



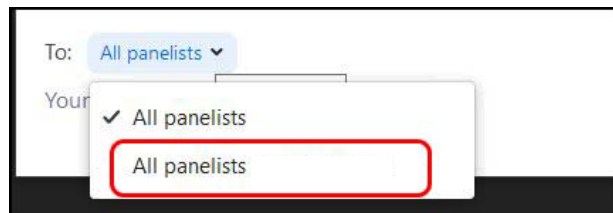
Open Enrollment Office Hour

December 6, 2023

1 Chat

Can Participants Talk?

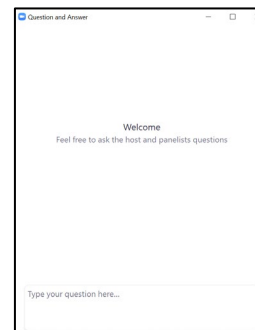
- All attendees will be muted for this webinar.
- The Chat should be used for help with technical issues. Send messages to All panelists.



2 Q&A

How to Ask Questions?

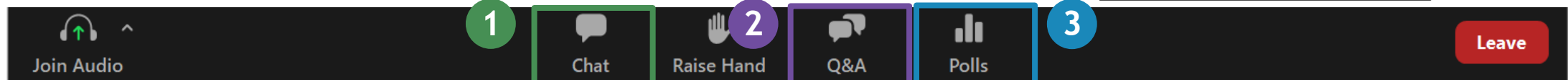
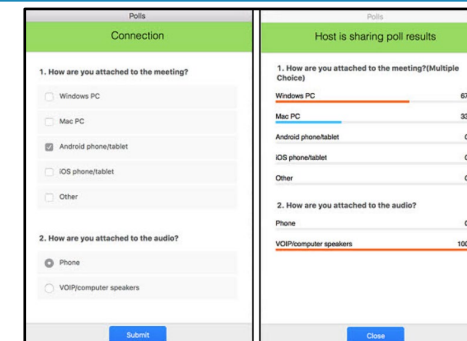
- The Q&A should be used for asking all questions.
- Click Q&A in the Zoom toolbar and type your question.



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 Document Upload:
RFI versus Other

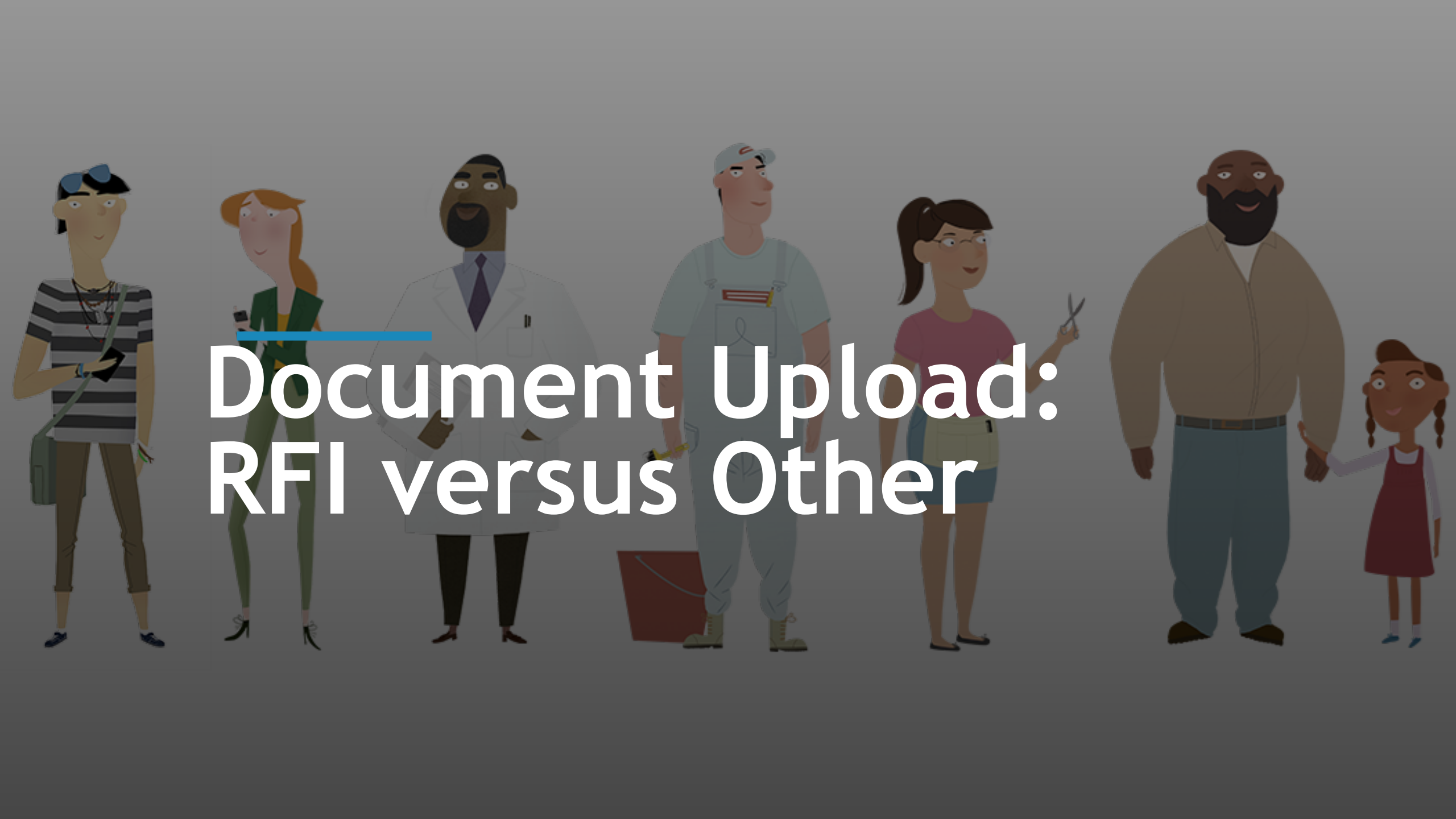
02 Advance Premium
Tax Credit and
Essential Health
Benefits

03 How to Discontinue
Benefits

04 PayNow Service

05 Questions and
Answers (Q&A)



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 in a green suit holding a phone; a man in a white lab coat; a man in blue overalls and a cap holding a red bucket; 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 'Document Upload: RFI versus Other' is overlaid in the center in white, with a blue horizontal line above the word 'Document'.

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.

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



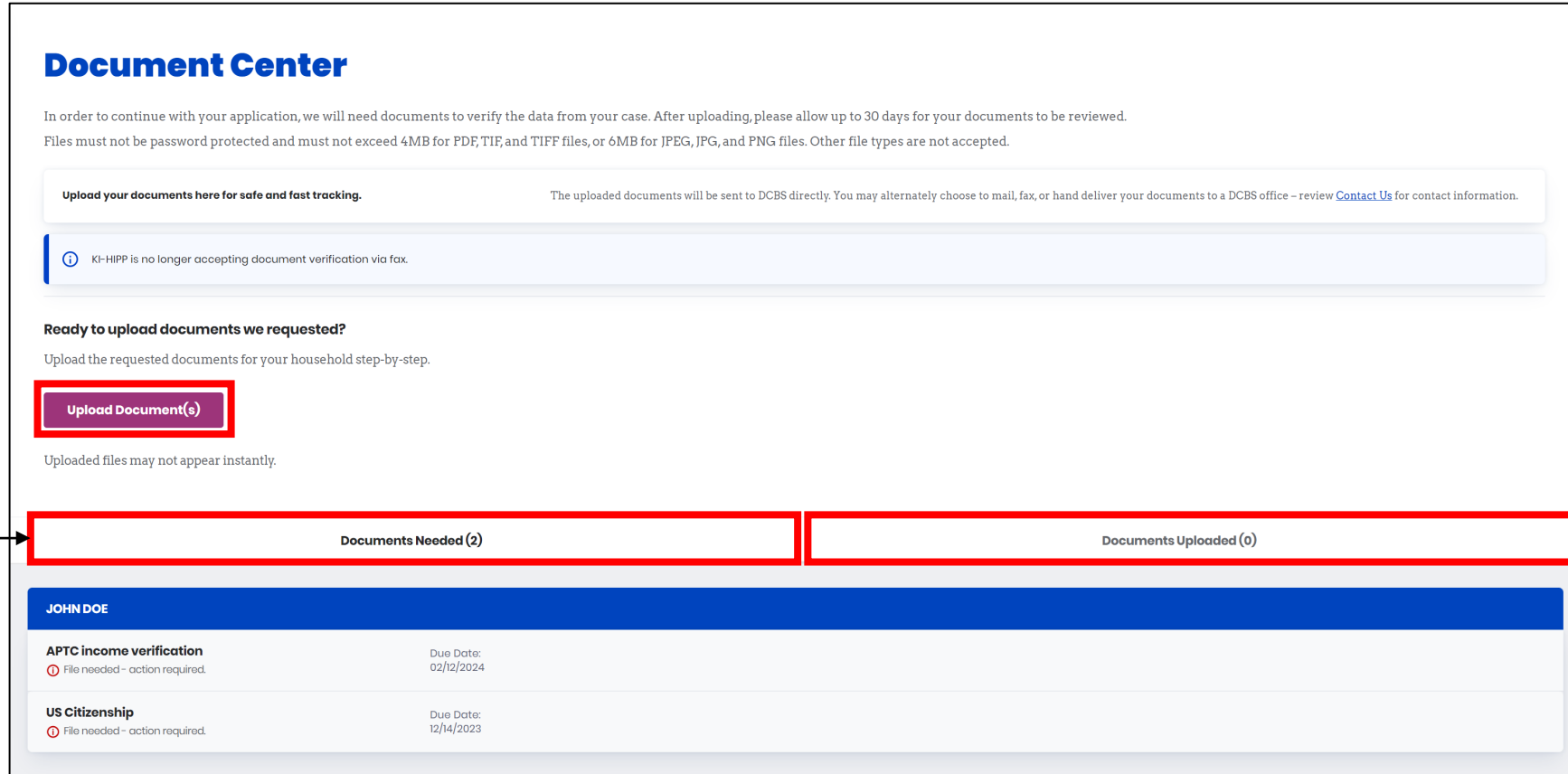
- Agents and kynectors may utilize the Upload Document(s) button in the Document Center if no RFIs are present and documentation needs to be uploaded.
- Case numbers will automatically populate when uploading other documentation.
- Agents and kynectors will select the Type of Proof and Form of Proof.
- 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**.

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.



Document Center

In order to continue with your application, we will need documents to verify the data from your case. After uploading, please allow up to 30 days for your documents to be reviewed. Files must not be password protected and must not exceed 4MB for PDF, TIF, and TIFF files, or 6MB for JPEG, JPG, and PNG files. Other file types are not accepted.

Upload your documents here for safe and fast tracking. The uploaded documents will be sent to DCBS directly. You may alternately choose to mail, fax, or hand deliver your documents to a DCBS office – review [Contact Us](#) for contact information.

❗ KI-HIPP is no longer accepting document verification via fax.

Ready to upload documents we requested?
Upload the requested documents for your household step-by-step.

Upload Document(s)

Uploaded files may not appear instantly.

Documents Needed (2) | **Documents Uploaded (0)**

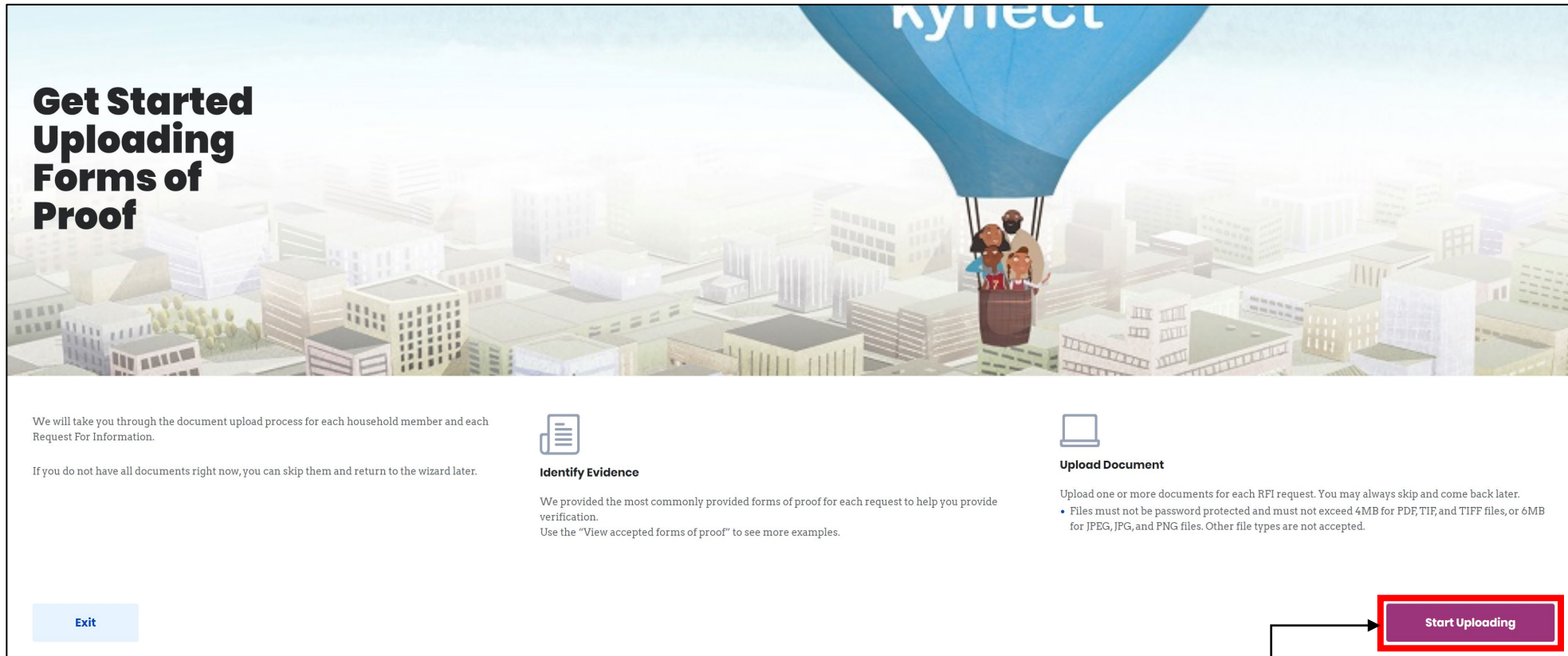
JOHN DOE

APTC income verification ❗ File needed - action required.	Due Date: 02/12/2024
US Citizenship ❗ File needed - action required.	Due Date: 12/14/2023

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.



Get Started Uploading Forms of Proof

We will take you through the document upload process for each household member and each Request For Information.

If you do not have all documents right now, you can skip them and return to the wizard later.

Identify Evidence

We provided the most commonly provided forms of proof for each request to help you provide verification. Use the "View accepted forms of proof" to see more examples.

Upload Document

Upload one or more documents for each RFI request. You may always skip and come back later.

- Files must not be password protected and must not exceed 4MB for PDF, TIF, and TIFF files, or 6MB for JPEG, JPG, and PNG files. Other file types are not accepted.

Exit

Start Uploading

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.

Proof

1 of 2 Requests

JOHN DOE's APTC income verification

[View accepted forms of proof](#)

Do you have proof of JOHN DOE's APTC income verification?

Yes

No

Exit

Next

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.

Upload

JOHN DOE's APTC income verification: JOHN DOE

Files must not be password protected and must not exceed 4MB for PDF, TIF, and TIFF files, or 6MB for JPEG, JPG, and PNG files. Other file types are not accepted.

You do not need to upload the same document more than once. If you have already uploaded this document as proof of something else please use the 'Skip' button below instead of uploading the same document again.

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

Form of proof
Select

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



Using the add document icon, add document(s) for this form of proof. Multiple files uploaded for this form of proof will be merged after submitting.

If your file is too large, you can compress the file to save space. Refer to [this guide](#) for instructions.

Please ensure that all forms of proof have been added above before you proceed.

Skip

Upload & Continue

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.

Upload Additional Documents

Do you want to submit additional documents?

Yes

No

Exit

Next

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.

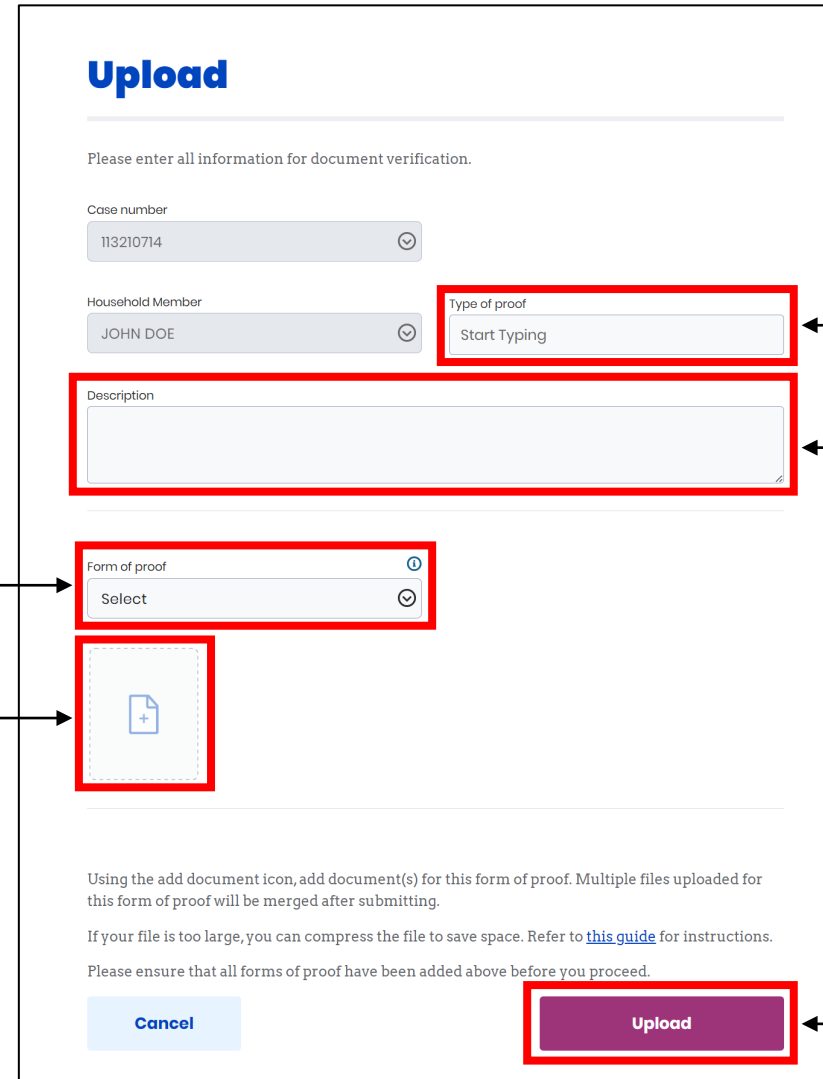
2. Select the **Type of proof** from the drop-down list.

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.



Upload

Please enter all information for document verification.

Case number
113210714

Household Member
JOHN DOE

Type of proof
Start Typing

Description

Form of proof
Select

Using the add document icon, add document(s) for this form of proof. Multiple files uploaded for this form of proof will be merged after submitting.

If your file is too large, you can compress the file to save space. Refer to [this guide](#) for instructions.

Please ensure that all forms of proof have been added above before you proceed.

Cancel Upload

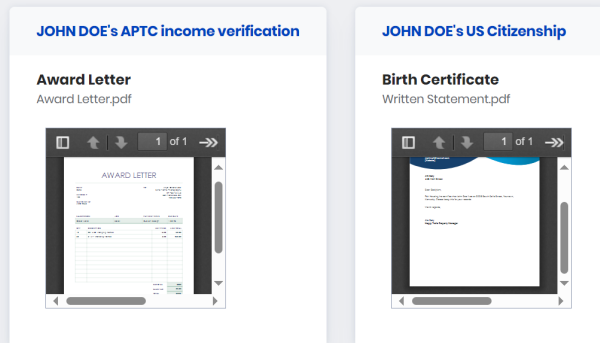
Submitted Documents Screen

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

Submitted Documents

We have received the documents below and are in the process of reviewing. If a request for verification was not submitted or if we are unable to use as a form of proof, please be sure to return to the Document Center and upload the appropriate documents.

You can review each request status individually on the Document Center. If you believe you uploaded the incorrect document, you may manually upload the correct document or contact DCBS.



The screenshot shows two document thumbnails under the heading "JOHN DOE'S APTC income verification". The first thumbnail is titled "Award Letter" and shows a document titled "Award Letter.pdf". The second thumbnail is titled "Birth Certificate" and shows a document titled "Written Statement.pdf". Both thumbnails include a "1 of 1" indicator and navigation arrows.

[Back to Document Center](#)

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



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.

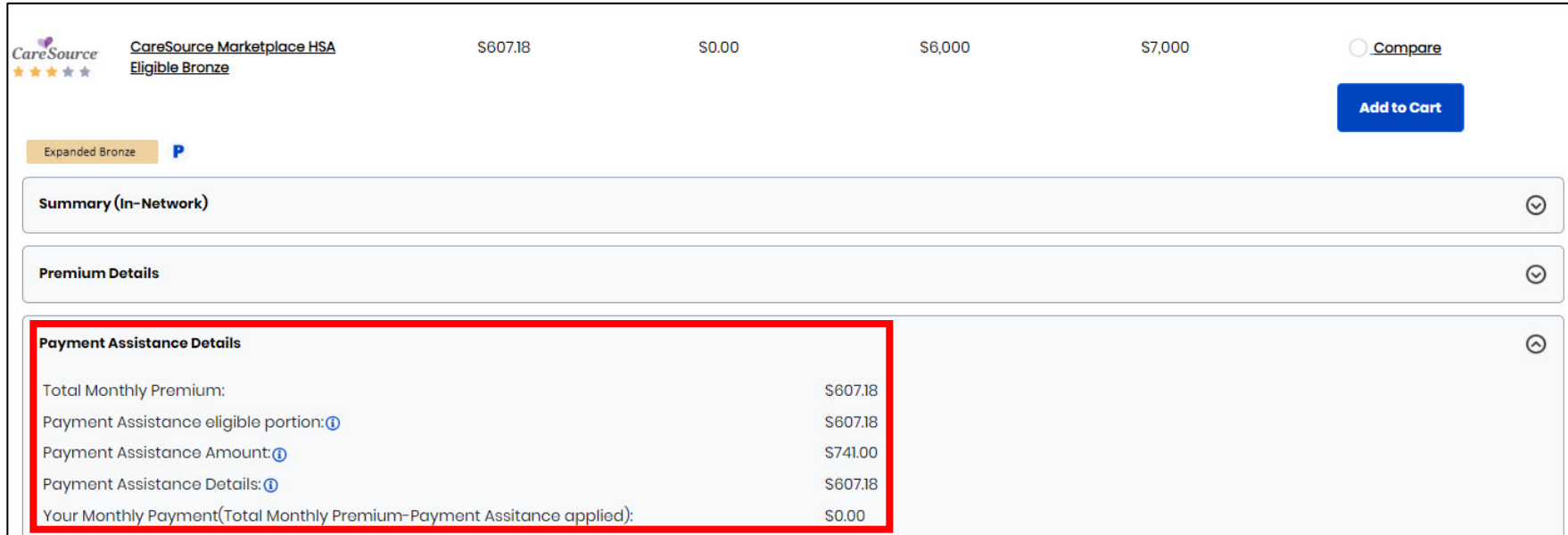
Insurance Company Name	Total Monthly Premium	Your Monthly Payment	Individual Deductible	Individual Out-Of-Pocket Maximum	Actions
 CareSource Marketplace Bronze Dental, Vision, & Fitness Bronze P	\$537.41	\$9.19	\$9,100	\$9,100	<input type="radio"/> Compare <input type="button" value="Add to Cart"/>
Summary (In-Network)					
Premium Details					
Payment Assistance Details					
Total Monthly Premium:				\$537.41	
Payment Assistance eligible portion:				\$528.22	
Payment Assistance Amount:				\$741.00	
Payment Assistance Details:				\$528.22	
Your Monthly Payment (Total Monthly Premium - Payment Assistance applied):				\$9.19	

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.



CareSource CareSource Marketplace HSA \$607.18 \$0.00 \$6,000 \$7,000 Compare

Eligible Bronze

Expanded Bronze P

Summary (In-Network)

Premium Details

Payment Assistance Details

Total Monthly Premium:	\$607.18
Payment Assistance eligible portion: ⓘ	\$607.18
Payment Assistance Amount: ⓘ	\$741.00
Payment Assistance Details: ⓘ	\$607.18
Your Monthly Payment (Total Monthly Premium - Payment Assistance applied):	\$0.00

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.



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

Answer using the Polls box!

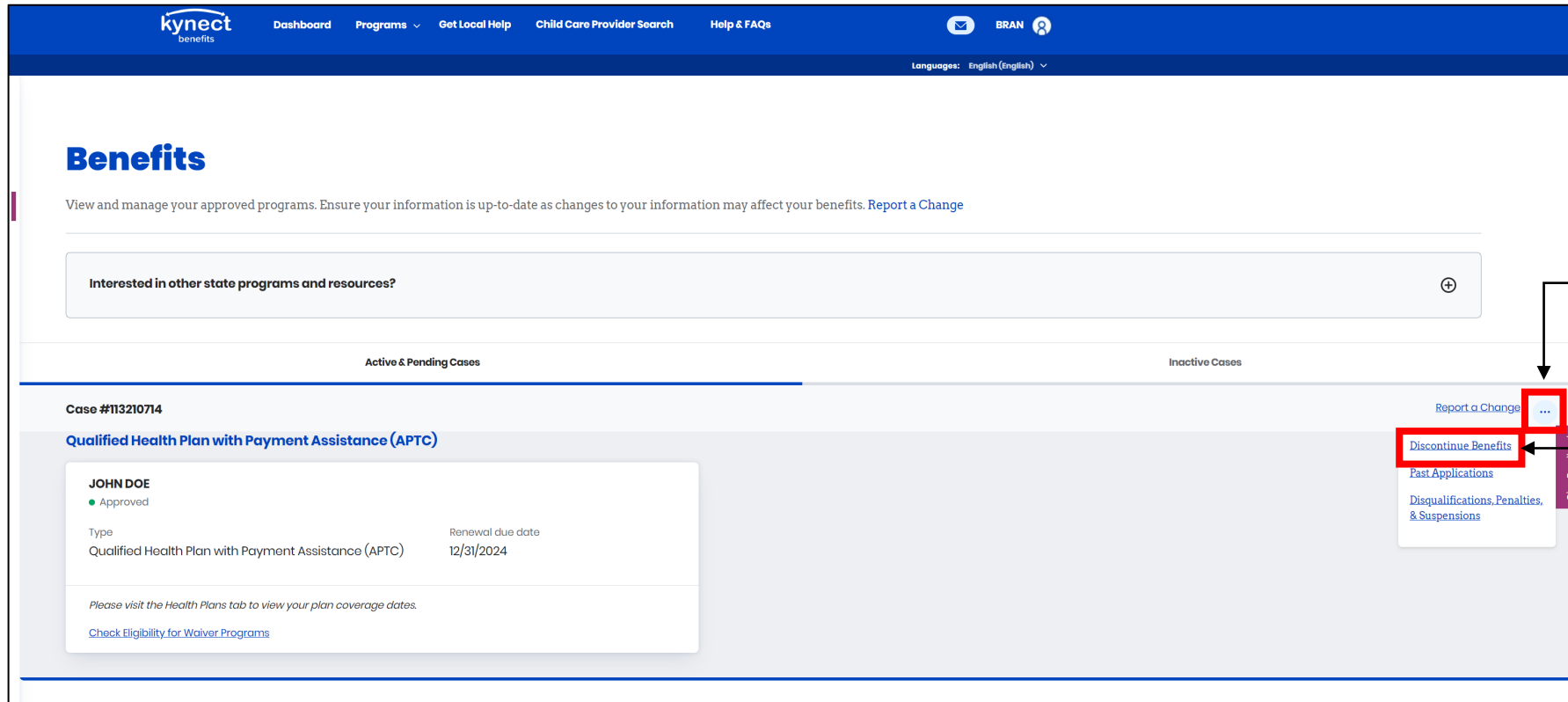
An illustration of seven diverse people standing in a row against a dark grey background. From left to right: a man with a striped shirt and sunglasses on his head; a woman in a green blazer holding a phone; a man in a white lab coat; a man in blue overalls and a cap holding a wrench; a woman in a pink 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 'How to Discontinue Benefits' is overlaid in the center in white, with a blue horizontal line above the word 'How'.

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.



The screenshot shows the 'Benefits' page in the kynect portal. The page title is 'Benefits' and it includes a sub-header 'View and manage your approved programs. Ensure your information is up-to-date as changes to your information may affect your benefits. [Report a Change](#)'. Below this is a search bar with the text 'Interested in other state programs and resources?' and a plus icon. The main content area is divided into 'Active & Pending Cases' and 'Inactive Cases'. Under 'Active & Pending Cases', there is a case for 'JOHN DOE' with a status of 'Approved'. The case details include 'Type: Qualified Health Plan with Payment Assistance (APTC)' and 'Renewal due date: 12/31/2024'. A red box highlights the 'Discontinue Benefits' option in a dropdown menu that appears when the '...' icon is clicked. Other options in the dropdown include 'Report a Change', 'Fast Applications', and 'Disqualifications, Penalties, & Suspensions'. A vertical sidebar on the right contains the text 'Give Feedback'.

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

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

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.

Discontinue Benefits

Case # 113211806

On discontinuing this benefit, the Commonwealth of Kentucky will no longer provide you assistance.

Select the program and the household member to discontinue benefits.

<input checked="" type="checkbox"/>	Child Care Assistance
<input checked="" type="checkbox"/>	BABY DOEY

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.

Reason for discontinuation of benefit(s)

Client Request

6. Click **Discontinue Benefits**.

Discontinue Benefits

Cancel

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.



Discontinue Benefits

Case # 113211806

On discontinuing this benefit, the Commonwealth of Kentucky will no longer provide you assistance.

Select the program and the household member to discontinue benefits.

- Child Care Assistance

Reason for discontinuation

Client

Disc [Cancel]

Discontinue Benefit(s)

On discontinuing benefit(s), the Commonwealth of Kentucky will no longer provide these benefit(s):

- Child Care Assistance

Are you sure you want to discontinue the benefits above?

Yes, Discontinue Benefits


No, Cancel

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



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

Answer using the Polls box!

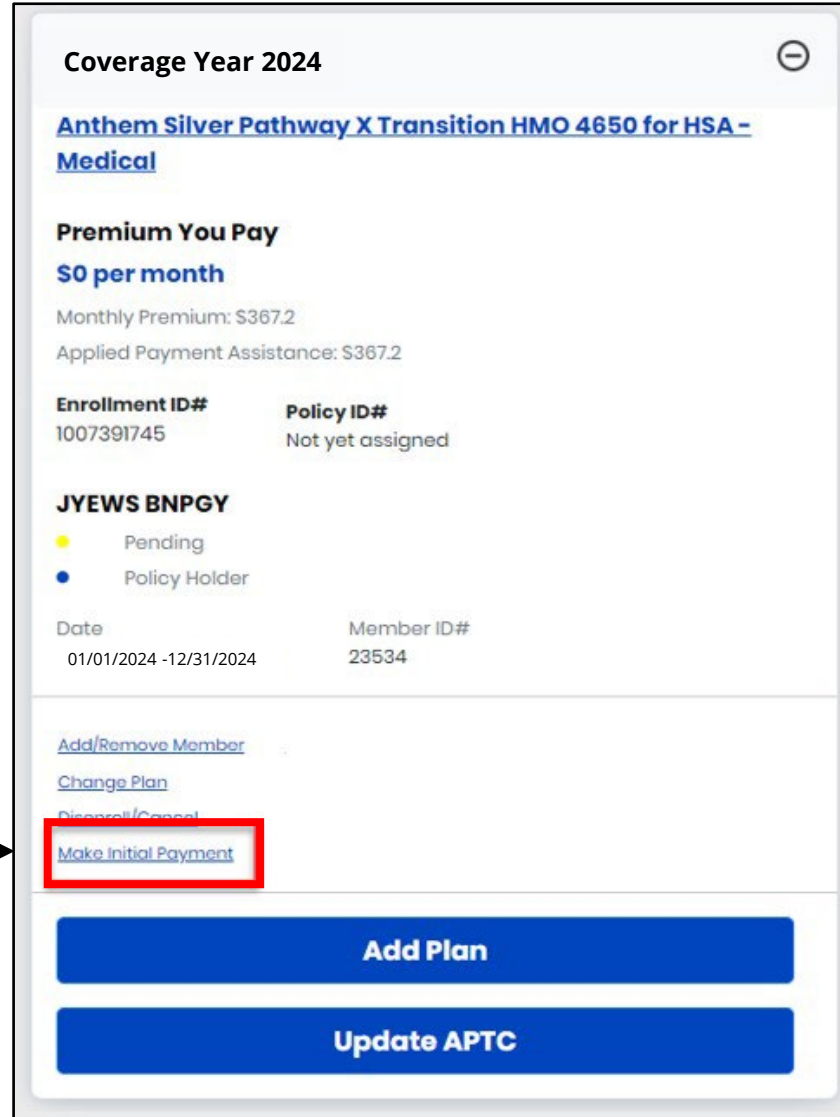
An illustration of seven diverse people standing in a row against a dark grey background. From left to right: a man with a striped shirt and sunglasses on his head; a woman in a green blazer holding a phone; a man in a white lab coat; a man in blue overalls and a cap holding a brush and a red bucket; 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 'PayNow Service' is overlaid in the center, with a blue horizontal line above the word 'Pay'.

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.

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



Coverage Year 2024

[Anthem Silver Pathway X Transition HMO 4650 for HSA - Medical](#)

Premium You Pay
\$0 per month

Monthly Premium: \$367.2
Applied Payment Assistance: \$367.2

Enrollment ID# 1007391745 **Policy ID#** Not yet assigned

JYEWS BNPgy

● Pending
● Policy Holder

Date: 01/01/2024 -12/31/2024 Member ID#: 23534

[Add/Remove Member](#)
[Change Plan](#)
[Disenroll/Cancel](#)
Make Initial Payment

Add Plan

Update APTC



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.



Medical

Anthem Silver Pathway X Transition HMO 4650 for HSA

Premium You Pay
\$0 per month

Monthly Premium: \$502.06
 Applied Payment Assistance: \$502.06

Enrollment ID#
1007391744

Policy ID#
Not yet assigned

Members

DLJTSJ WVAURWID

- Pending
- Policy Holder

PEMJIT BNPGY

- Pending

Pay Now

I understand the payment due date is 12/1/2023, but I will pay later.

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.



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

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 purple tie; a man in blue overalls and a cap 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.

