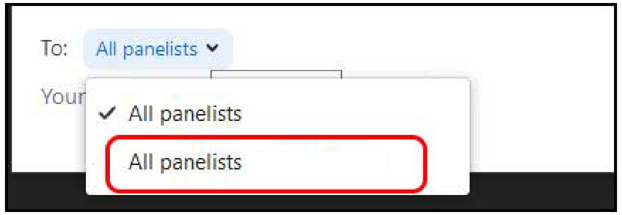
1 Chat

Can Participants Talk?

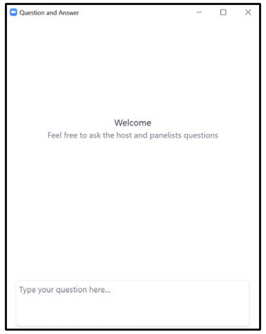
- All attendees will be muted for this webinar.
- The Chat should be used for help with technical issues. Send messages to All panelists.



2 Q&A

How to Ask Questions?

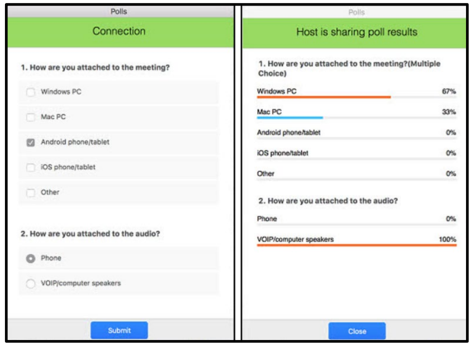
- The Q&A should be used for asking <u>all</u> questions.
- Click Q&A in the Zoom toolbar and type your question.

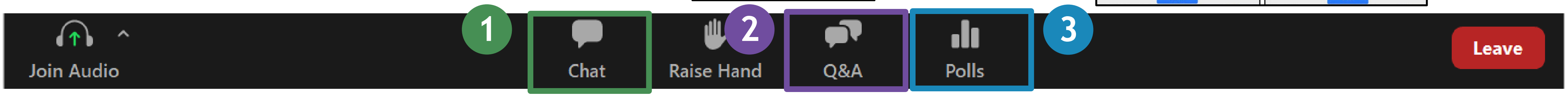


3 Polls

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.

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01 Document Upload: RFI versus Other

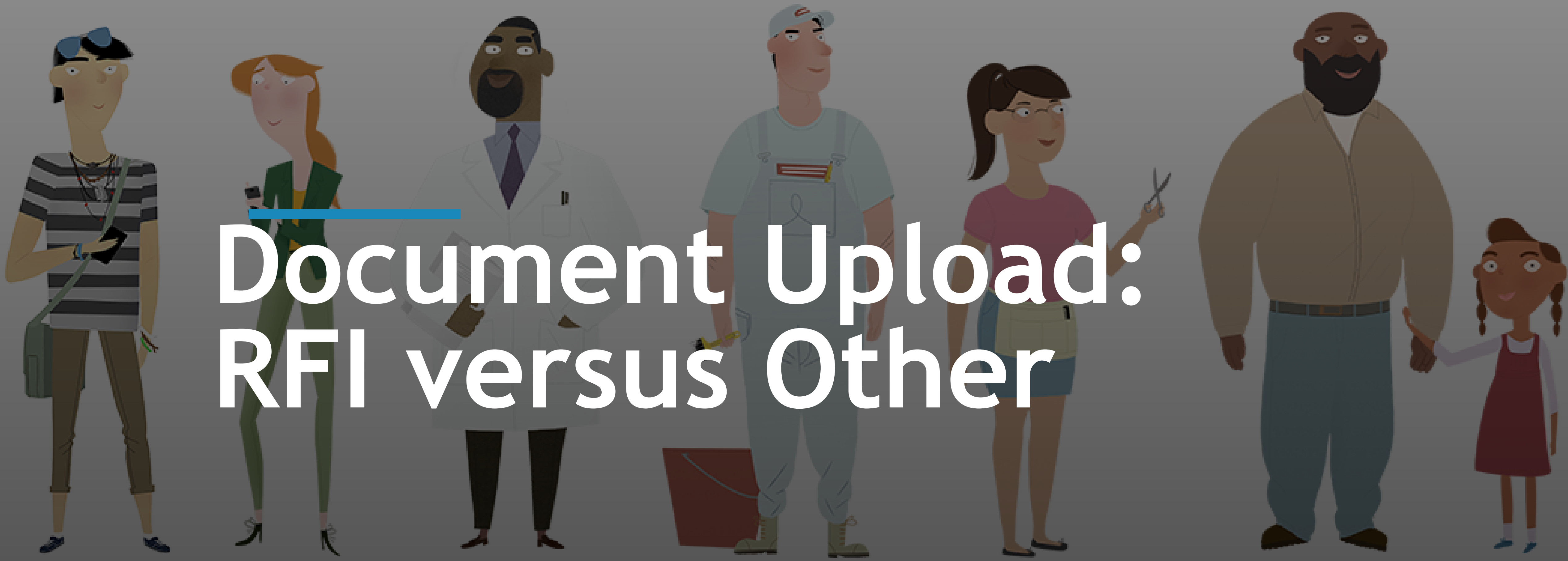
02 Advance Premium Tax Credit and Essential Health Benefits

03 How to Discontinue Benefits

04 PayNow Service

05 Questions and Answers (Q&A)

Document Upload: RFI versus Other



Requests for Information (RFI) versus Other Documentation

Documentation uploaded to kynect differentiates between Requests for Information (RFIs) or other documentation. Other documentation is User uploaded documentation that is not associated with an RFI.

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RFIs

- Each RFI includes a step-by-step process for uploading documentation if RFIs are present in the case.
- The *Form of Proof* field will automatically populate with acceptable forms of proof.
- Uploaded documentation will be tracked in the Document Center.
- Uploaded documentation will display the anticipated review date in the Document Center.

Other Documentation

- Agents and kynectors may utilize the Upload Document(s) button in the Document Center if no RFIs are present and documentation needs to be uploaded.
- Case numbers will automatically populate when uploading other documentation.
- Agents and kynectors will select the Type of Proof and Form of Proof.
- Other documentation will not have an anticipated review date but will still be present within the case for DCBS review.

Document Center Overview

The **Document Center** is used to upload and view documentation for a Resident's case. Below is an overview of the functionality for the **Document Center**.

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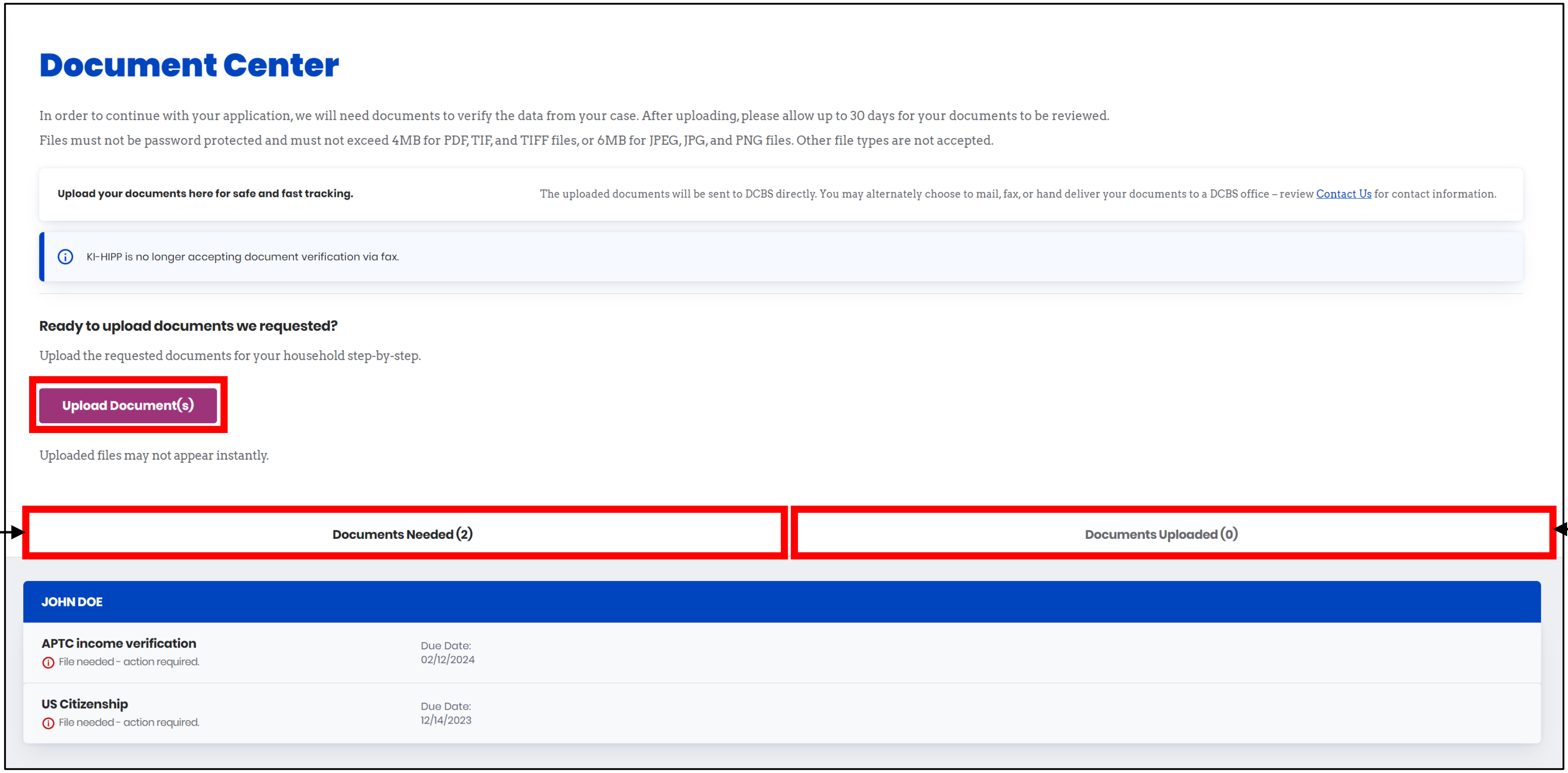
1. Navigate to the **Document Center** from the kynect benefits Dashboard to start uploading documentation. To begin the documentation upload process, click **Upload Document(s).**

The *Documents Needed* tab displays required RFIs.



The *Documents Uploaded* tab displays previously uploaded documents.

Document Center - Requests for Information

Cases often have RFIs and require documentation to accurately determine a Resident's eligibility. Below are instructions for how to upload requested documentation.

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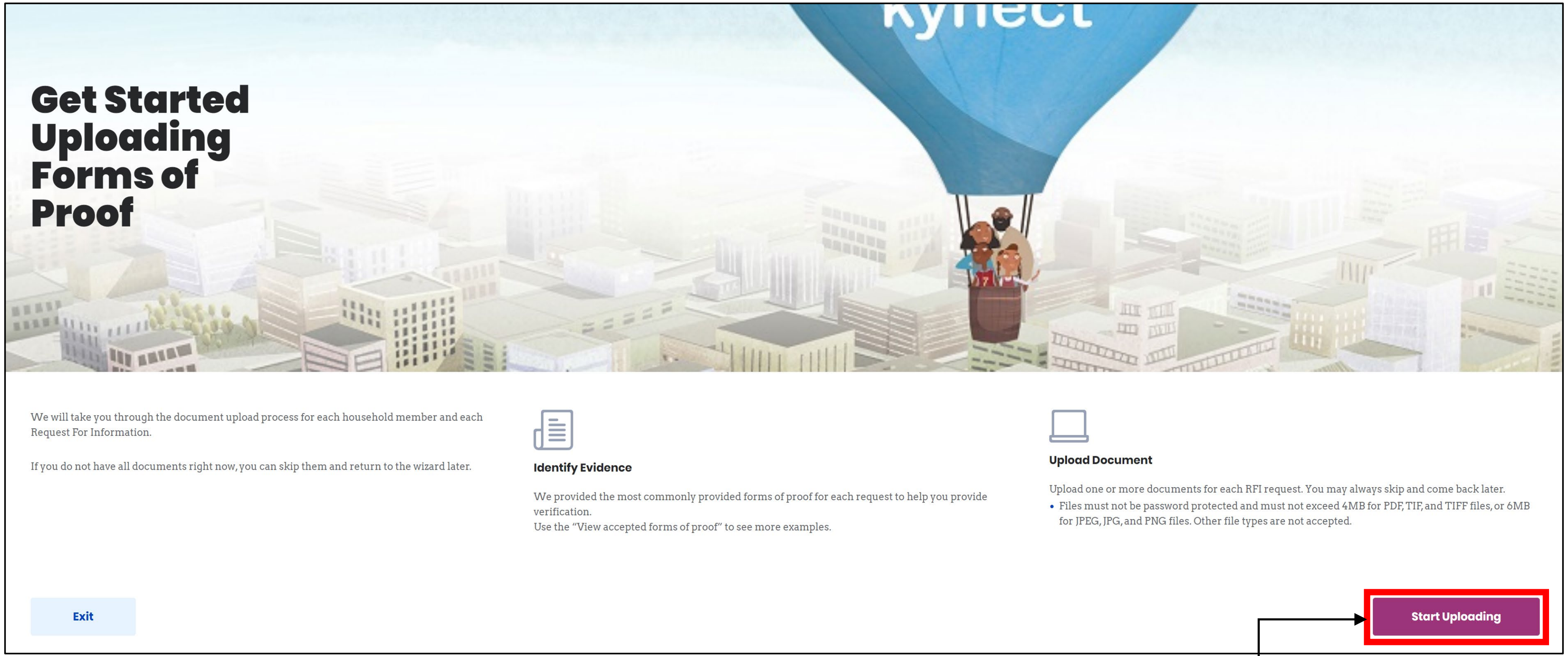

2. After clicking **Upload Documents** in the **Document Center**, Users will be redirected to the **Get Started Uploading Forms of Proof** screen if an RFI is requested.

3. Click **Start Uploading** to begin the RFI upload process.

Document Center - Requests for Information

Cases often have RFIs and require documentation to accurately determine a Resident's eligibility. Below are instructions for how to upload requested documentation.

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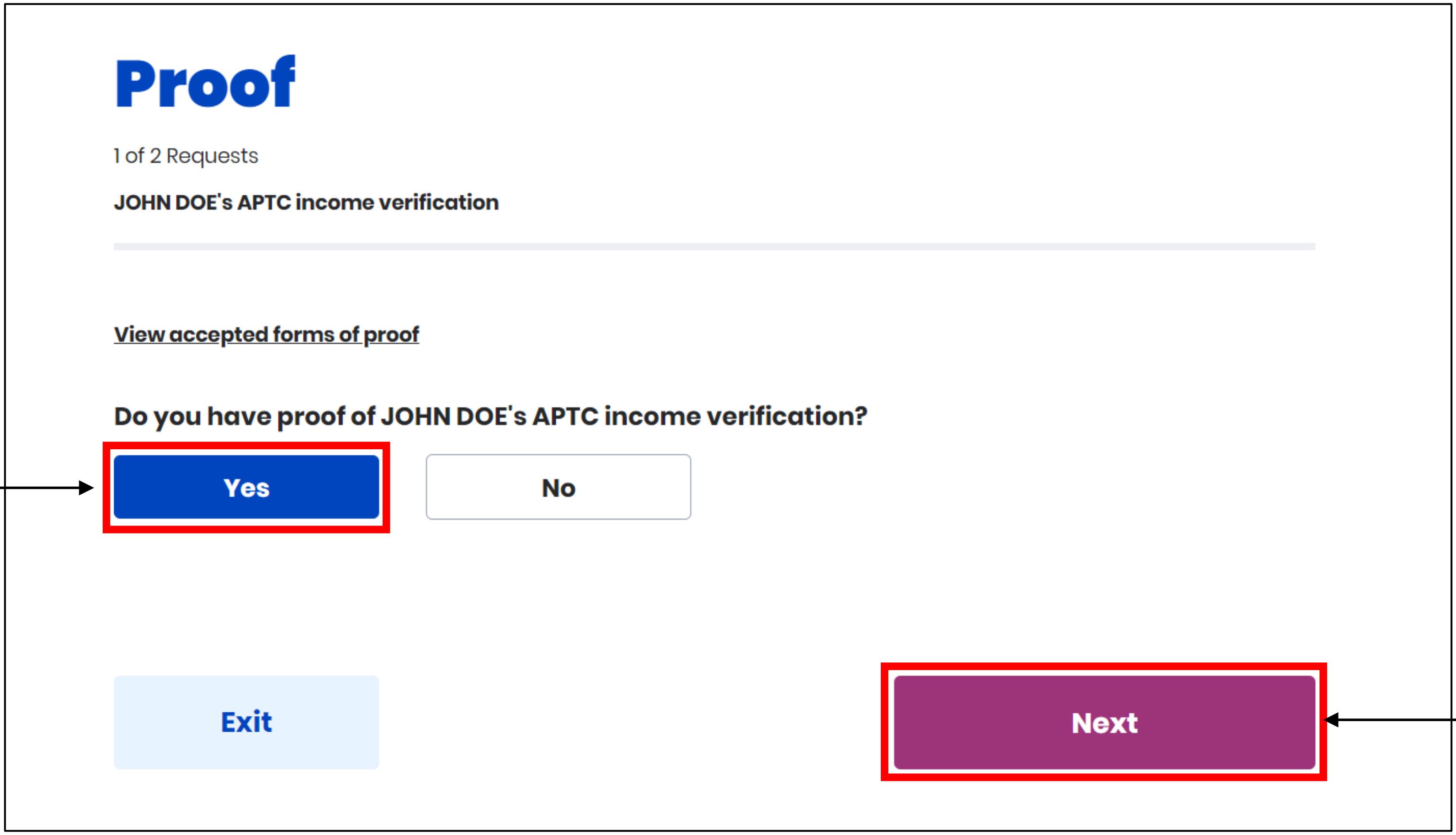


4. Click **Yes** if the User has proof of the requested documentation.

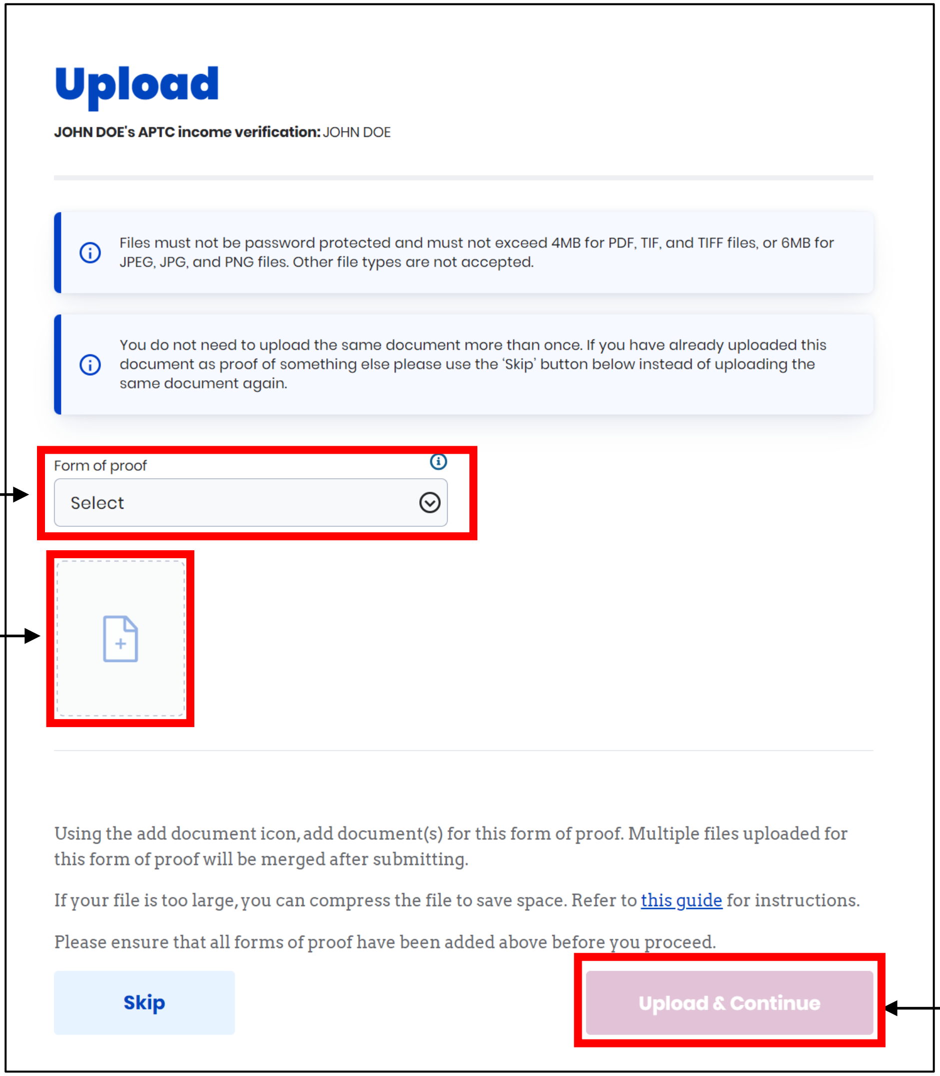
5. Click **Next** to upload the requested documentation.

Document Center - Requests for Information

Cases often have RFIs and require documentation to accurately determine a Resident's eligibility. Below are instructions for how to upload requested documentation.

6. Select the **Form of proof** from the drop-down list.

7. Click the **document icon** and select the **relevant file** to upload.

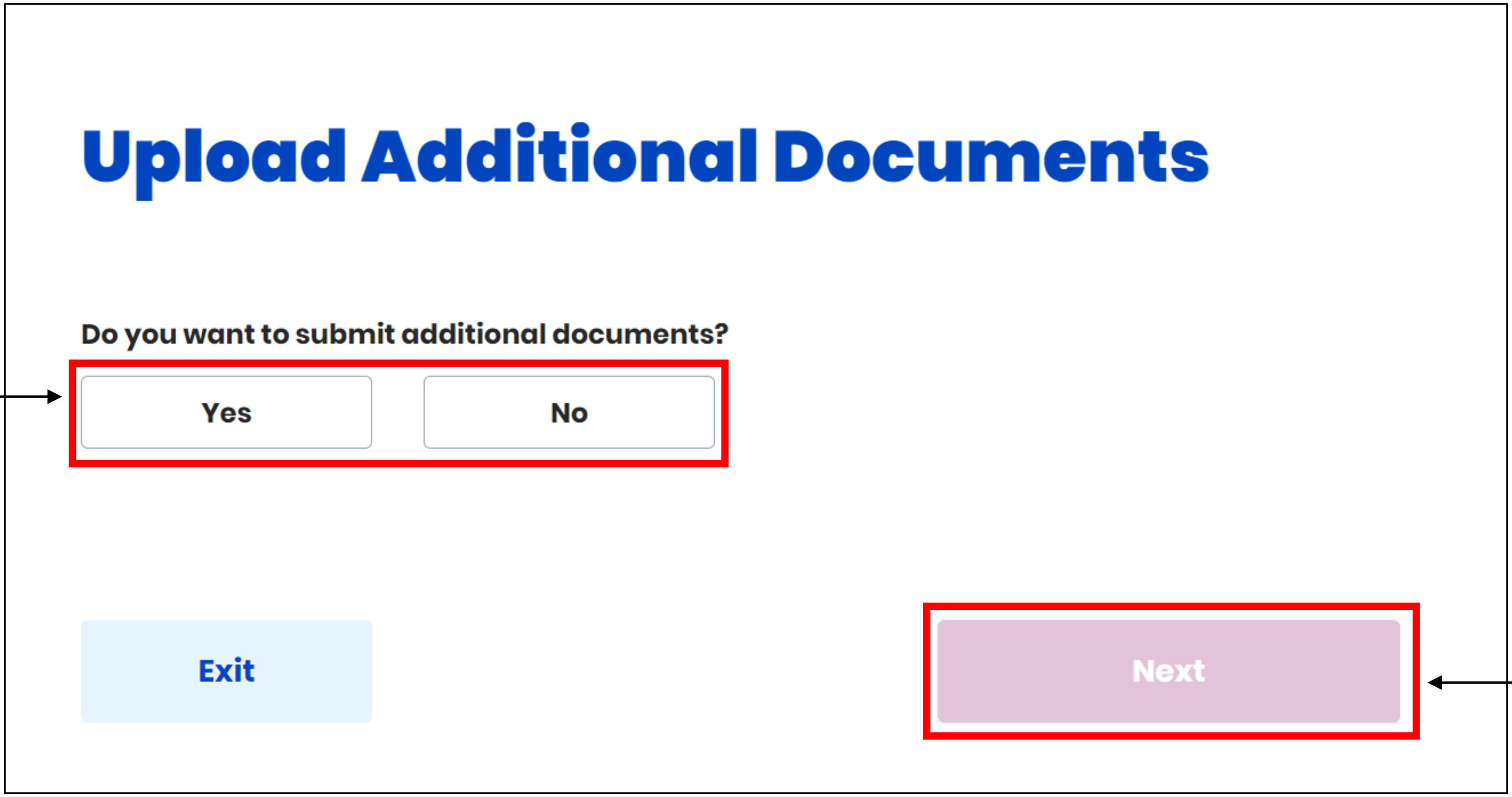


8. Click **Upload & Continue** to complete the document upload. Repeat this process until all RFIs have the appropriate documentation uploaded.

Document Center - Requests for Information

Cases often have RFIs and require documentation to accurately determine a Resident's eligibility. Below are instructions for how to upload requested documentation.

9. Click **Yes** to submit additional documentation or **No** to finish the documentation upload process.



10. Click **Next** to navigate to the *Other Documentation* section or to the *Submitted Documents* section.

Document Center - Uploading Other Documents

Other forms of documentation can be uploaded to a Resident's case in the **Document Center**. Below are instructions for uploading additional documentation not associated with an RFI.

1. Navigate to the **Upload** screen by clicking **Upload Document(s)** in the **Document Center** or by clicking **Yes** on the *Upload Additional Documents* screen in the RFI upload process.

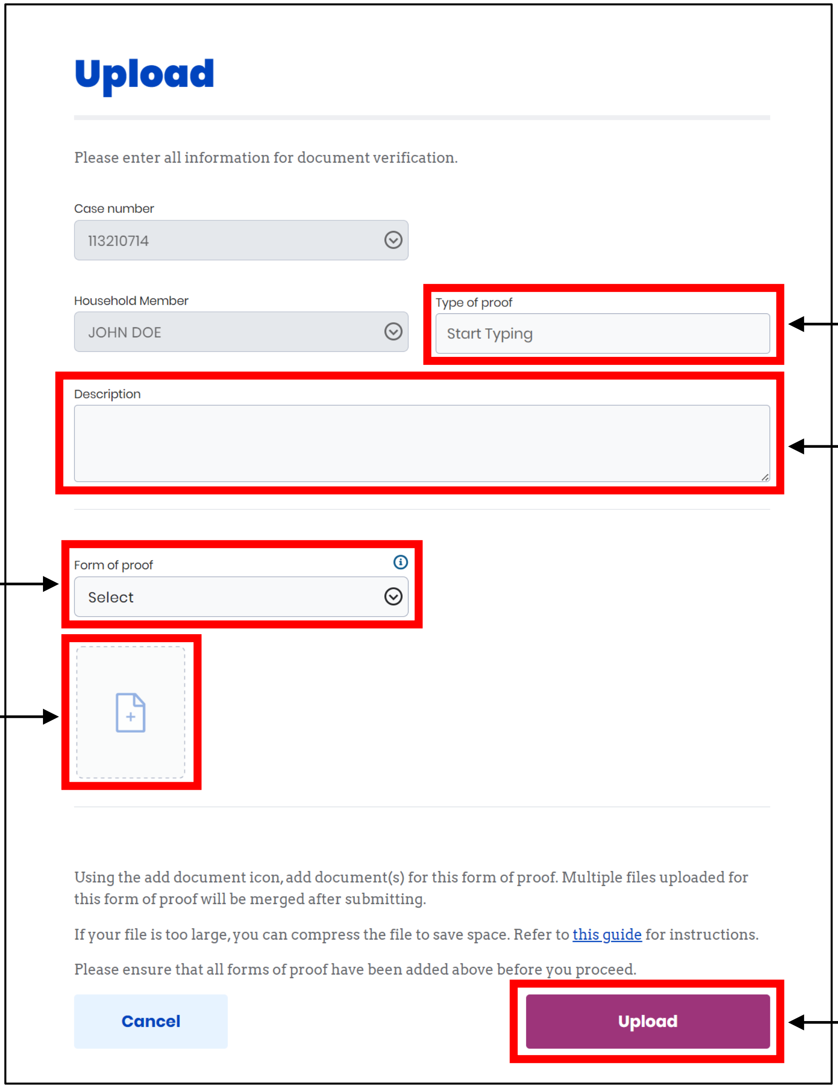
2. Select the **Type of proof** from the drop-down list.

3. Enter a **Description** for the documentation being uploaded in the *Description* field.

4. Select the **Form of proof** from the drop-down list. The options will vary depending on the Type of Proof selected.

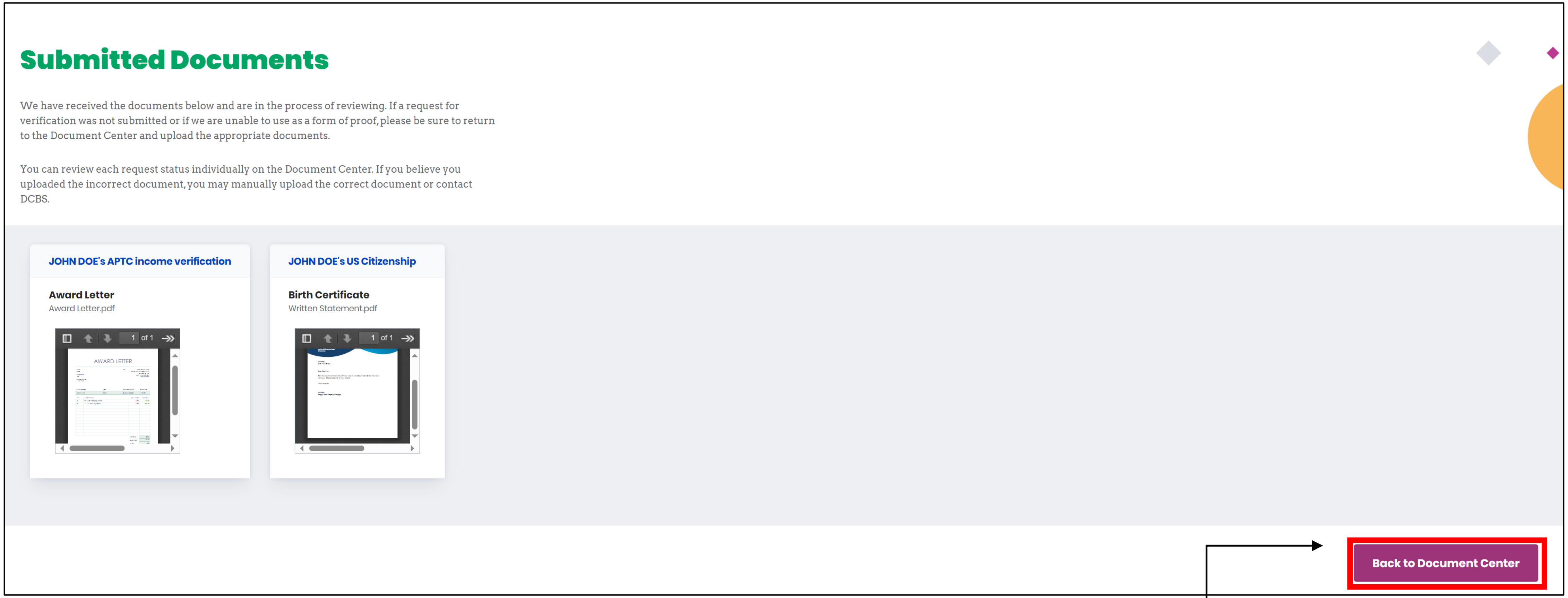
5. Click the **document icon** and select the **relevant file** to upload.

6. Click **Upload** to complete the document upload process.



Submitted Documents Screen

The **Submitted Documents** screen displays confirmation of the uploaded documentation alongside a thumbnail image of the documents.



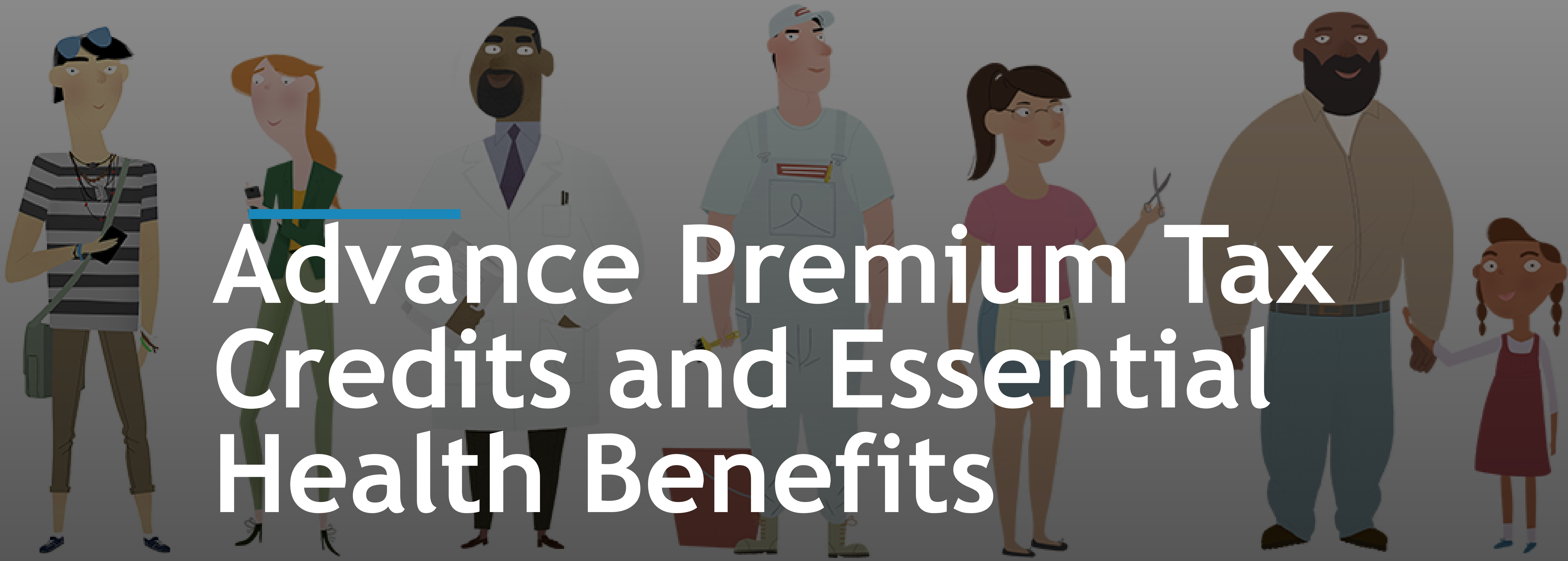
7. Once the documents are successfully uploaded, the **Submitted Documents** screen will appear. Click **Back to Document Center** to return to the **Document Center**.

Poll Question

If no RFIs are present in the Document Center, where are Users directed after clicking Upload Document(s)?

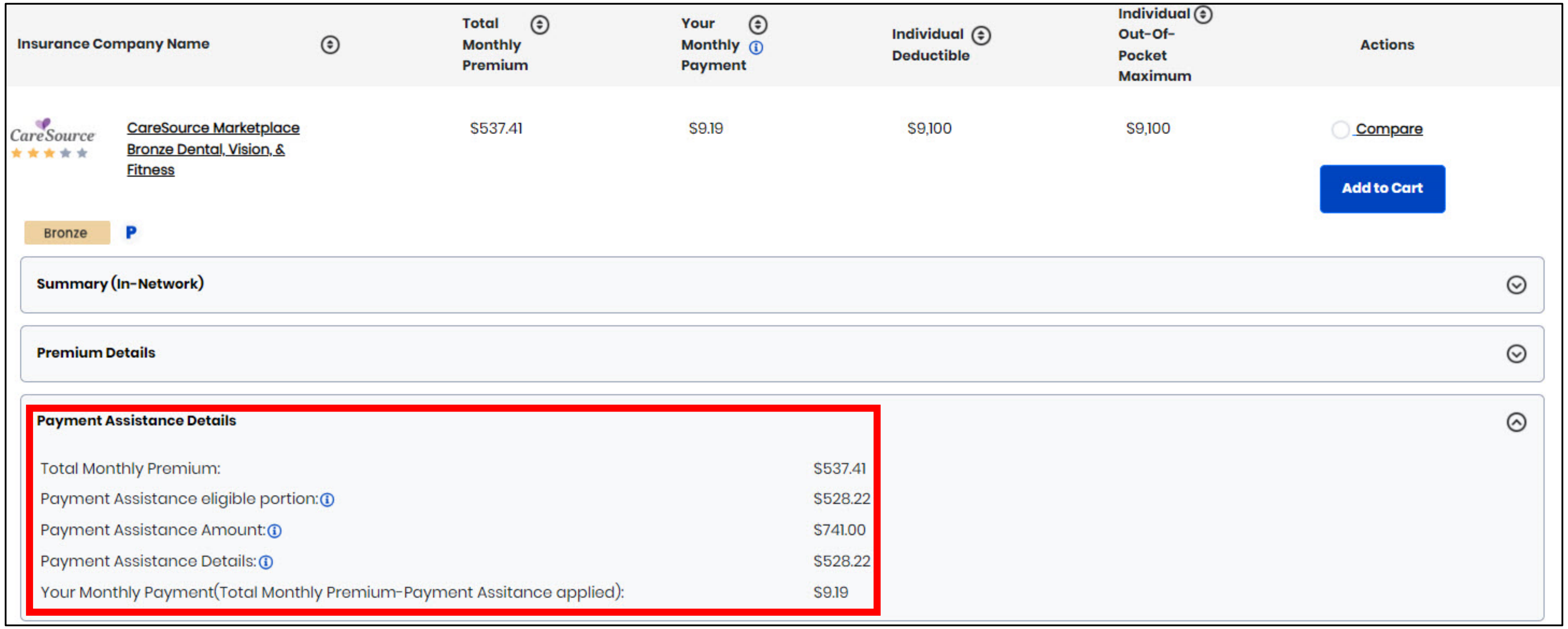
Answer using the Polls box!

Advance Premium Tax Credits and Essential Health Benefits



Advance Premium Tax Credits and Essential Health Benefits

Essential Health Benefits (EHB) are a set of ten categories of services health insurance plans must cover under the Affordable Care Act. Advance Premium Tax Credits (APTC) cannot exceed the EHB portion of applicable plans.

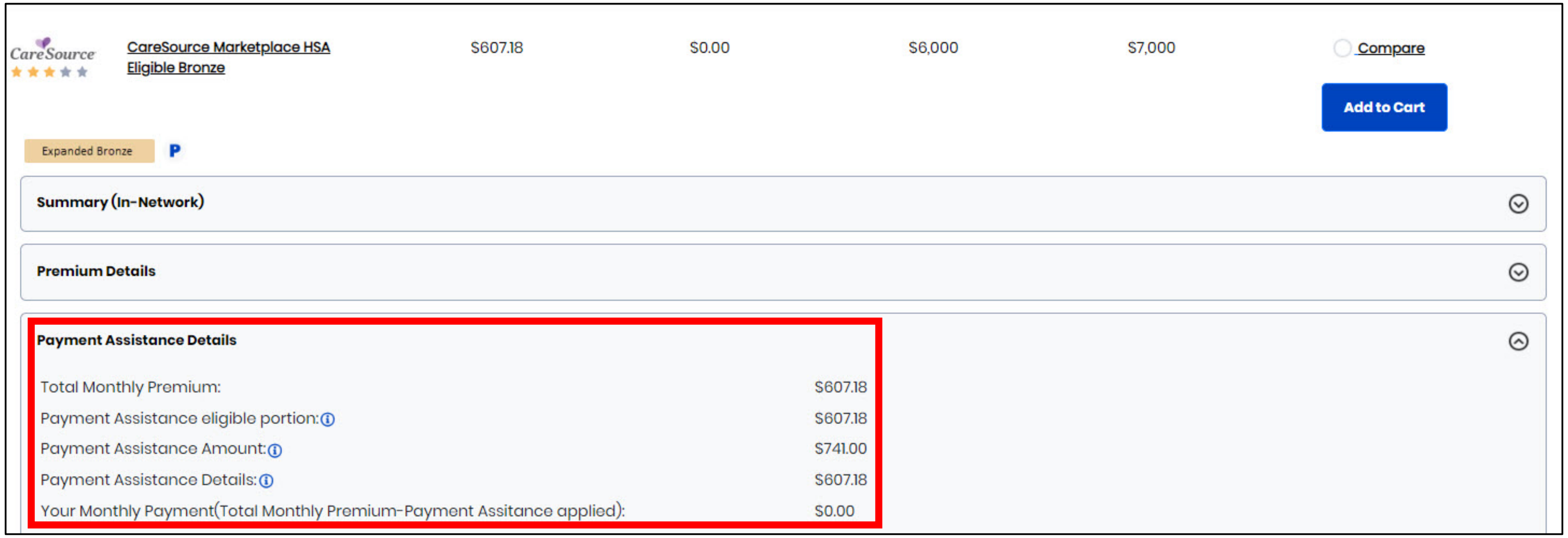


APTC and EHB Breakdown:

- This Resident qualifies for $741 of APTC.
- The EHB portion of the plan is $528.22.
- In this case, the applied APTC cannot exceed the EHB portion leaving the Individual Contribution at $9.19.

Advance Premium Tax Credits and Essential Health Benefits

If the EHB is equivalent to or less than the amount of APTC approved for the case, Residents may cover the full premium amount and apply excess APTC to stand-alone dental plans.



APTC and EHB Breakdown:

- This Resident qualifies for $741 of APTC.
- The EHB portion of the plan is $607.18.
- In this case, the EHB is equivalent to the full premium amount making the Individual Contribution $0.

Please note: APTC benefits may only be applied to Dental plans with pediatric benefits once the full EHB portion of the Medical plan premium has been covered. APTC benefits cannot be applied to adult-only dental plans.

Poll Question

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True or False: APTC must cover the full EHB portion of a Medical plan?

Answer using the Polls box!

How to Discontinue Benefits

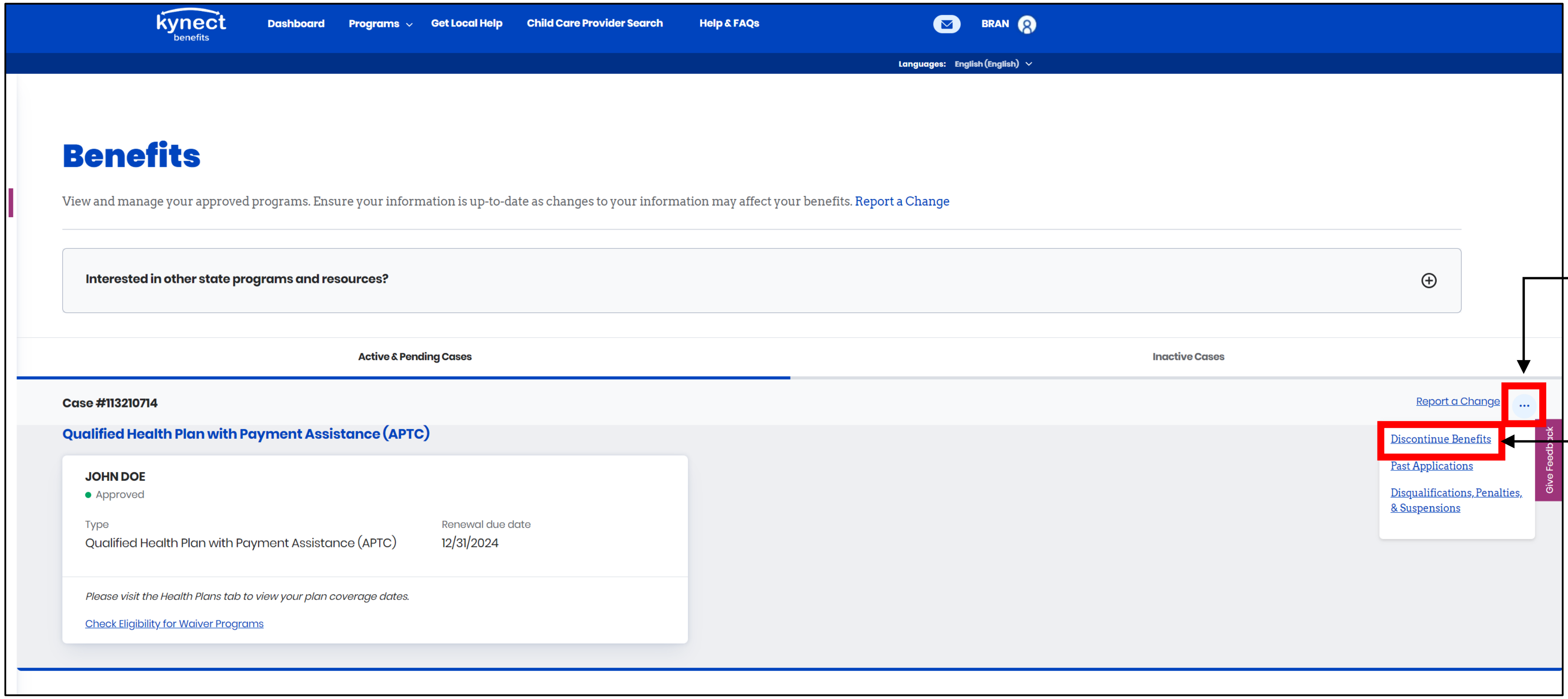
How to Discontinue Benefits

An Individual's benefits may need to be discontinued in some instances such as moving out of Kentucky or by their request. Below are instructions on how to discontinue an Individual's benefits.

1. Navigate to the *Benefits* tab in kynect.

2. Click **...** to open the drop-down list.

3. Click **Discontinue Benefits** to navigate to the **Discontinue Benefits** screen.



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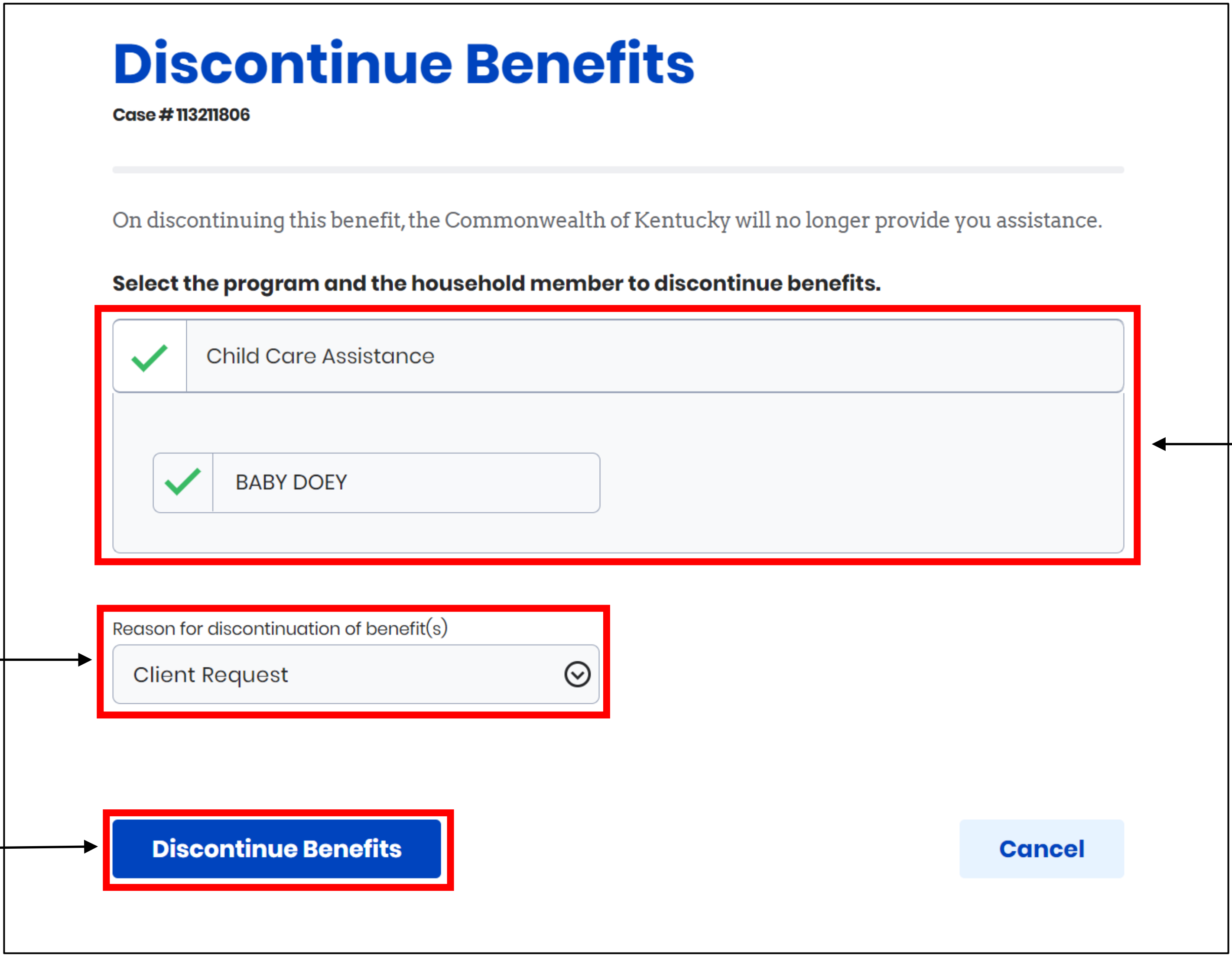

4. Select the **program** and **household member(s)** who wish to have their benefits discontinued.

5. Select the **Reason for discontinuation of benefit(s)** from the drop-down list.

6. Click **Discontinue Benefits.**

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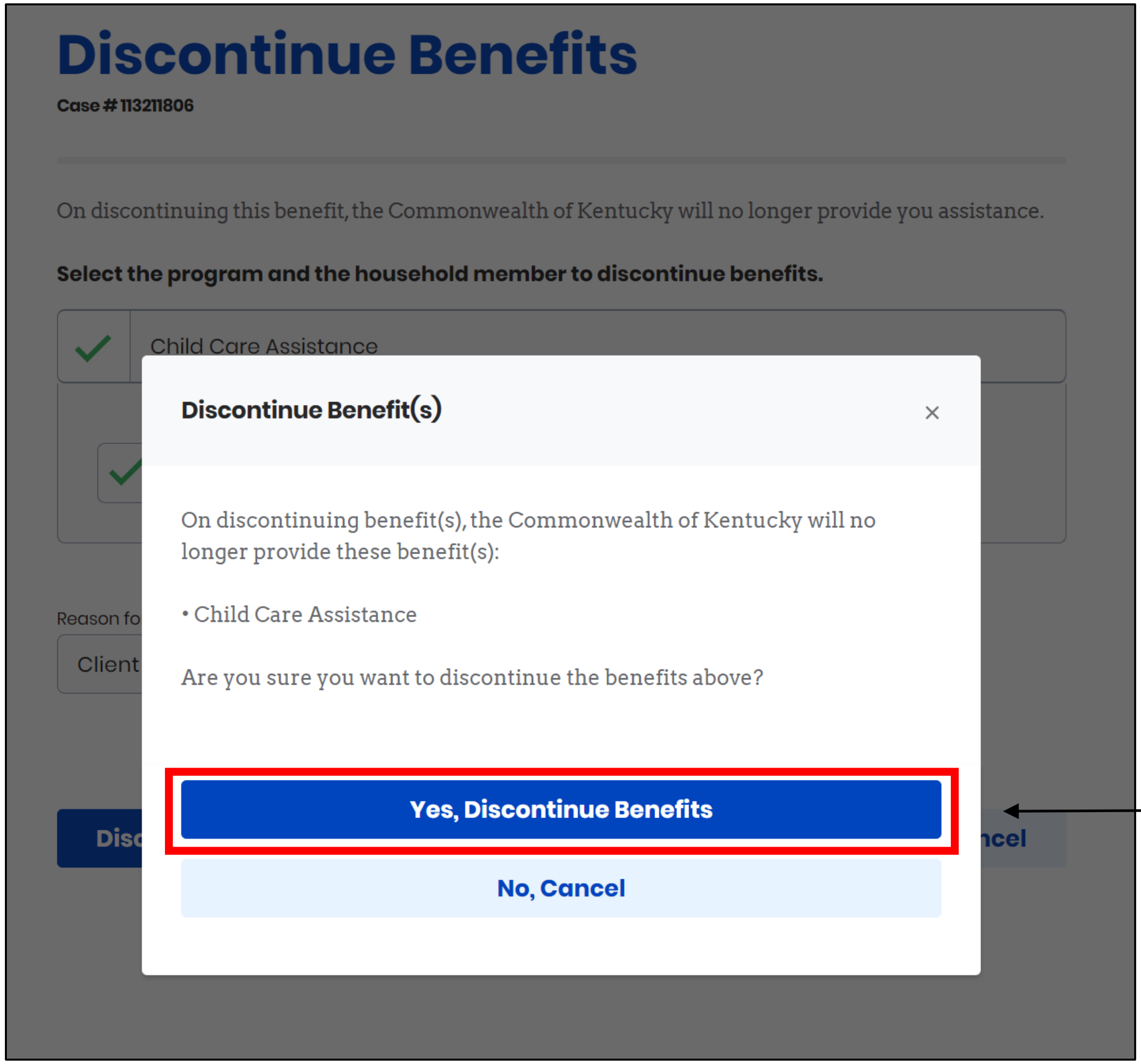

7. Click **Yes, Discontinue Benefits** to confirm and process the benefit(s) discontinuation.

Poll Question

Which tab on a Resident's kynect benefits dashboard is used to discontinue benefits?

Answer using the Polls box!

PayNow Service

PayNow Service

Agents and kynectors have access to assist Residents in making their initial payments through the PayNow service located in the Enrollment Manager. PayNow will automatically redirect Users to the Issuer's payment portal for their initial premium payment. Below are instructions for using PayNow.

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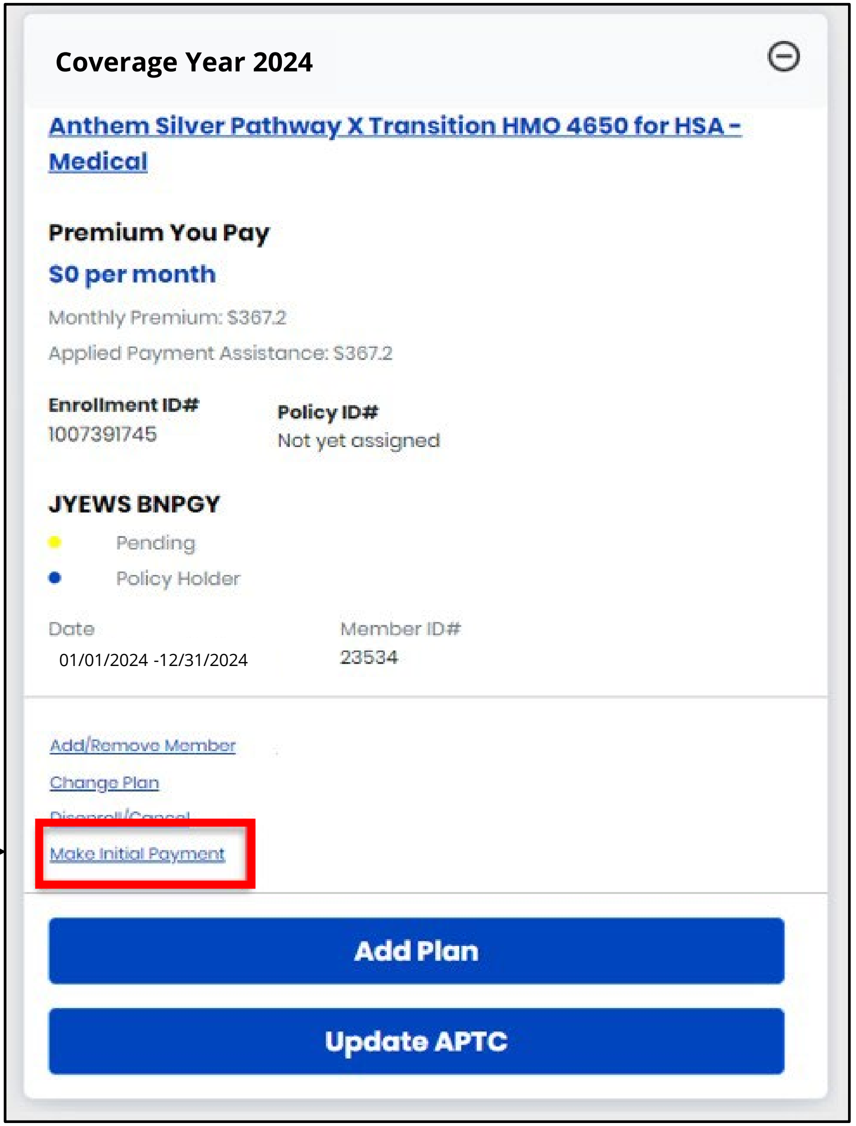
1. From the Enrollment Manager, navigate to the *Qualified Health Plans (QHP)* section and click **Make Initial Payment**.



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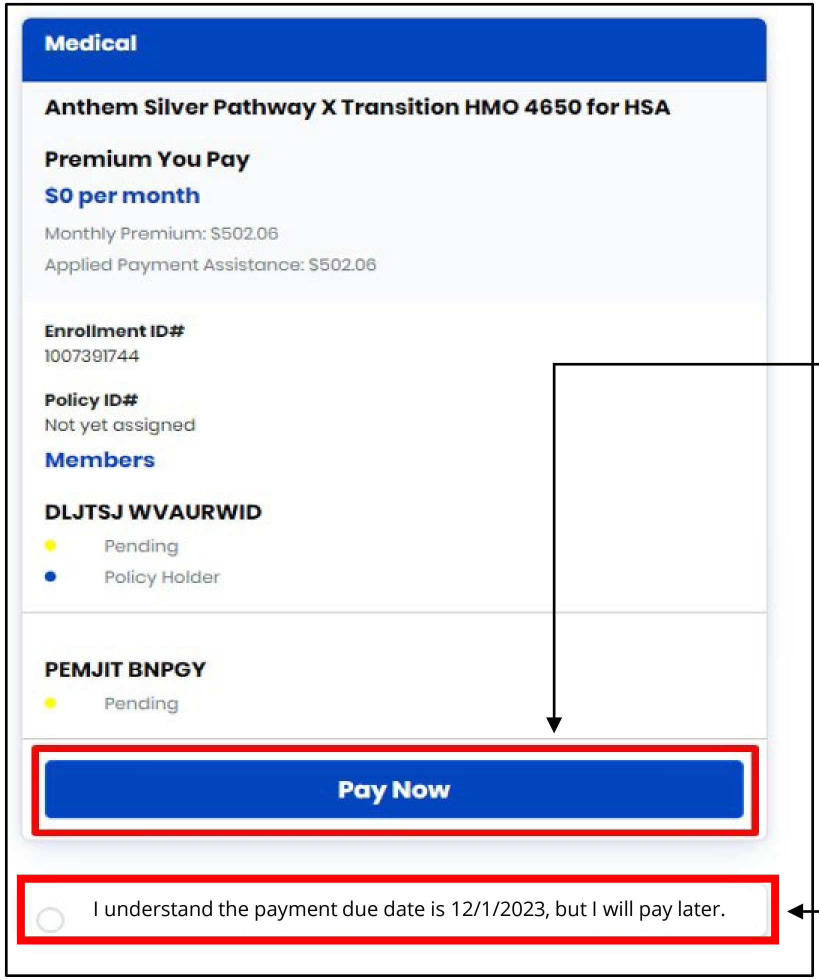

2. Click **PayNow** to navigate to the Issuer's payment portal to submit payment details.

3. Select **I understand the payment is due 12/1/2023, but I will pay later** if the Resident wishes to defer payment.

Please note: A plan becomes active after the first payment has been made. If the second payment cannot be made on time and there is APTC, the Resident will have a three-month grace period to make the payment. If the Resident waits to pay until near the end of the grace period, they will need to pay all the premiums from all three months at the same time.

Poll Question

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The PayNow Service will redirect Users where to make the initial premium payment?

Answer using the Polls box!

Questions and Answers (Q&A)

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