

The Commonwealth of Kentucky
kynect State-Based Marketplace



kynect Dashboard Training Guide

December 16, 2022

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Introduction

During this Training Guide, kynectors will learn about the kynector Dashboard. The kynector dashboard allows kynectors to view personal and organization information, view the Message Center, search for Residents, request access to a Resident's case, use the Prescreening Tool, start a benefits application, and navigate to the Resident Dashboard.

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Please note: Screenshots may not be representative of actual system behavior. All specific information found in this training module is test data and not representative of any kynect client.

1 kynector Dashboard

During this module, kynectors will learn how to navigate the kynector Dashboard and the Resident Dashboard

kynector Role within kynect health coverage

kynectors educate and assist Kentucky Residents with finding health coverage through the State-Based Marketplace. kynectors may help Residents apply for Medicaid or KI-HIPP, apply for Qualified Health Plans (QHPs) or Advance Premium Tax Credit (APTC), report changes in information, and recertify benefits.

What will be covered in this section?

Walkthrough of the kynectors Dashboard including:

- Message Center
- kynectors Profile
- Resident Search
- How to request access to a Resident's case
- How to use the Prescreening Tool

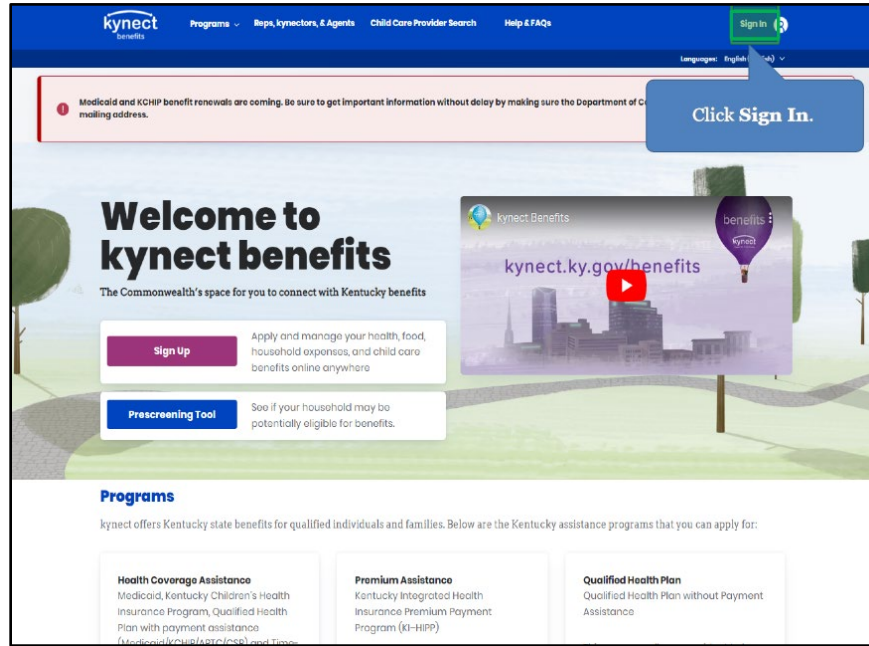


The **kynector Dashboard** is where kynectors may complete a benefits application, view messages, view personal and organization details, search for associated Residents, request access to a Resident's existing case, and utilize the Prescreening Tool.

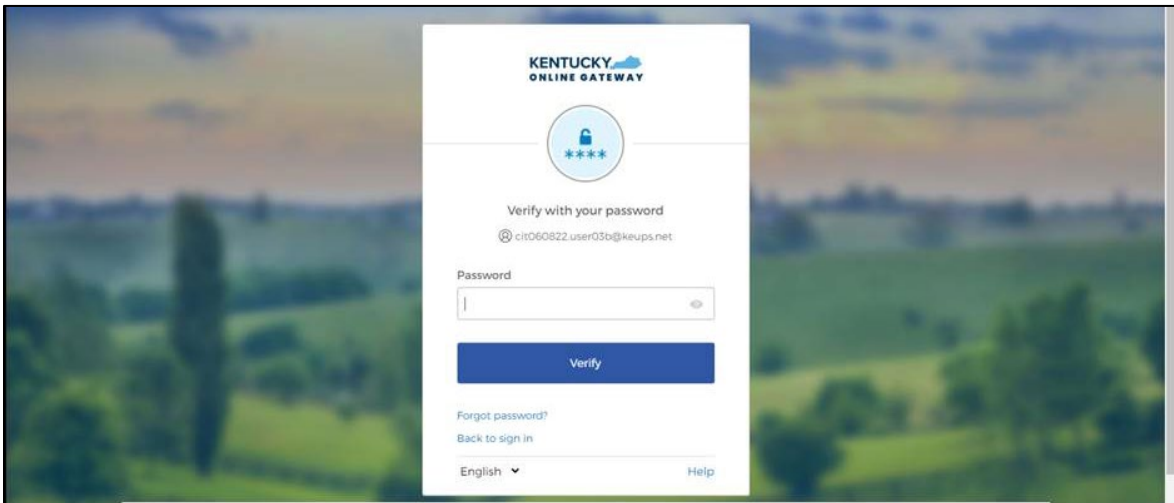
1.1 kynector Sign In

A screenshot of the kynect benefits dashboard. At the top, a purple banner reads: "Welcome to the kynector Dashboard demo! We will walk through the kynector Dashboard showing the primary screens and functionality needed to assist Residents in applying for benefits and enrolling in health coverage!" with a "Continue" button. Below this is a pink notification box: "Medical and KCHIP benefit renewals are coming. Be sure to get important information without delay by making sure the Department of Community Based Services has your current mailing address." The main content area has a large heading "Welcome to kynect benefits" and a sub-heading "The Commonwealth's space for you to connect with Kentucky benefits". There are two buttons: "Sign Up" (purple) with text "Apply and manage your health, food, household expenses, and child care benefits online anywhere" and "Prescreening Tool" (blue) with text "See if your household may be potentially eligible for benefits." To the right is a video player showing a cityscape with a play button and the URL "kynect.ky.gov/benefits". Below this is a "Programs" section with the text "kynect offers Kentucky state benefits for qualified individuals and families. Below are the Kentucky assistance programs that you can apply for:". There are three program cards: "Health Coverage Assistance" (Medicaid, Kentucky Children's Health Insurance Program, Qualified Health Plan with payment assistance), "Premium Assistance" (Kentucky Integrated Health Insurance Premium Payment Program (KI-HIPP)), and "Qualified Health Plan" (Qualified Health Plan without Payment Assistance).

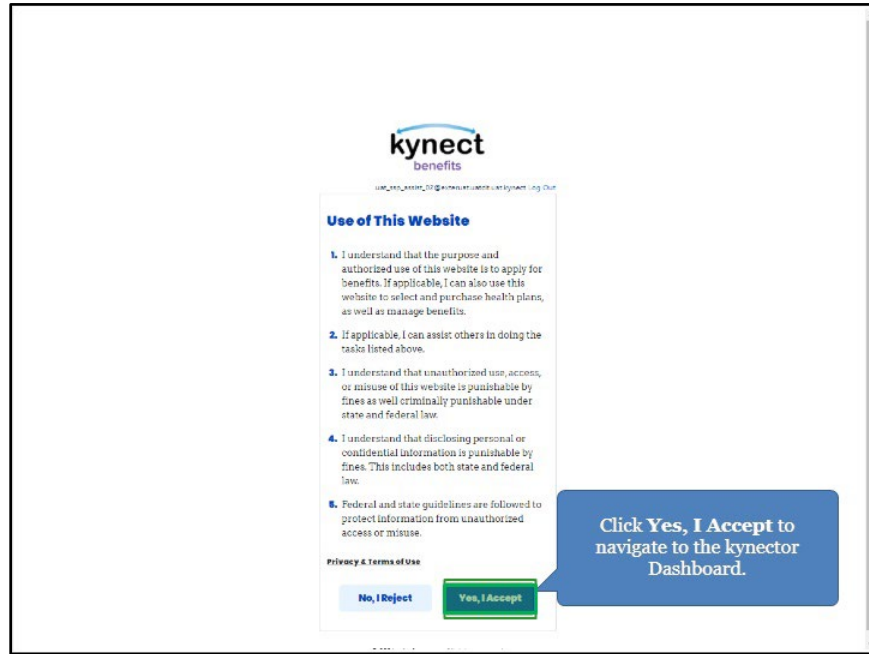
1. Click **Sign In** on the kynect website to navigate to the **kynector Dashboard**.



2. Enter the **kynector's Kentucky Online Gateway (KOG) Credentials** and click **Verify**.

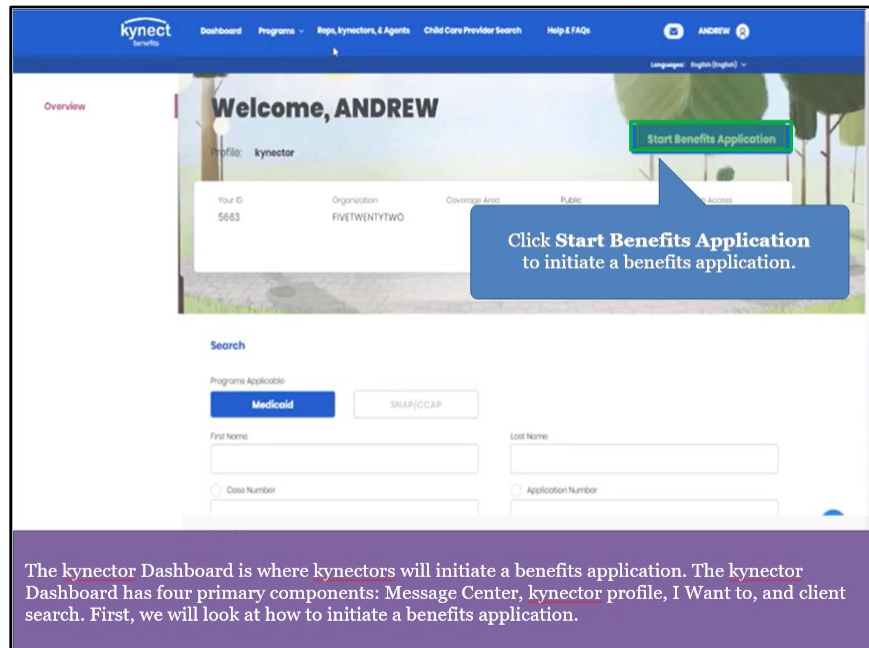


3. Review the Terms of Use and click **Yes, I Accept**.

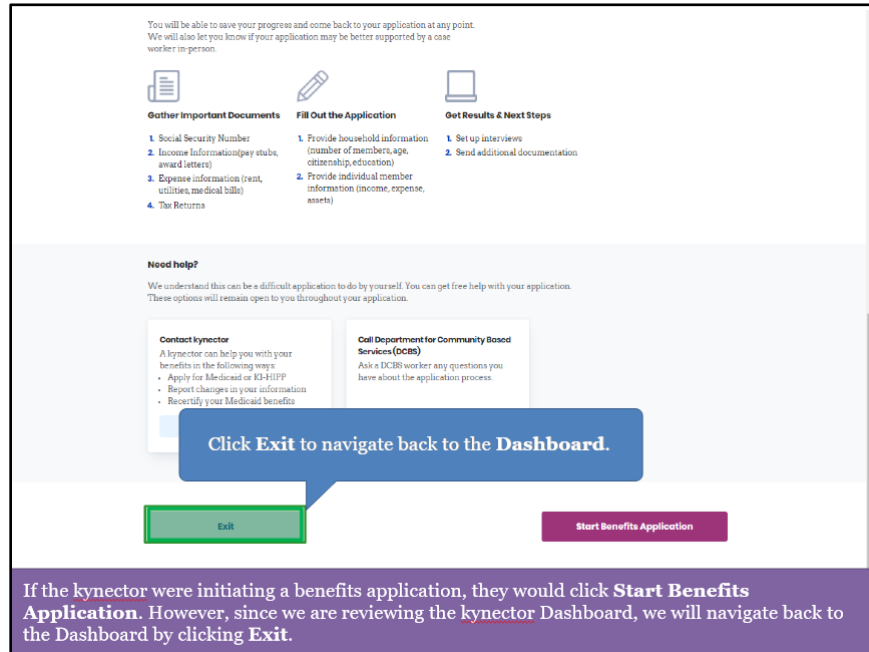


1.2 Start Benefits Application

4. Click **Start Benefits Application** to review information on the benefits application and initiate an application.

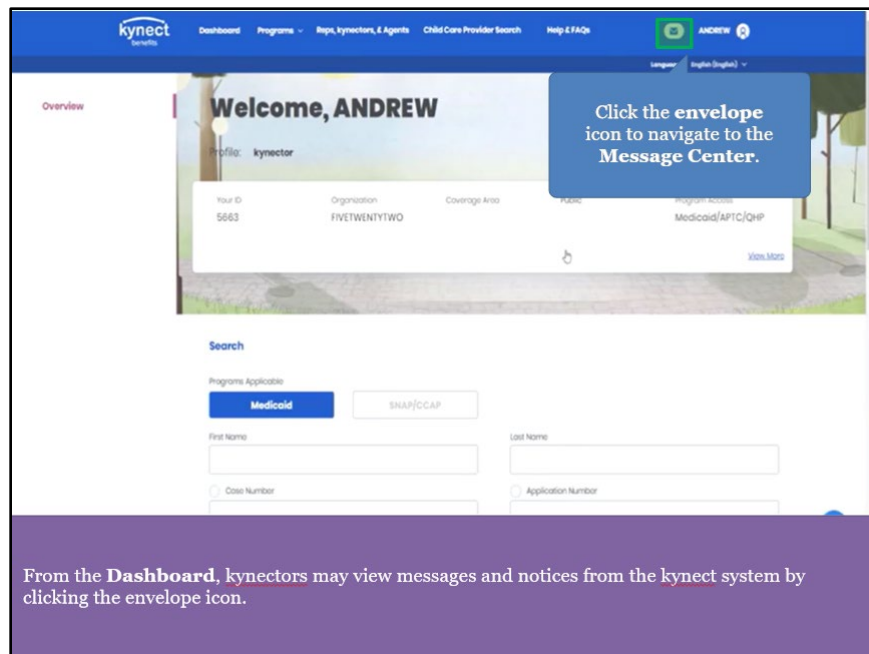


- After reviewing the information, click **Start Benefits Application** to initiate a benefits application or **Exit** to navigate back to the **kynector Dashboard**.



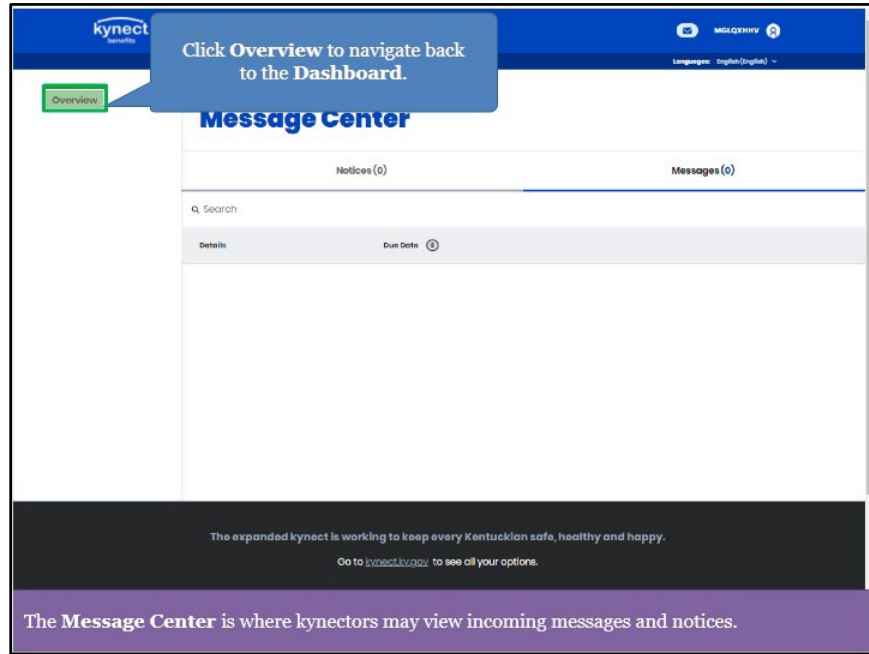
1.3 Message Center Screen

- On the **kynector Dashboard**, click the **envelope** icon to navigate to the **Message Center** to view messages and notices from kynect.



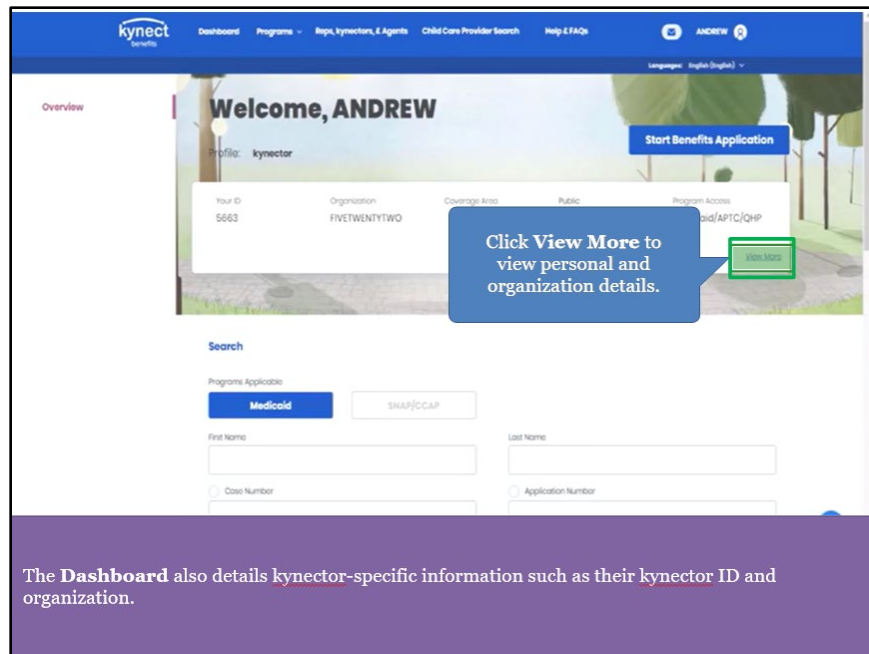
- Click the **Messages** tab to view the kynector's messages.
- Click the **Notices** tab to view the kynector's notices.

- Click **Overview** to navigate back to the **kynector Dashboard**.

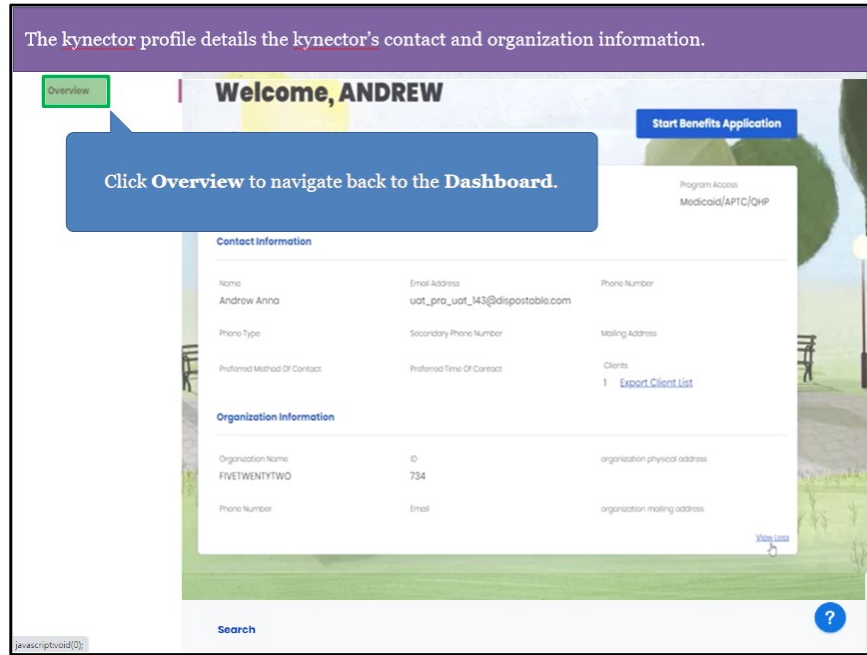


1.4 kynector Profile Screen

- The **kynector Profile** details kynector-specific information such as their kynector ID and organization information.
- Click **View More** to navigate to the **kynector Profile**.



12. On the **kynector Profile** screen, kynectors may view personal and organization details. Personal information includes contact information for the kynector while the organization details include the kynector's organization name and address. The **kynector profile** is also where kynectors may change their KOG password.
13. Click **Overview** to navigate back to the **kynector Dashboard**.



1.5 Request Access Screen

- Click **Request Access** to navigate to the **kynector Access Request** screen. A kynector may request access to an existing case if a Resident completed a benefits application and now needs a kynector's help with their application, such as reporting a change in information.

The screenshot shows the 'Request Access' screen. At the top, there are input fields for 'First Name', 'Last Name', 'Case Number', 'Application Number', 'Social Security Number (9 digits)', and 'Date of Birth' (mm/dd/yyyy). Below these is an 'Address Line 1' field. A blue callout box with white text says: 'Click **Request Access** to request access to a Resident's existing case.' The 'Request Access' button is highlighted with a green box. Other buttons include 'Export to Excel', 'Show Advanced Search', 'I want to...' (with a dropdown menu), 'Prescreening Tool', 'Schedule Appointment', and 'Reschedule/Cancel Appointment'. The footer contains contact information for CHFS and recommended browsers.

- Enter **information** into the fields and click **Search** to search for Residents.
- Click **Cancel** to return to the **kynector Dashboard**.

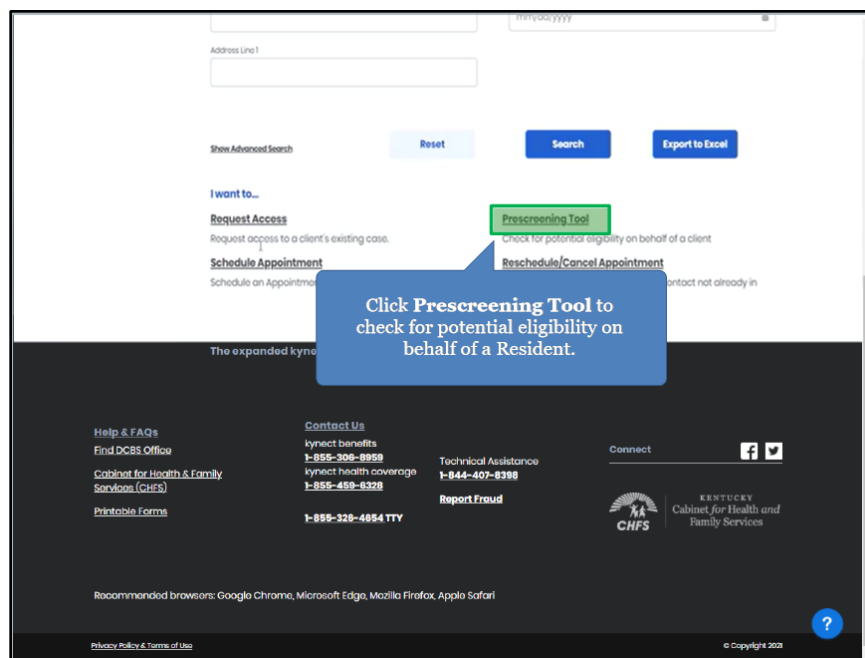
The screenshot shows the 'kynector Access Request' form. At the top, there is a purple header with the text: 'Enter information to search for the Resident's case you would like to access. kynectors may request access to Resident cases they are not associated with, if they are in the same organization as that Resident's existing kynector.' Below the header is the form title 'kynector Access Request' and links for 'Learn More' and 'Download Appendix B Form'. The form includes input fields for 'First Name', 'Last Name', 'Social Security Number', 'Date of Birth' (mm/dd/yyyy), 'Sex' (dropdown), 'M.I.', 'Suffix' (dropdown), 'Application number', and 'Case number'. A purple 'Search' button is at the bottom center. A blue callout box with white text says: 'Click **Cancel** to navigate back to the **Dashboard**.' The 'Cancel' button is highlighted with a green box. A 'Next' button is also visible. The footer contains a help icon and copyright information.

Please note: kynectors may request access to Resident cases they are not associated with if they are in the same organization as that Resident's existing kynector.

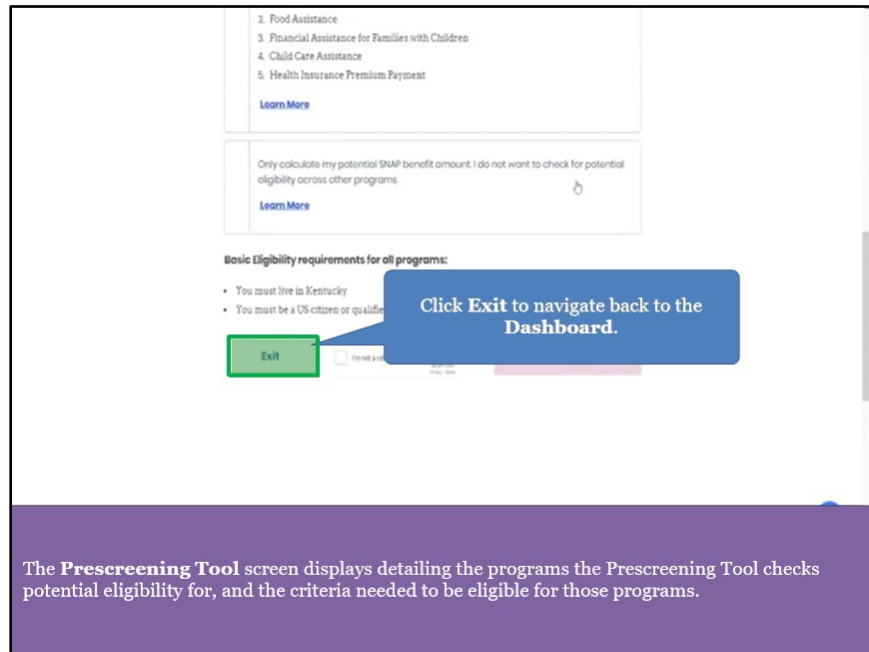
1.6 kynect benefits Prescreening Tool

17. The kynect benefits Prescreening Tool is an anonymous tool that checks potential eligibility across Health Assistance, Food Assistance, Financial Assistance for Families with Children, and Health Insurance Premium Payment Assistance. The Prescreening Tool is not an application and does not guarantee eligibility. To determine eligibility for any program a full benefits application must be completed.

18. Click **Prescreening Tool** to navigate to the kynect benefits **Prescreening Tool** screen.



19. Review the prescreening information and click **Start Prescreening** to initiate the kynect benefits Prescreening Tool.
20. Click **Exit** to navigate back to the **kynector Dashboard**.



Please note: Please refer to **section 4 kynect benefits Prescreening Tool** for steps on how to complete the kynect benefits Prescreening Tool.

2 Resident Dashboard

The **Resident Dashboard** details Resident information and is where kynectors may view additional case details and take action(s) on behalf of a Resident. kynectors may view information on *Benefits, Health Plans, Message Center, Health Plans, Reps, kynectors and Agents, Documents, Hearings, and Client Case Notes*. They may also apply for additional benefits programs or report changes in information on behalf of a Resident.

2.1 Resident Search

1. Enter **information** into the fields to search for associated Residents or click **Search** without entering **information** into the fields to display all associated Residents.

kynectors may also search for Residents. Enter information as applicable to display narrow results, or click **Search** without entering information to display Residents they are associated with.

Programs Applicable

First Name

Last Name

Case Number

Application Number

Social Security Number (9 digits)

Date of Birth

Address Line 1

Click **Search** to search for all associated Residents.

- After clicking **Search**, associated Residents display below. Select the appropriate **Resident** to navigate to the **Resident Dashboard**.

The kynector's associated Residents display along with their Case Status, Submitted Date, and Last Updated Date. kynectors may click on the Resident's name to navigate to the **Resident Dashboard**.

Client Details	Case Status	Submitted Date	Last Updated
TERRY THORE M Age 39 Case #112988305	Approved	05/18/2022	06/15/2022
DARLENE HUDSON F Age 35 Case #112988771		05/24/2022	05/25/2022
TY HOUSS M Age 32 Case #112988306	Approved	05/17/2022	05/20/2022
GINA GINN F Age 39 Case #112988519	Approved	05/20/2022	05/20/2022
EMAREP HUTMAREP M Age 49 Case #112988245	Approved	05/18/2022	05/19/2022

Click TERRY THORE to navigate to the Resident Dashboard.

2.2 Resident Dashboard Screen

- After selecting the appropriate Resident, the kynector is navigated to the **Resident Dashboard** screen where they may view the Resident's case details. Click **Benefits** to navigate to the **Benefits** screen to view information including what programs are Approved, Denied, or Pending.

The **Resident Dashboard** displays information on the selected Resident.

Welcome, TERRY THORE

My Information **Add Other Benefits** **Report a Change**

Medicaid and KCHIP benefit renewals are coming. Be sure to get important information from your community.

Click Benefits to navigate to the Benefits screen.

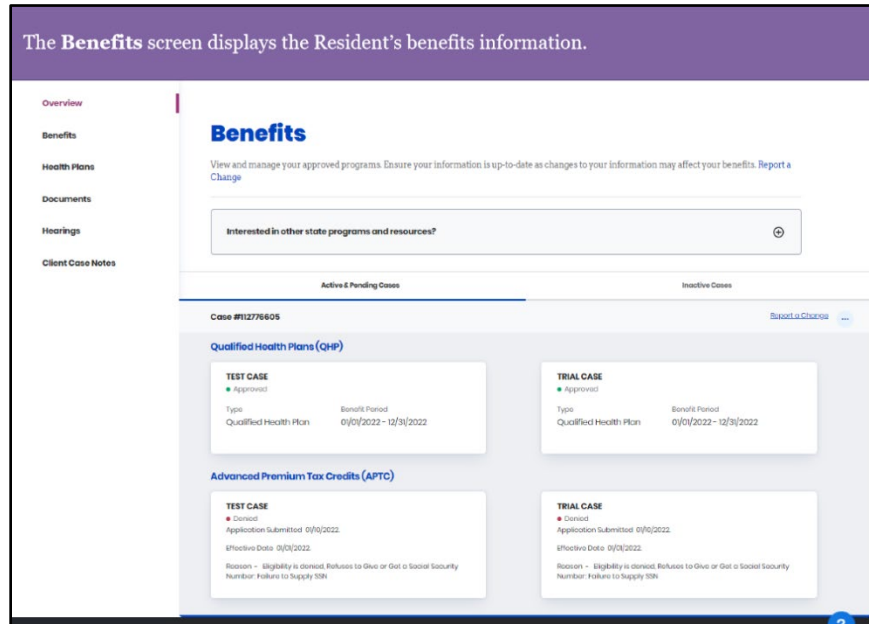
View details on your benefits application, cases, and benefits. View your to-do list and messages.

Benefits → **Message Center →**

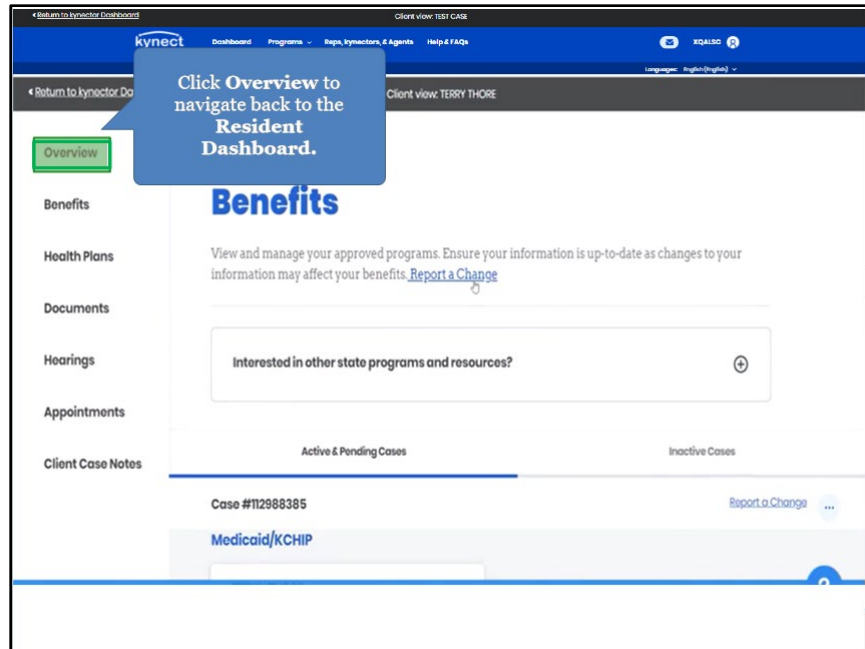
To Do's Unread

2.3 Benefits Screen

- The **Benefits** screen displays the Resident's benefits information and the benefits of any other members who are included in the Resident's household.

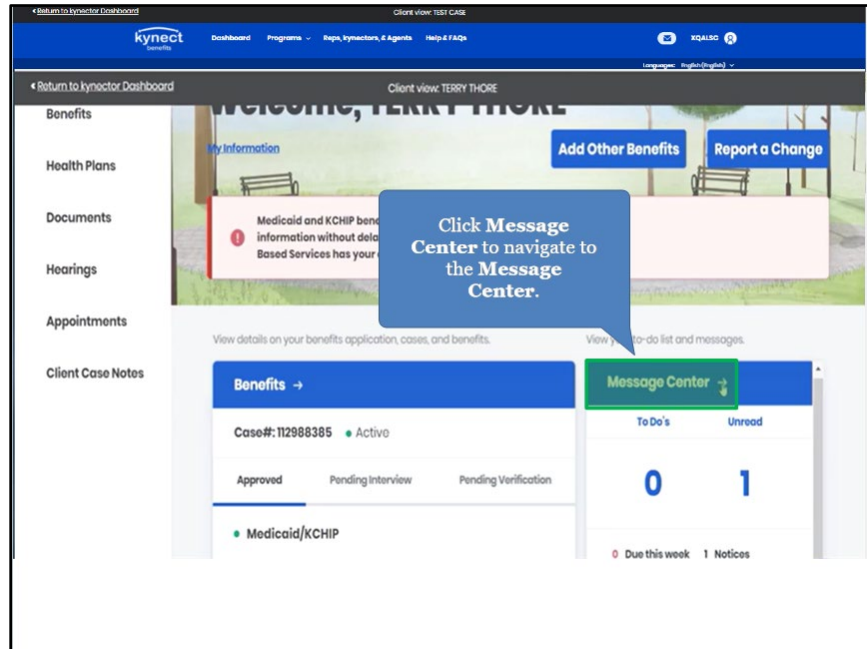


- Review the Resident's benefits information.
- Click **Overview** to navigate back to the **Resident Dashboard**.

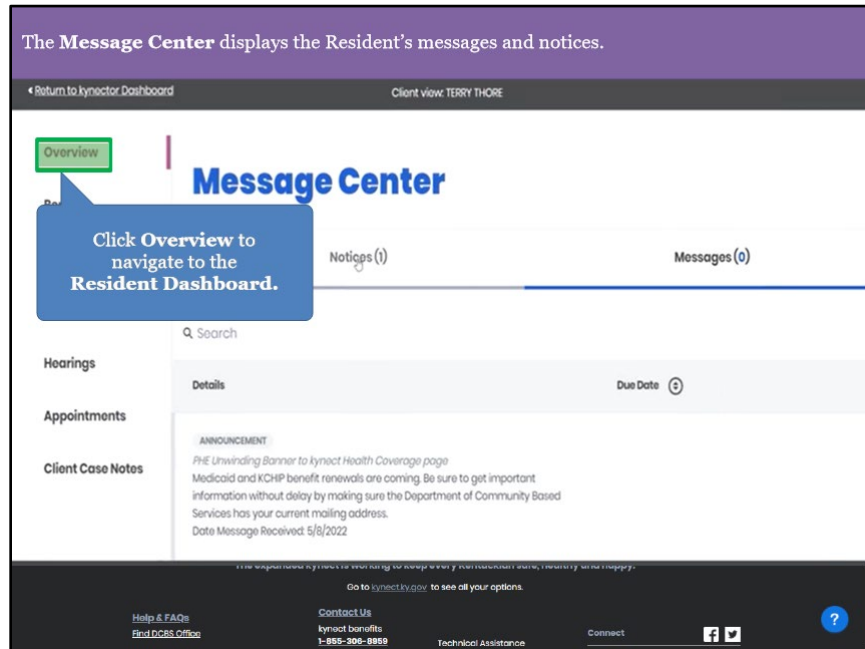


2.4 Resident Message Center Screen

7. Click **Message Center** to navigate to the Resident's **Message Center** to view messages and notices from kynect.

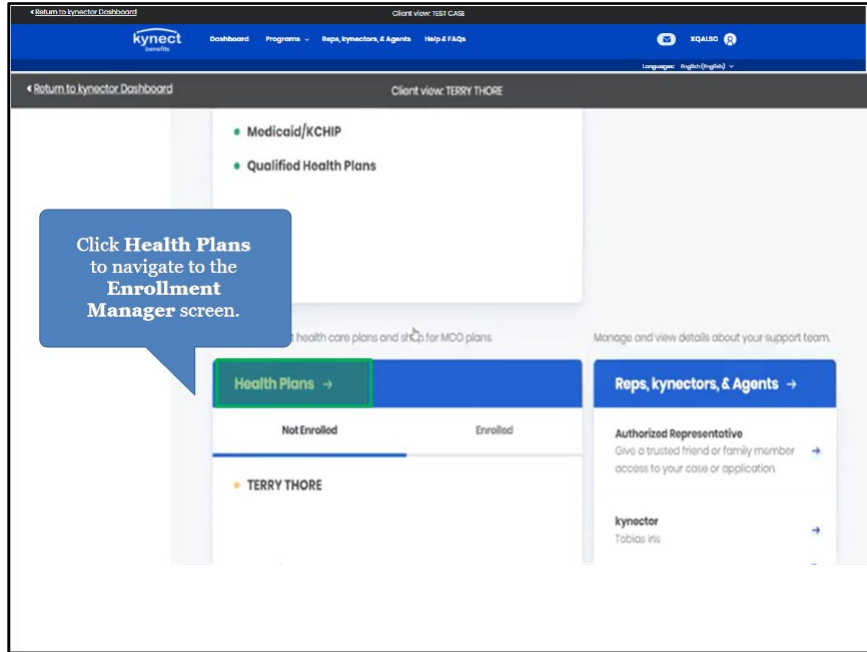


8. Click the **Messages** tab to view the Resident's messages.
9. Click the **Notices** tab to view the Resident's notices.
10. Click **Overview** to navigate back to the **Resident Dashboard**.

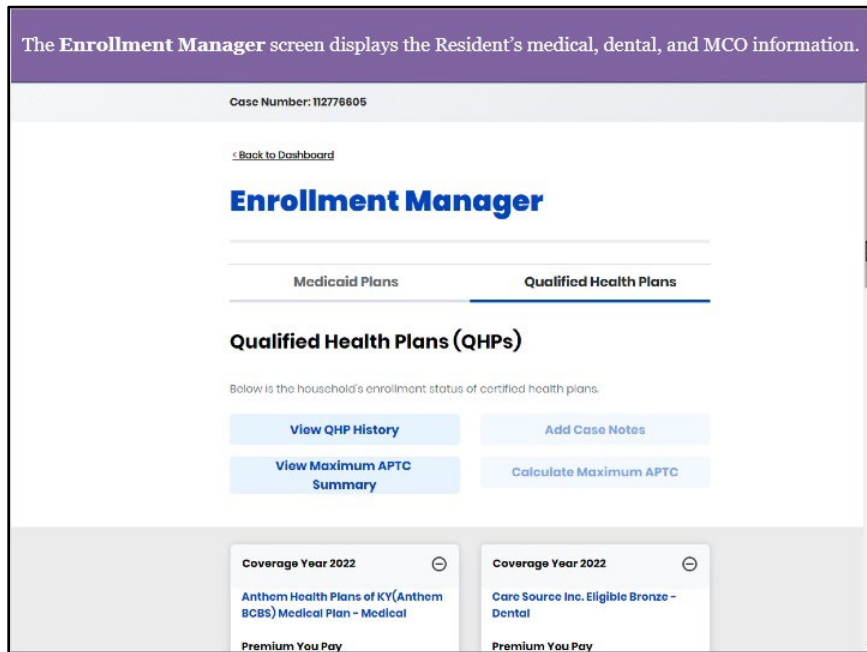


2.5 Health Plans Screen

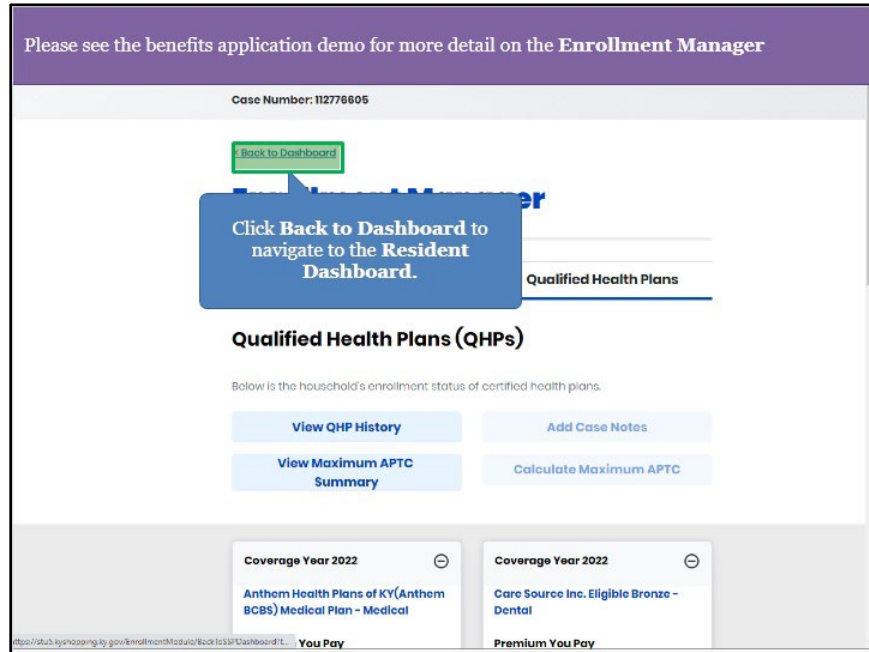
11. Click **Health Plans** to navigate to the **Enrollment Manager** screen to view the Resident's health plan details.



12. The **Enrollment Manager** screen details the Resident's medical, dental, and MCO plan details as applicable. This is also where Residents may shop for, compare, and enroll in coverage.



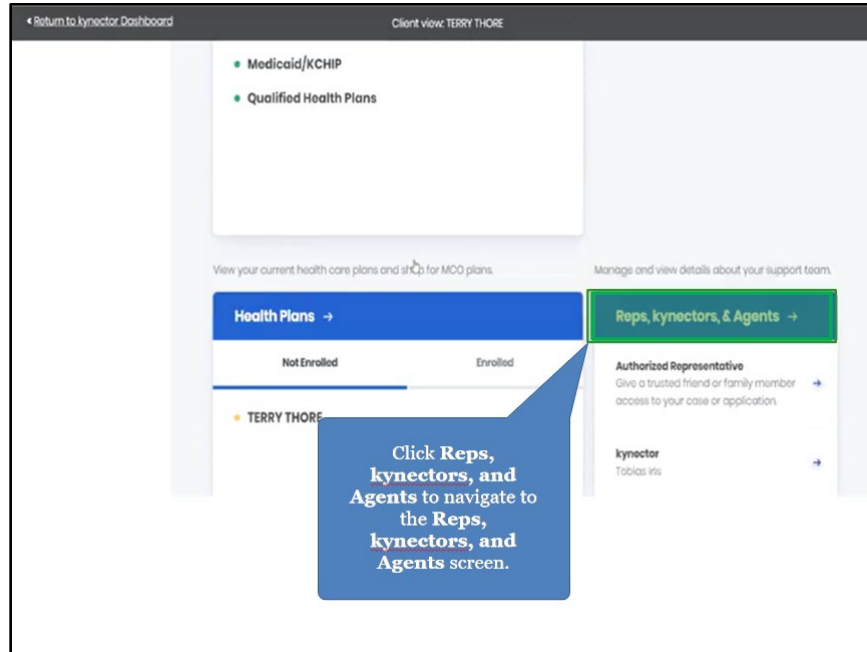
13. After viewing the Resident's coverage details, click **Back to Dashboard** to navigate back to the **Resident Dashboard**.



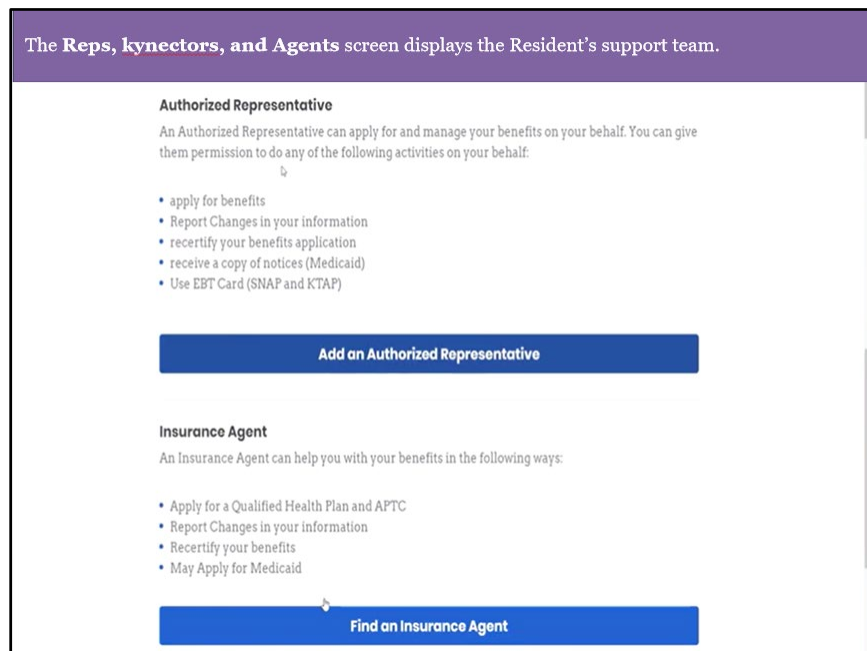
Please note: Please refer to the **Benefits Application Web-Based Training and Guide** for more details on the **Enrollment Manager** and shopping for plans.

2.6 Reps, kynectors, and Agents Screen

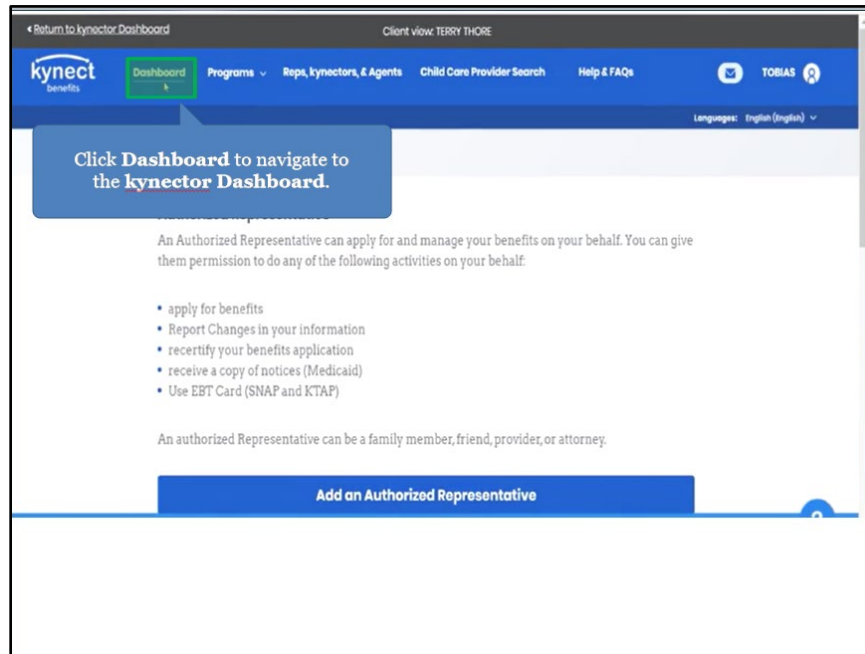
- Click **Reps, kynectors, and Agents** to navigate to the **Reps, kynectors, and Agents** screen. The **Reps, kynectors, and Agents** screen details the Resident's support team which includes the Authorized Representative, kynector, and/or Agent who are assigned to their case.



- View the Resident's support team which includes Authorized Representatives, Agents, and kynectors as applicable.

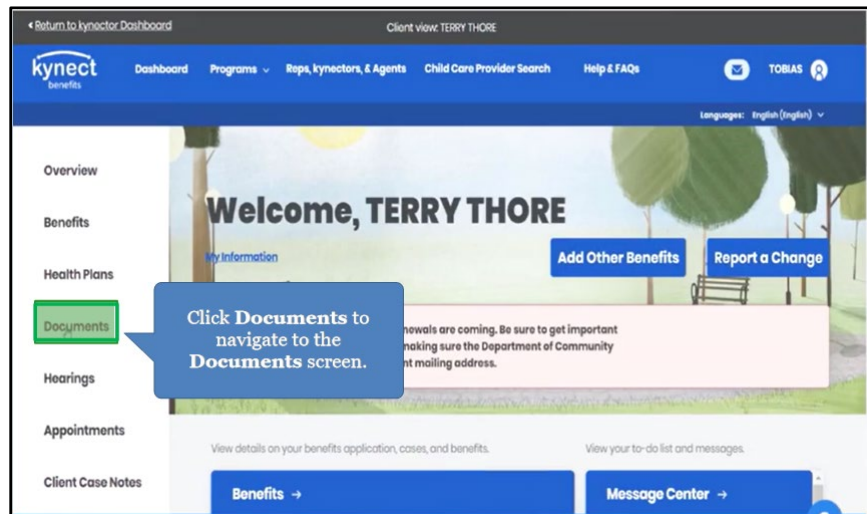


16. After reviewing the Resident’s support team, click **Dashboard**.



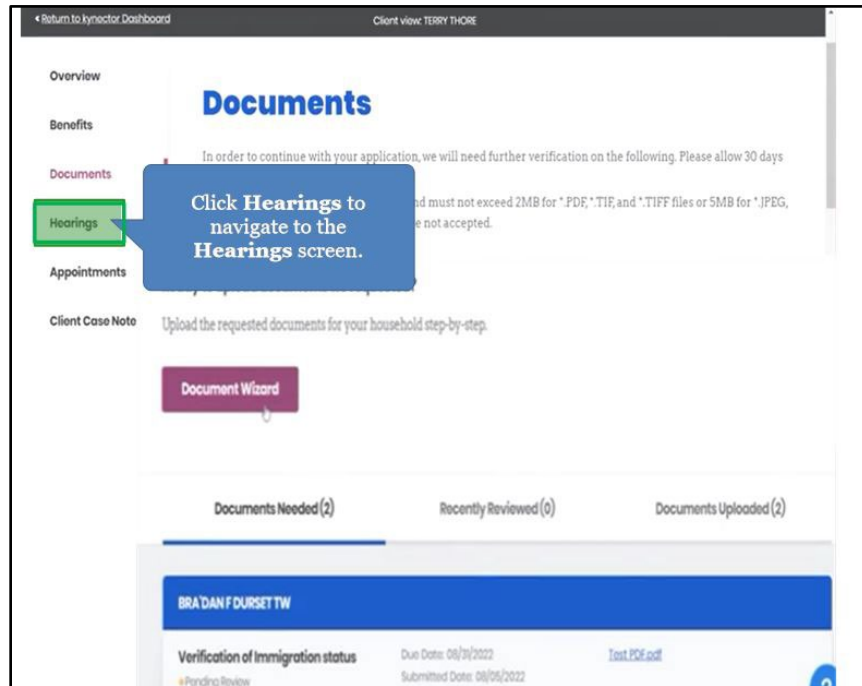
2.7 Documents Screen

17. Click **Documents** to navigate to the Documents screen. The **Documents** screen is where kynectors may view the **Document Wizard** as well as documents that are needed for upload. The **Document Wizard** displays step-by-step actions needed to upload required documentation.

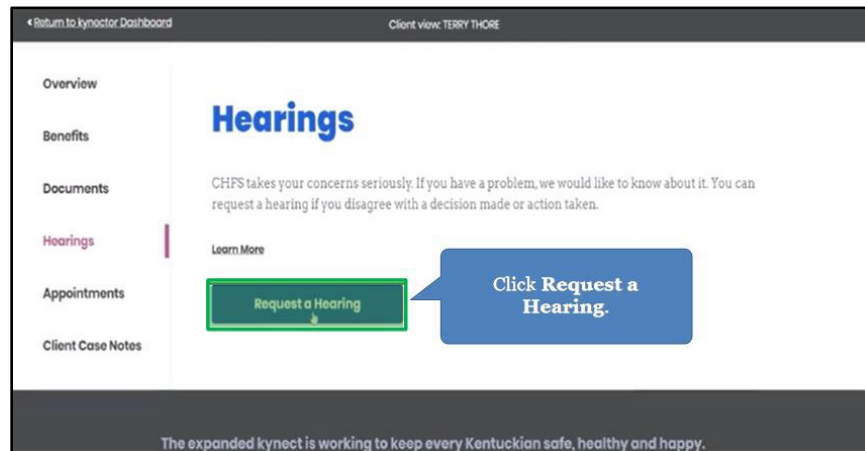


18. The **Documents** screen displays documents that are needed for the Resident’s application and documents that have been recently reviewed. This is where documents may be uploaded such as proof of U.S Citizenship.

19. Click **Hearings** to navigate to the **Hearings** screen.



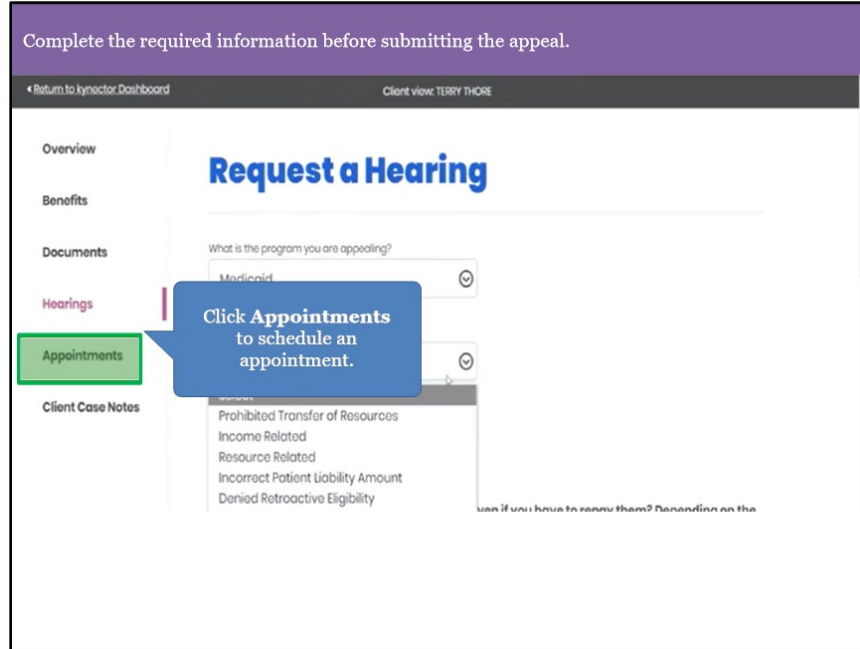
20. Click **Request a Hearing**.



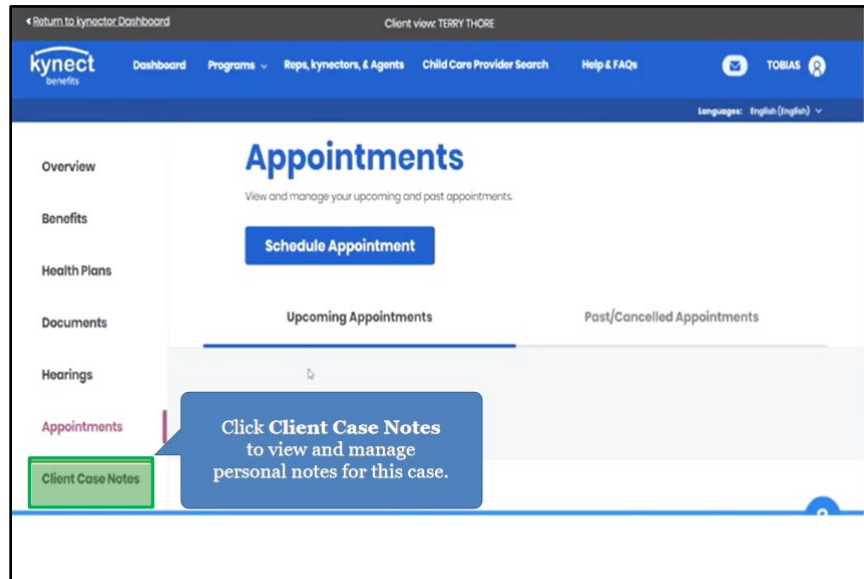
2.8 Hearings Screen

21. The **Hearings** screen is where kynectors may request a hearing if a Resident disagrees with a decision made or action taken.

22. Click **Appointments** to schedule an appointment.

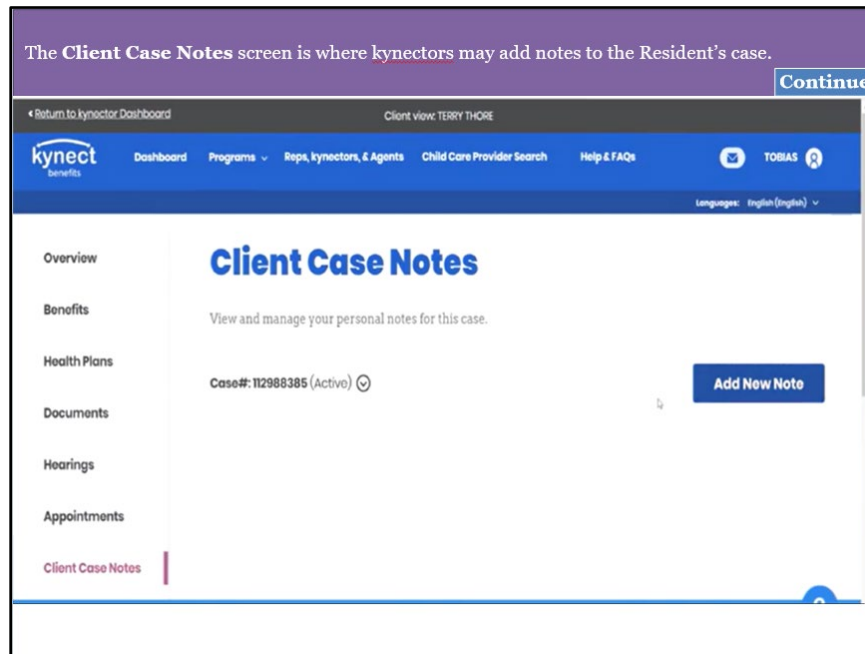


23. Click **Client Case Notes** to navigate to the **Client Case Notes** screen.

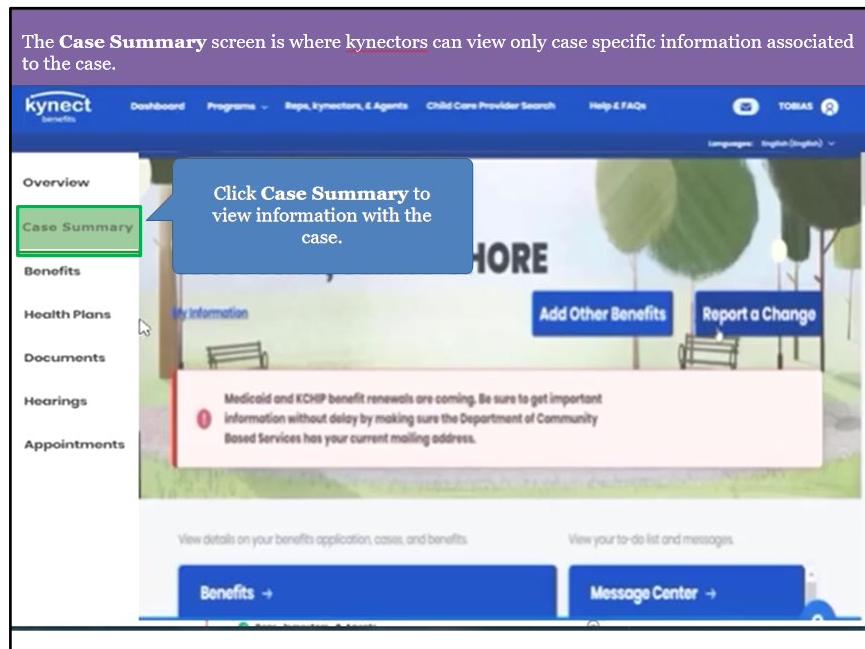


2.9 Client Case Notes Screen

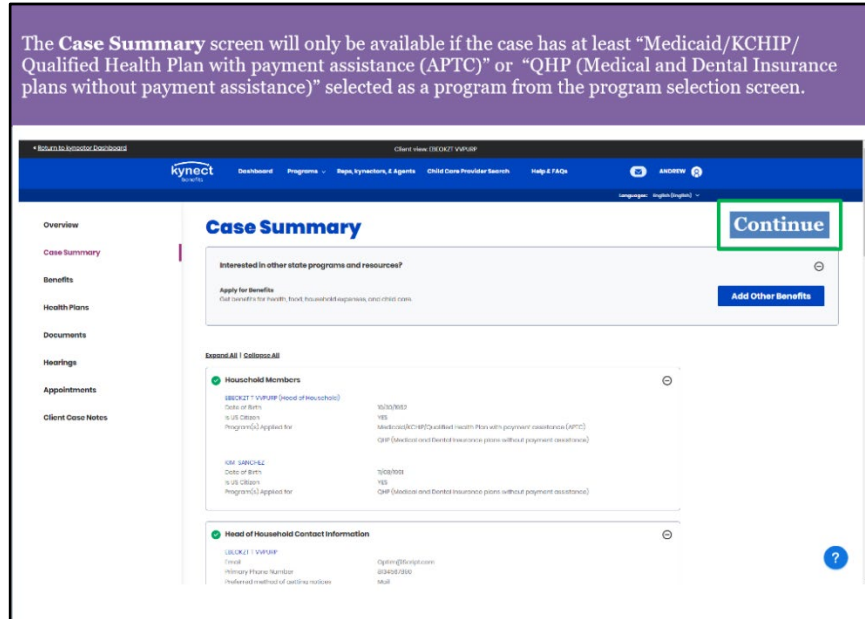
24. The **Client Case Notes** screen is where kynectors may add notes to a Resident's case as an update or reminder.



25. Click **Case Summary** to view information with the case.



26. The Case Summary screen will only be available if the case has at least “Medicaid/KCHIP/Qualified Health Plan with payment assistance (APTC)” or “QHP (Medical and Dental Insurance plans without payment assistance)” selected as a program from the program selection screen.

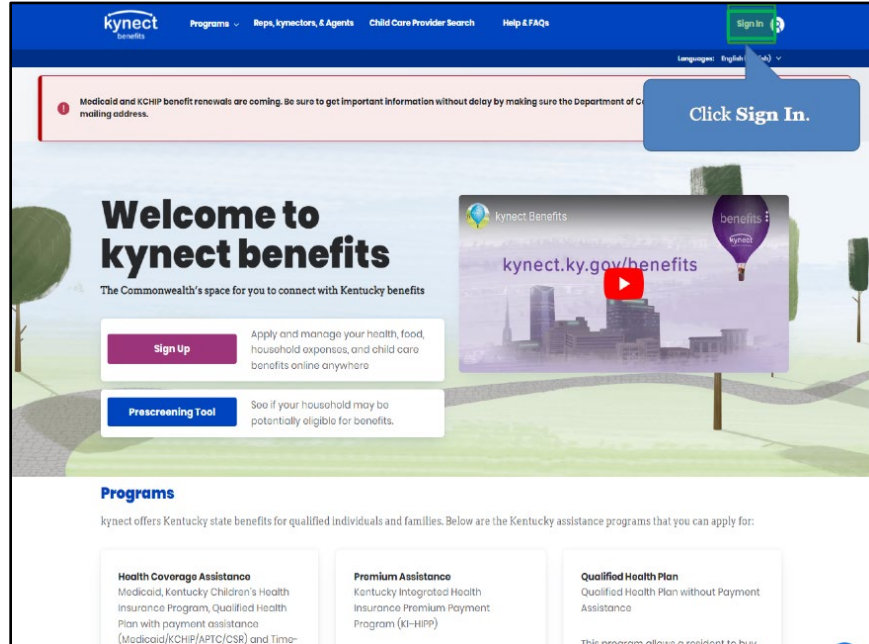


3 Organization Administrator Dashboard

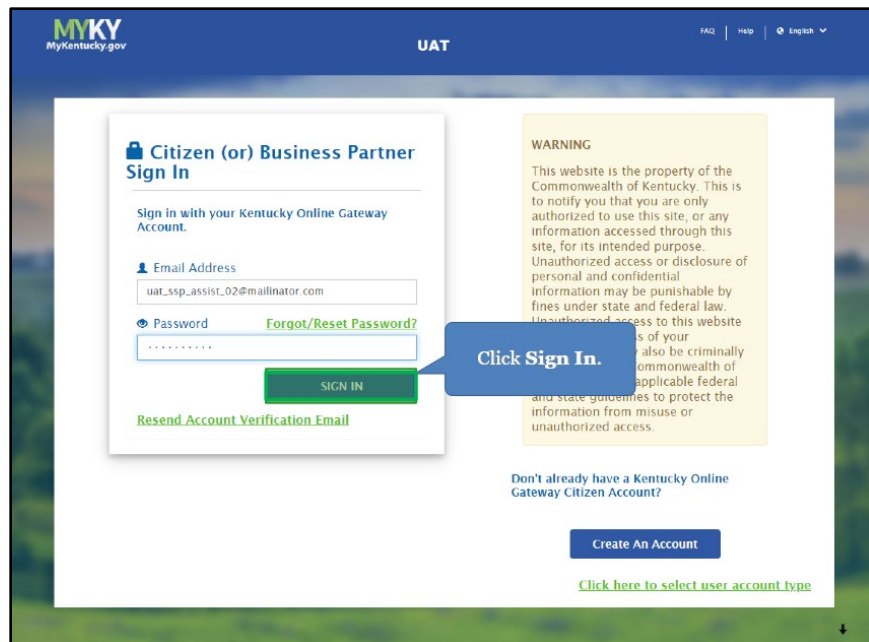
The **Organization Administrator Dashboard** is where Organization Administrators may reassign Resident cases from one kynector to another, so long as the kynectors are in the same organization. Organization Administrators may search for specific Residents by entering Resident information, or for specific kynectors by searching their name to display all associated Residents. Organization Administrators reassign Resident cases when a kynector is inactive, no longer employed with the organization, or a Resident has requested a new kynector.

3.1 Organization Administrator Sign In

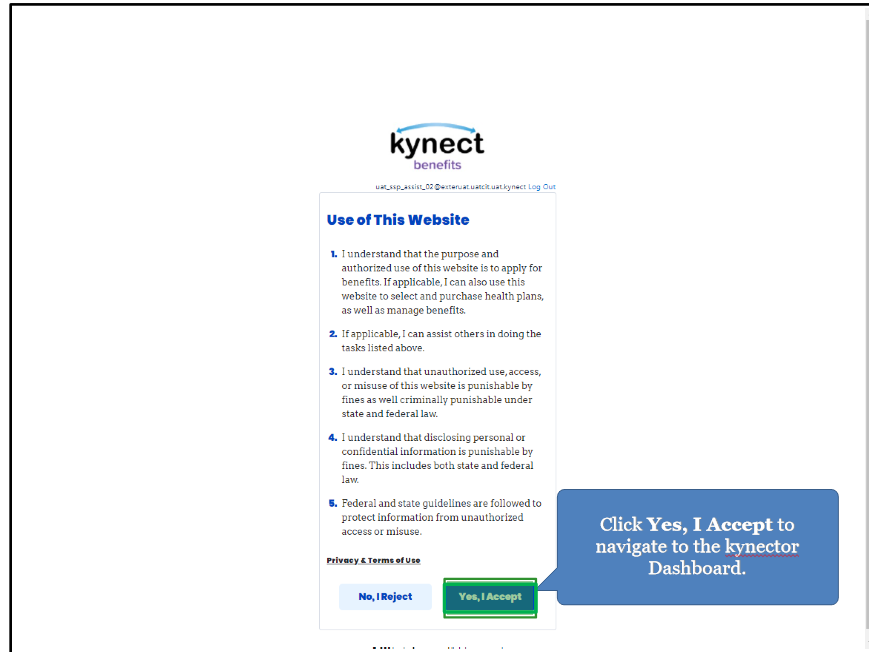
1. Click **Sign In** to navigate to the **Organization Administrator Dashboard** to reassign Resident cases if a kynector is inactive, no longer employed with the organization, or if a Resident requests a new kynector.



2. Click **Sign In**.

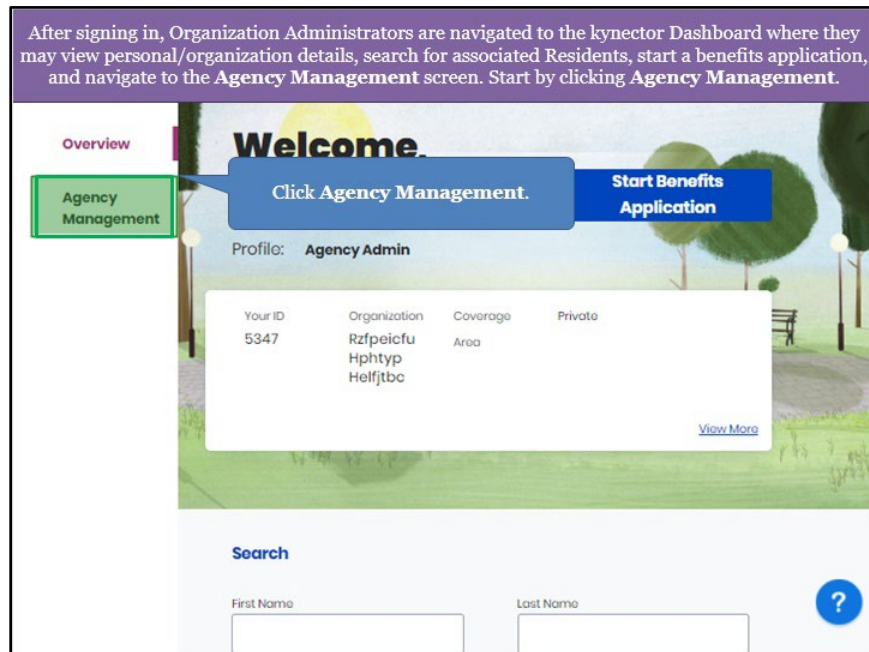


3. Review the Terms of Use and click **Yes, I Accept**.

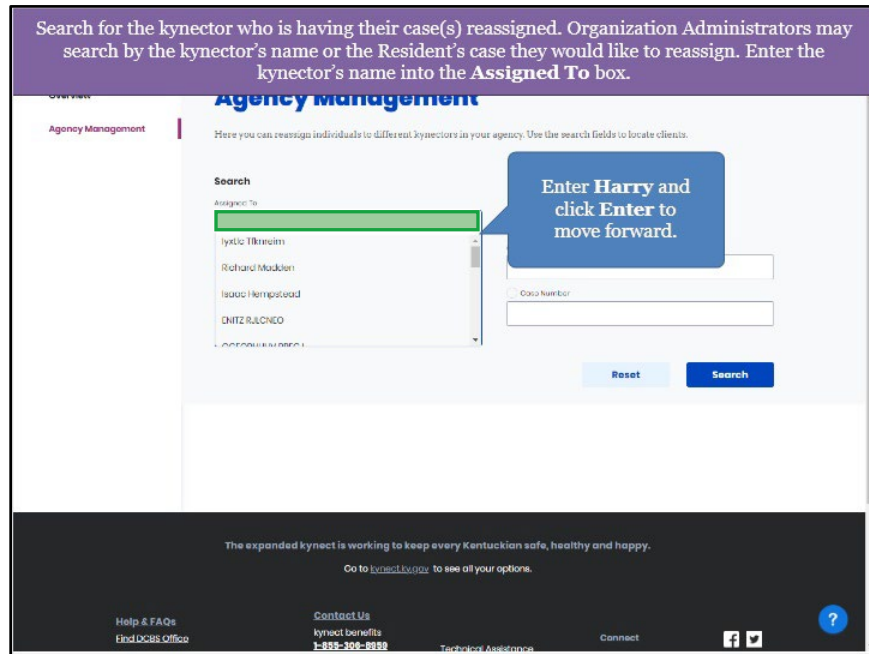


3.2 Agency Management Screen

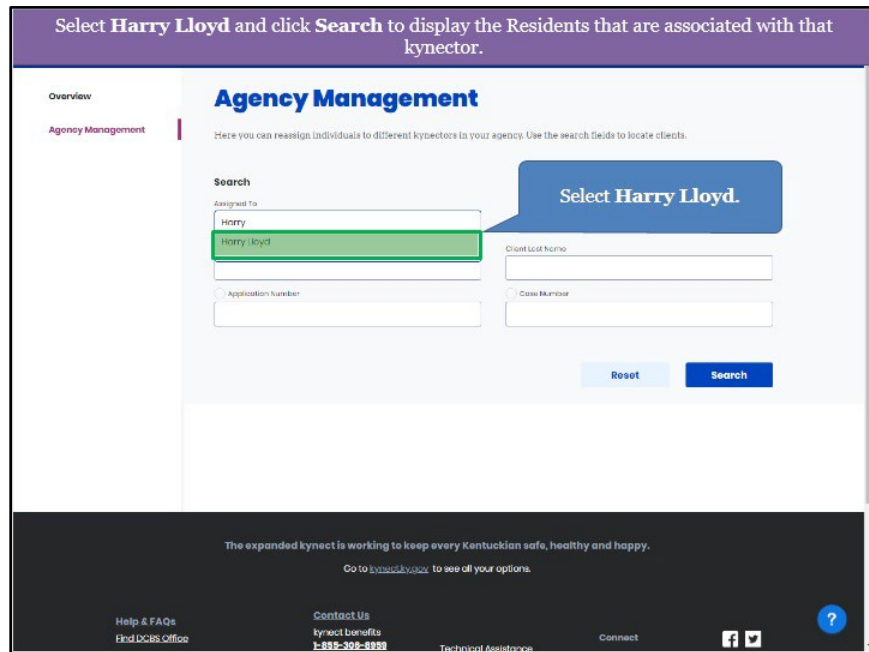
4. After signing in, Organization Administrators are navigated to the **kynect Dashboard**. Click **Agency Management** to reassign Resident cases from one kynector to another by searching for a specific Resident or kynector.



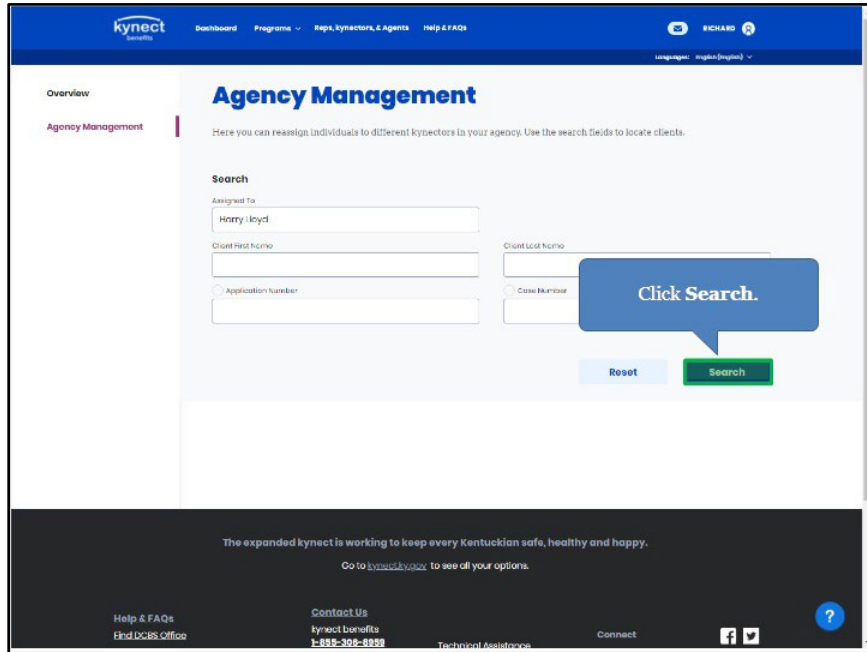
5. Enter the kynector's **Name** to display search results.



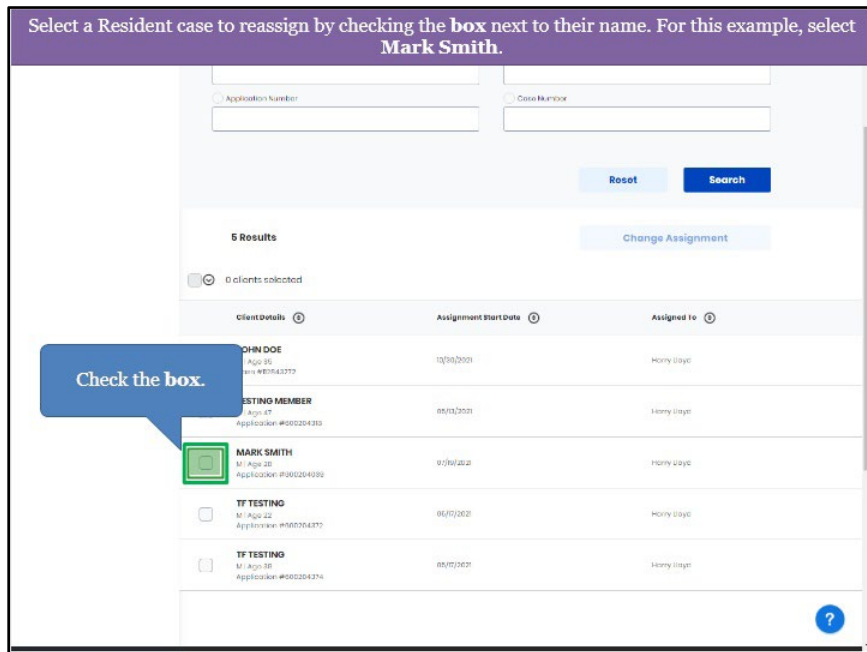
6. Select the appropriate kynector's **Name** from the search results.



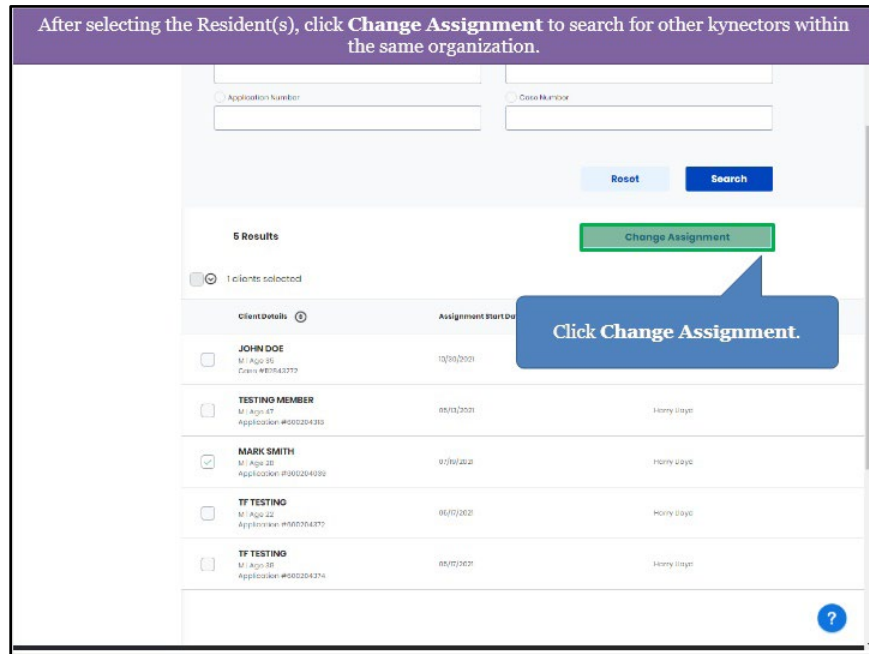
- Click **Search** to display the selected kynector's associated Residents.



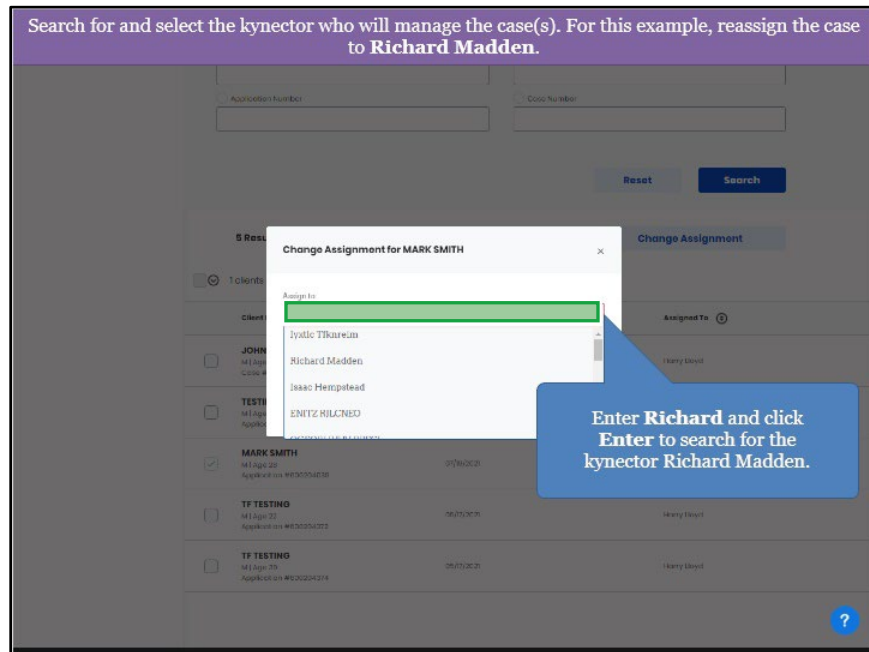
- Check the **box** next to the Resident(s) the Organization Administrator would like to reassign.



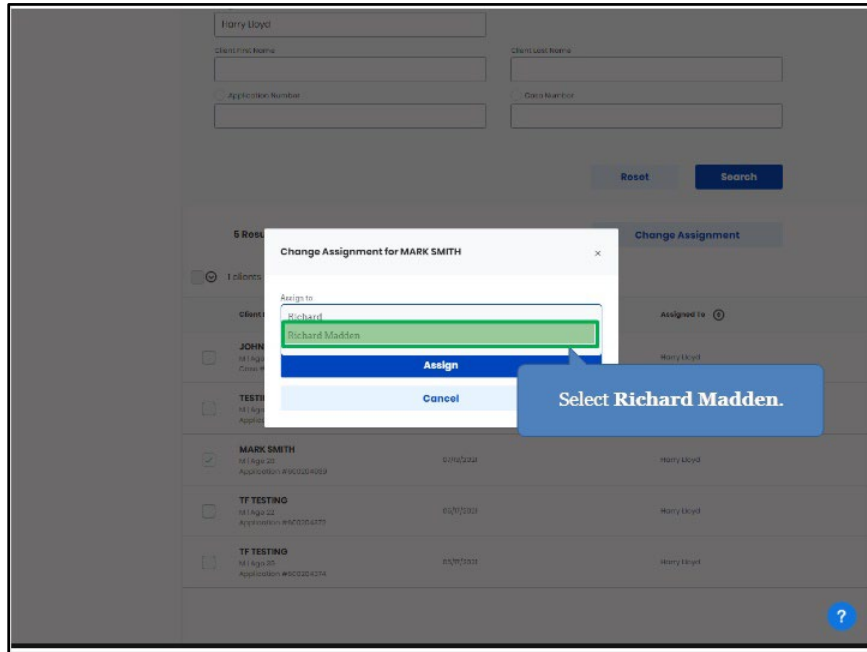
9. Click **Change Assignment** to reassign the selected case(s).



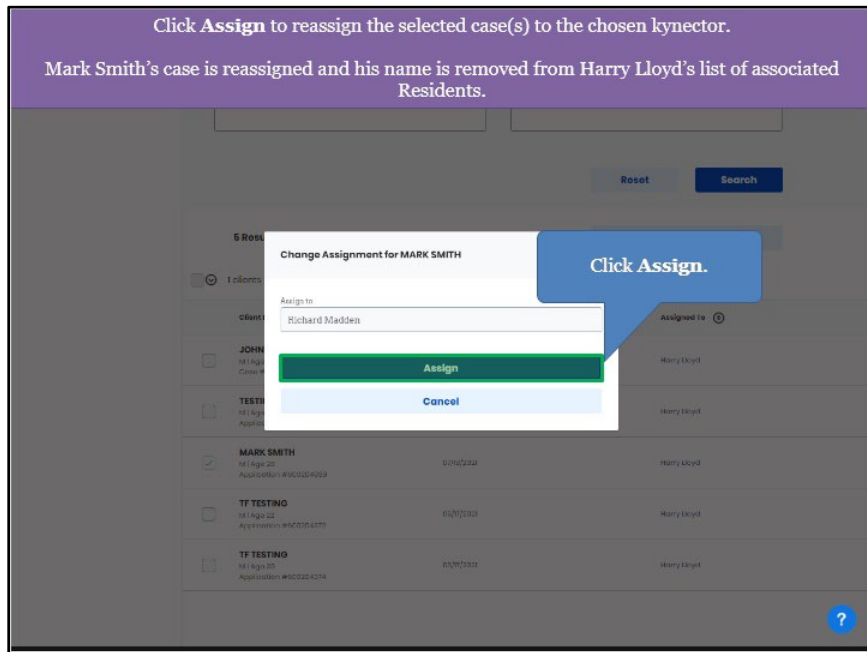
10. Enter the kynector's **Name** who will receive the reassigned Resident case(s).



11. Select the appropriate kynector **Name** to reassign the Resident case(s).



12. Click **Assign** to reassign the selected Resident case(s) to the kynector.



13. The Resident is now reassigned to the selected kynector.

Module Recap: Organization Administrators use Agency Management to reassign Resident cases between kynectors. In order to reassign cases, both kynectors and the Organization Administrator must be part of the same organization. Click **Exit** to complete the course.

The screenshot displays a search results page with the following data:

Client Details	Assignment Start Date	Assigned to
<input type="checkbox"/> JOHN DOE M, Age 45 Patient #E01643372	10/19/2020	Henry Ujaya
<input type="checkbox"/> TESTING MEMBER M, Age 47 Application #000204385	08/12/2021	Henry Ujaya
<input type="checkbox"/> TF TESTING M, Age 22 Application #200204312	05/17/2021	Henry Ujaya
<input type="checkbox"/> TF TESTING M, Age 36 Application #000204376	06/07/2021	Henry Ujaya

The expanded kynect is working to keep every Kentuckian safe, healthy and happy.

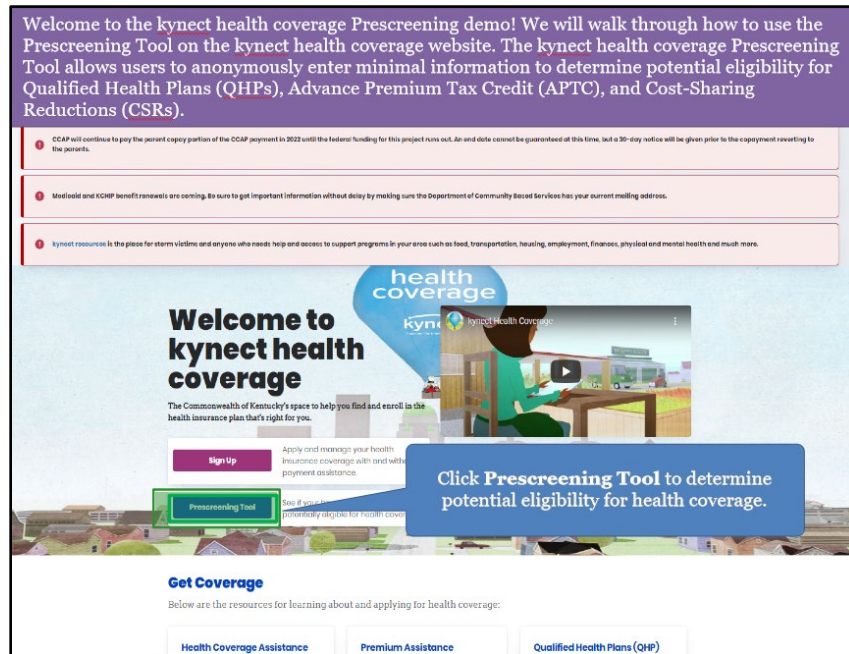
Exit

4 kynect health coverage Prescreening Tool

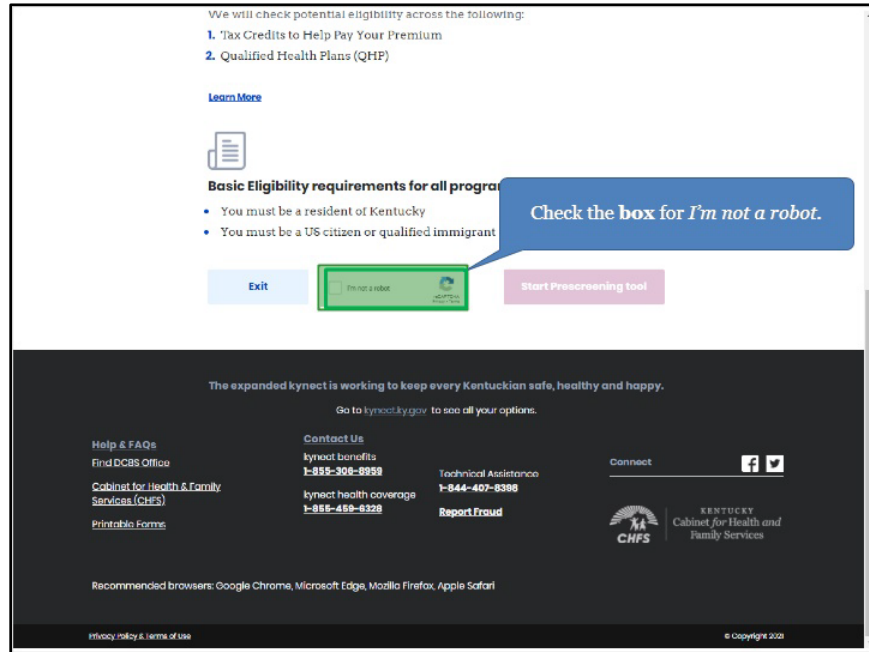
The kynect health coverage Prescreening Tool allows Residents to anonymously enter minimal information to check potential eligibility for Qualified Health Plans (QHPs), Advance Premium Tax Credit (APTC), and Cost-Sharing Reductions (CSR). The Prescreening Tool is not an application and does not guarantee eligibility. To determine eligibility for any program a full benefits application must be completed.

4.1 Navigating to the kynect health coverage Prescreening Tool

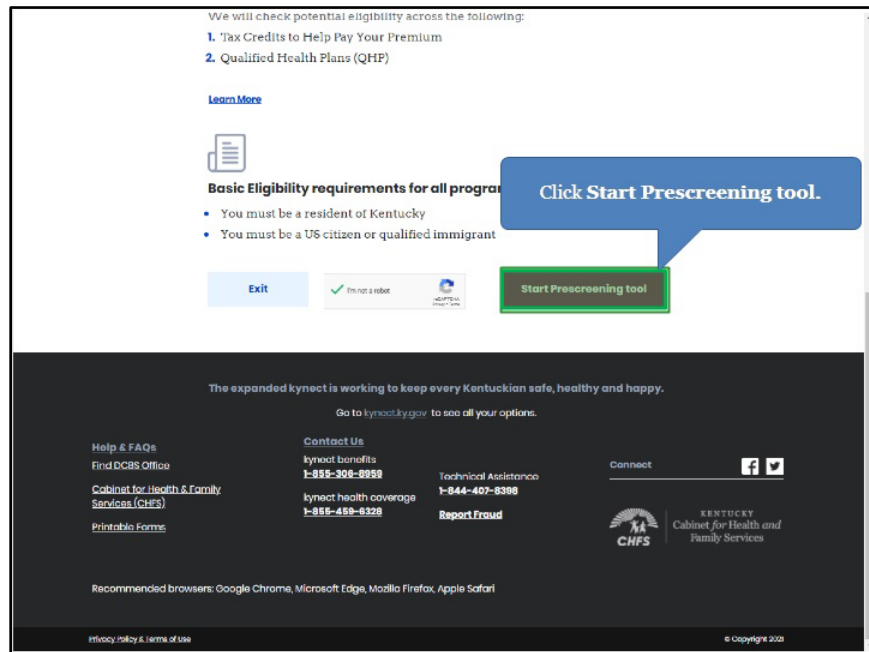
1. Navigate to the kynect health coverage [website](#).
2. Click **Prescreening Tool** to view prescreening information.



3. After reviewing the prescreening information, check the **box** to confirm the Resident is not an automated program.



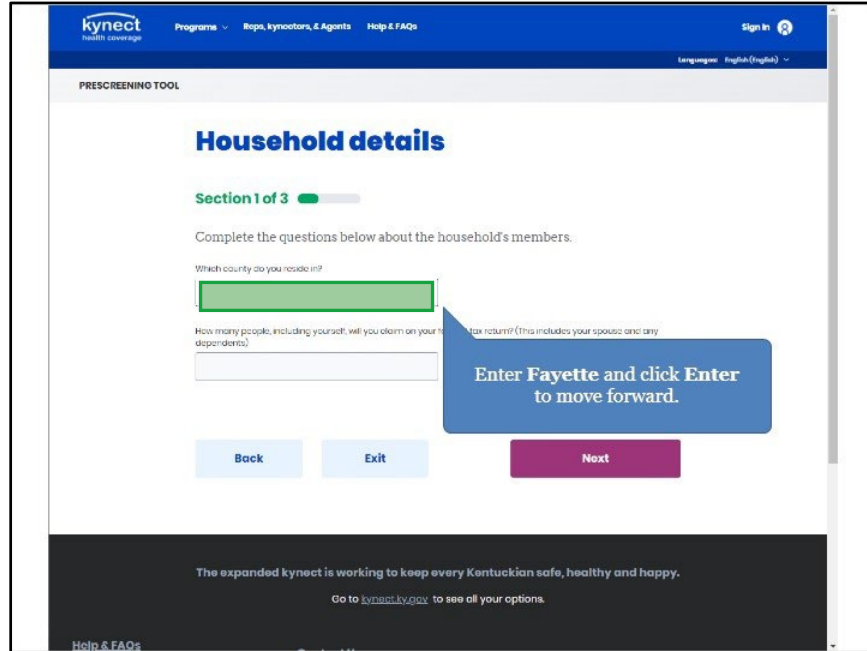
4. Click **Start Prescreening tool**.



4.2 Section 1: Household Details Screen

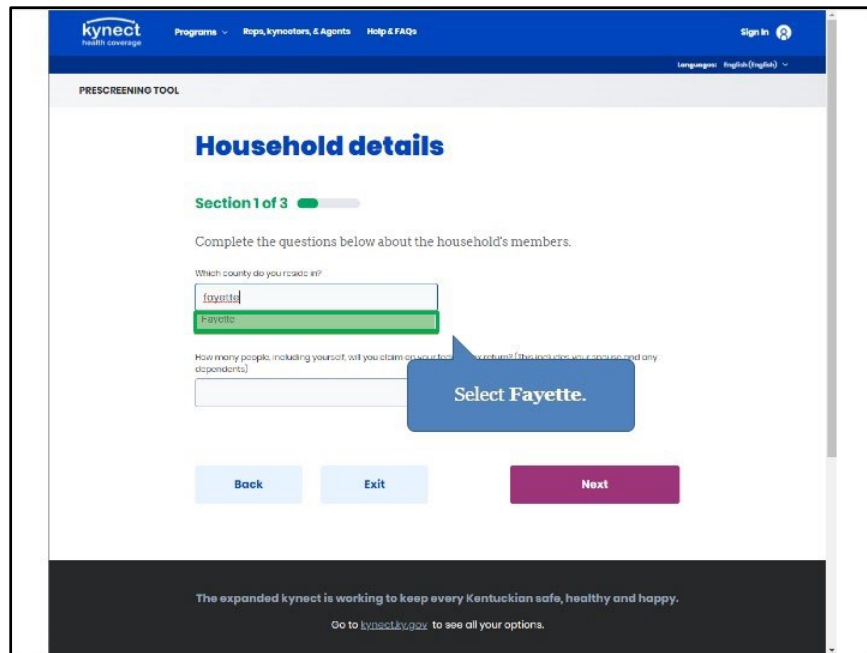
Enter **information** on the **Household Details** screen. The **Household Details** screen asks about the county the Resident resides in and how many people will be included in coverage.

5. Enter the **County** the Resident resides in.



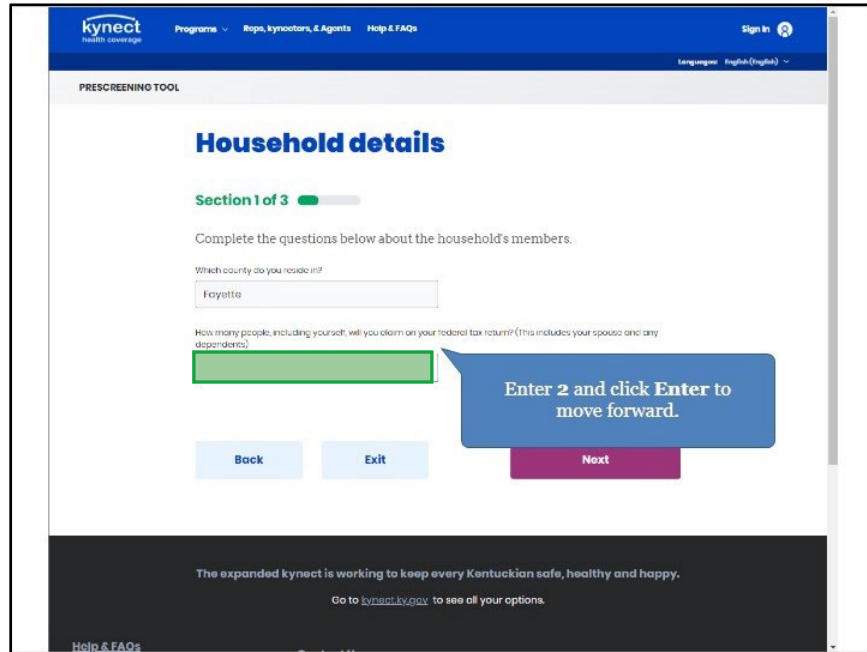
The screenshot shows the 'Household details' screen in the 'PRESCREENING TOOL'. The page title is 'Household details' and it is 'Section 1 of 3'. The instruction is 'Complete the questions below about the household's members.' The first question is 'Which county do you reside in?'. The input field is highlighted in green. A blue callout box points to the field with the text 'Enter Fayette and click Enter to move forward.' Below the field is another question: 'How many people, including yourself, will you claim on your health insurance? (This includes your spouse and any dependents)'. At the bottom, there are 'Back', 'Exit', and 'Next' buttons. A footer message states: 'The expanded kynect is working to keep every Kentuckian safe, healthy and happy. Go to kynect.ky.gov to see all your options.'

6. Select the **County** the Resident resides in from the search results.

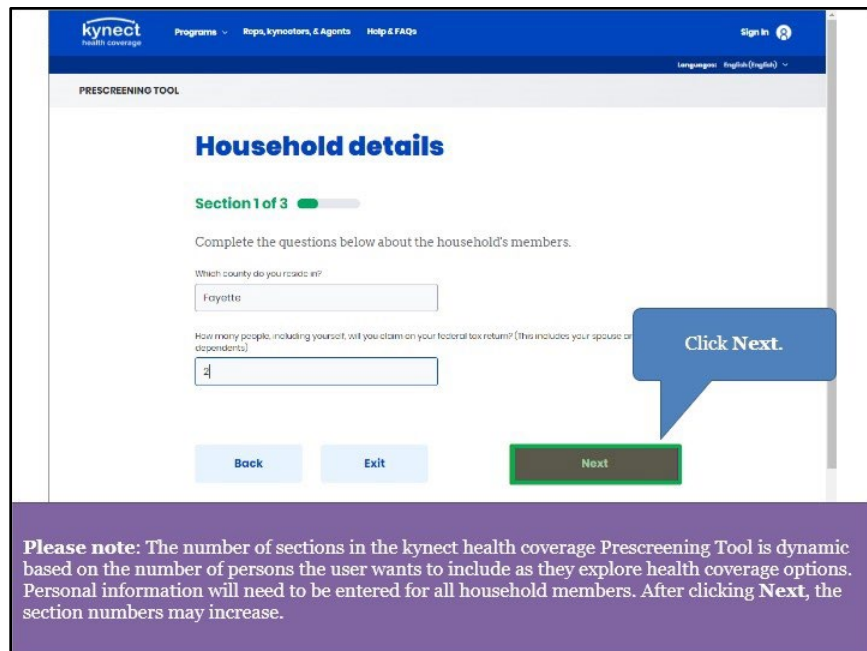


This screenshot shows the same 'Household details' screen. The 'Which county do you reside in?' field now contains 'Fayette'. Below the input field, a dropdown menu is open, showing 'Fayette' as the selected option, which is highlighted in green. A blue callout box points to the dropdown with the text 'Select Fayette.' The 'Next' button is now highlighted in purple. The rest of the page content remains the same as in the previous screenshot.

- Enter the **number** for *How many people, including yourself, will you claim on your federal tax return (this includes your spouse and any dependents)?*.



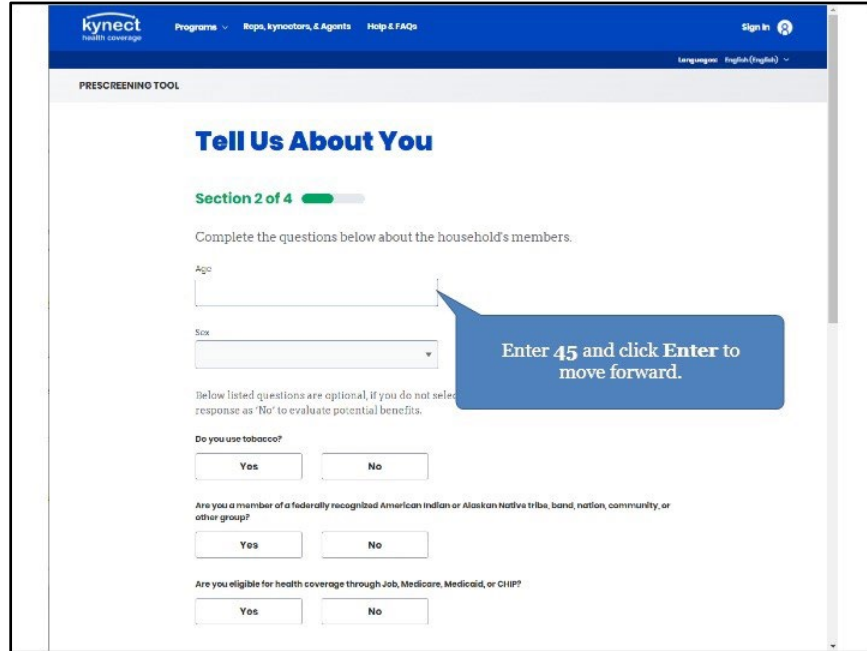
- Click **Next** to proceed to **Section 2** of the kynect health coverage Prescreening Tool. The number of sections in the kynect health coverage Prescreening Tool is dynamic based upon the number of people entered in the previous step.



4.3 Section 2: Tell Us About You Screen

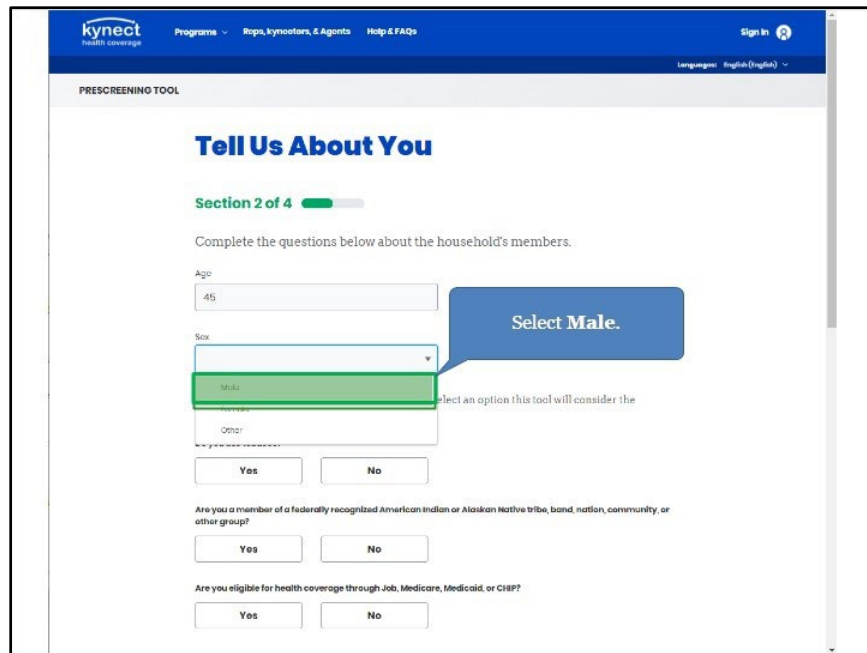
Enter **information** on the **Tell Us About You** screen. The **Tell Us About You** screen asks personal information about the Resident.

9. Enter the Resident's **Age**.



The screenshot shows the 'Tell Us About You' section of the 'PRESCREENING TOOL'. The progress indicator shows 'Section 2 of 4'. The instruction is to 'Complete the questions below about the household's members.' The 'Age' field is empty. A blue callout box points to the 'Age' field with the text: 'Enter 45 and click Enter to move forward.' Below the 'Age' field is the 'Sex' dropdown menu. Further down are three optional questions with 'Yes' and 'No' buttons: 'Do you use tobacco?', 'Are you a member of a federally recognized American Indian or Alaskan Native tribe, band, nation, community, or other group?', and 'Are you eligible for health coverage through Job, Medicare, Medicaid, or CHIP?'.

10. Select the Resident's **Sex** from the drop-down.



The screenshot shows the 'Tell Us About You' section of the 'PRESCREENING TOOL'. The 'Age' field now contains the number '45'. The 'Sex' dropdown menu is open, and the 'Male' option is highlighted in green. A blue callout box points to the 'Sex' dropdown with the text: 'Select Male.' The rest of the form, including the optional questions, remains the same as in the previous screenshot.

11. Click **Yes** or **No** for *Do you use tobacco?*.

The screenshot shows the 'PRESCREENING TOOL' interface. At the top, there is a navigation bar with 'kynect health coverage', 'Programs', 'Reps, kynectors, & Agents', 'Help & FAQs', and 'Sign In'. Below this is a sub-header 'PRESCREENING TOOL' and a main heading 'Tell Us About You'. A progress indicator shows 'Section 2 of 4'. The instructions state: 'Complete the questions below about the household's members.' There are three input fields: 'Age' (text box with '45'), 'Sex' (dropdown menu with 'Male'), and a note: 'Below listed questions are optional, if you do not select an option this tool will consider the response as "No" to evaluate potential benefits.' The question 'Do you use tobacco?' has two buttons: 'Yes' and 'No'. The 'No' button is highlighted with a green border. A blue callout bubble points to the 'No' button with the text 'Click No for Do you use tobacco?'. Below this are two more questions: 'Are you a member of a federally recognized American Indian or Alaskan Native tribe, band, nation, community, or other group?' and 'Are you eligible for health coverage through Job, Medicare, Medicaid, or CHIP?', each with 'Yes' and 'No' buttons.

12. Click **Yes** or **No** for *Are you a member of a federally recognized American Indian or Alaskan Native tribe, band, nation, community, or other group?*.

This screenshot is identical to the one above, showing the same 'PRESCREENING TOOL' interface. However, the 'No' button for the question 'Are you a member of a federally recognized American Indian or Alaskan Native tribe, band, nation, community, or other group?' is now highlighted with a green border. A blue callout bubble points to this 'No' button with the text 'Click No for Are you a member of a federally recognized American Indian or Alaskan Native tribe, band, nation, community, or other group?'. The 'Do you use tobacco?' question now has a blue 'No' button and a grey 'Yes' button.

13. Click **Yes** or **No** for *Are you eligible for health coverage through Job, Medicare, Medicaid, or CHIP?*

14. Click **Next** to proceed to **Section 3** of the kynect health coverage Prescreening Tool.

Browse plans now.'."/>

Please note: If there is a female member of the household, a conditional question appears. Click **Yes** or **No** for *Are you Pregnant?*. If **Yes**, enter the **Number** for *How many children are expected from the pregnancy?*

4.4 Section 3: Tell Us About Household Member 2 Screen

Enter information on the **Tell Us About Household Member 2** screen. The **Tell Us About Household Member 2** screen asks personal information about the other household members.

15. Enter the **Age** of the Second Household Member.

The screenshot shows the 'kynect health coverage' dashboard. The page title is 'PRESCREENING TOOL' and the main heading is 'Tell Us About Household Member 2'. A progress indicator shows 'Section 3 of 4'. Below the heading, it says 'Complete the questions below about the household's members.' The 'Age' field is highlighted with a blue callout box that says 'Enter 46 and click Enter to move forward.' Below the age field is a 'Sex' dropdown menu. Further down are three questions with 'Yes' and 'No' buttons: 'Do you use tobacco?', 'Are you a member of a federally recognized American Indian or Alaskan Native tribe, band, nation, community, or other group?', and 'Are you eligible for health coverage through Job, Medicare, Medicaid, or CHIP?'.

16. Select the **Sex** of the Second Household Member from the drop-down.

This screenshot shows the same 'Tell Us About Household Member 2' screen. The 'Age' field now contains the number '46'. The 'Sex' dropdown menu is open, and 'Female' is selected and highlighted in green. A blue callout box points to the 'Female' option with the text 'Select Female.' Below the dropdown are the same three 'Yes/No' questions as in the previous screenshot.

17. Click **Yes** or **No** for *Do you use tobacco?*.

The screenshot shows the 'PRESCREENING TOOL' interface for 'Tell Us About Household Member 2'. It is 'Section 3 of 4'. The user has entered '46' for Age and 'Female' for Sex. The question 'Do you use tobacco?' has 'Yes' and 'No' buttons, with 'No' highlighted in green. A blue callout box points to the 'No' button with the text 'Click No for Do you use tobacco?'. Below this, there are questions about being a member of a federally recognized American Indian or Alaskan Native tribe and about pregnancy, each with 'Yes' and 'No' buttons.

18. Click **Yes** or **No** for *Are you a member of a federally recognized American Indian or Alaskan Native tribe, band, nation, community, or other group?*.

This screenshot is identical to the previous one, showing the same form with the 'No' button for the 'Do you use tobacco?' question highlighted. However, a blue callout box now points to the 'No' button for the question 'Are you a member of a federally recognized American Indian or Alaskan Native tribe, band, nation, community, or other group?' with the text 'Click No for Are you a member of a federally recognized American Indian or Alaskan Native tribe, band, nation, community, or other group?'.

19. Click **Yes** or **No** for *Are you pregnant?*.

kynect health coverage Programs - Rpts, Lyncnotes, & Agents Help & FAQs Sign In

language: English (English)

PRESCREENING TOOL

Tell Us About Household Member 2

Section 3 of 4

Complete the questions below about the household's members.

Age
46

Sex
Female

Below listed questions are optional, if you do not select an option this tool will consider the response as 'No' to evaluate potential benefits.

Do you use tobacco?
Yes No

Are you a member of a federally recognized American Indian or Alaskan Native tribe, band, nation, community, or other group?
Yes No

Are you pregnant?
Yes **No**

Click No for Are you Pregnant?

Please note: *Are you Pregnant?* populates if the Resident is female.

20. Click **Yes** or **No** for *Are you eligible for health coverage through Job, Medicare, Medicaid, or CHIP?*.

Below listed questions are optional, if you do not select an option this tool will consider the response as 'No' to evaluate potential benefits.

Do you use tobacco?
Yes No

Are you a member of a federally recognized American Indian or Alaskan Native tribe, band, nation, community, or other group?
Yes No

Are you pregnant?
Yes No

Are you eligible for health coverage through Job, Medicare, Medicaid, or CHIP?
Yes **No**

Want to skip these questions?
By answering this question you'll see prices based on your household. These prices, also based on your age and income, may be much lower than prices without this information. If you skip to see plans now, we'll show you prices based on a person who's 35.
[Browse plans now.](#)

Back Exit Next

21. Click **Next** to proceed to **Section 4** of the kynect health coverage Prescreening Tool.

Below listed questions are optional. If you do not select an option this tool will consider the response as 'No' to evaluate potential benefits.

Do you use tobacco?
 Yes No

Are you a member of a federally recognized American Indian or Alaskan Native tribe, band, nation, community, or other group?
 Yes No

Are you pregnant?
 Yes No

Are you eligible for health coverage through Job, Medicare, Medicaid, or CHIP?
 Yes No

Want to skip these questions?
 By answering this question, you'll see prices based on your household. These prices, also based on your age and income, may be much lower than prices without this information. If you skip to see plans now, we'll show you prices based on a person who's 35.
[Browse plans now.](#)

Click Next.

Back Exit Next

4.5 Section 4: Tell Us About Your Household Income Screen

Enter **information** on the **Tell Us About Your Household Income** screen. The **Tell Us About Your Household Income** screen asks about the household's projected annual income.

22. Enter the **Number** for *What do you think your annual household income will be in [Year] before taxes?*

kynect health coverage Programs Rops, kynectors, & Agents Help & FAQs Sign In

PRSCREENING TOOL

Tell Us About Your Household Income

Section 4 of 4

Complete the questions below about the household's members.

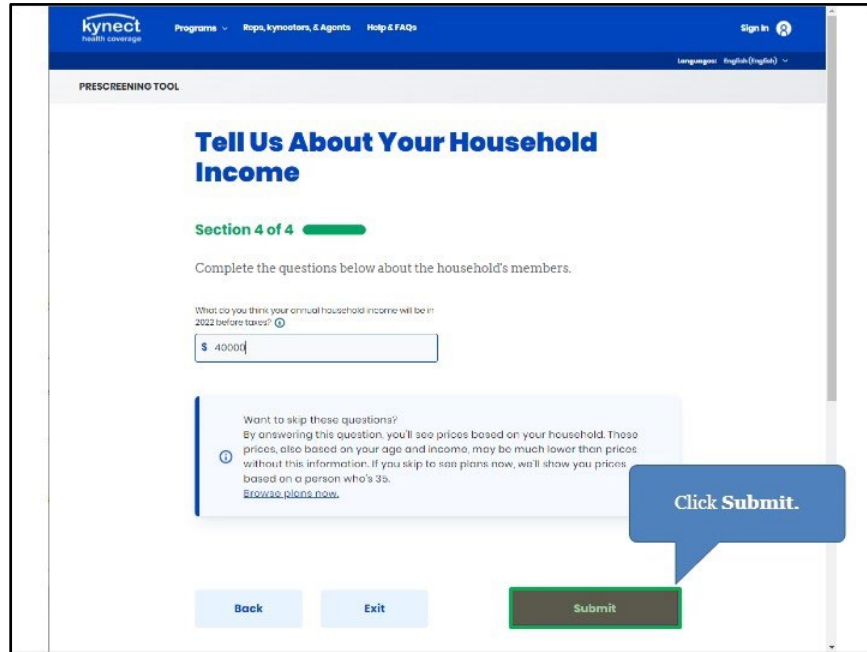
What do you think your annual household income will be in 2022 before taxes?

Enter 40000 and click Enter to move forward.

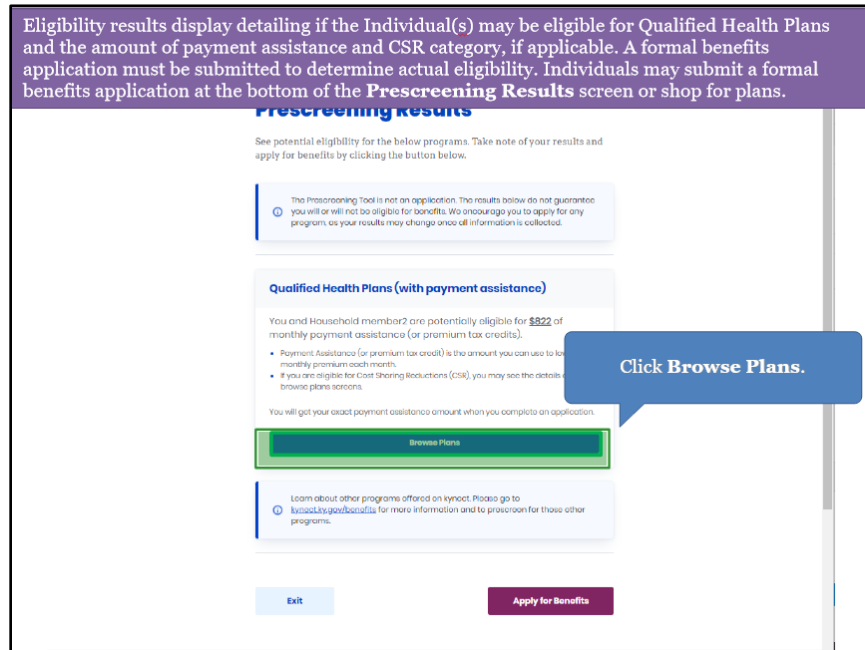
Want to skip these questions?
 By answering this question, you'll see prices based on your household. These prices, also based on your age and income, may be much lower than prices without this information. If you skip to see plans now, we'll show you prices based on a person who's 35.
[Browse plans now.](#)

Back Exit Submit

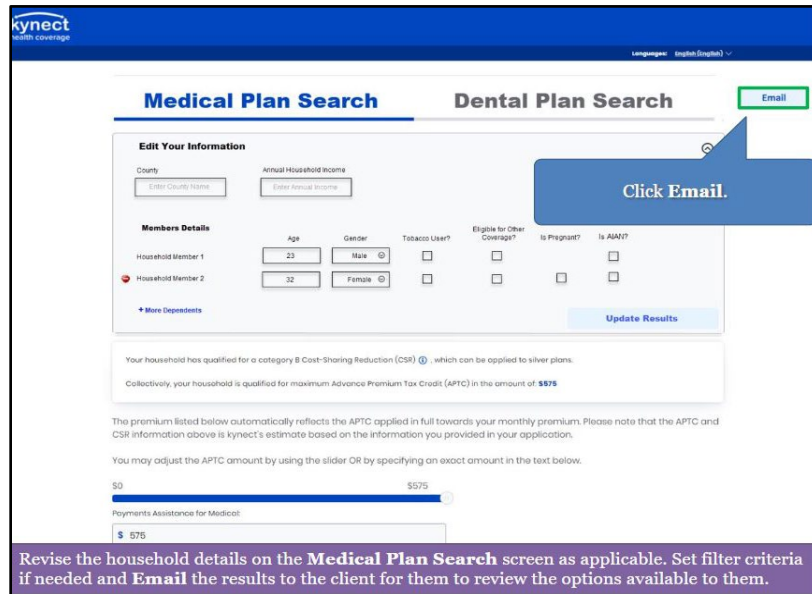
23. Click **Submit** to submit the kynect health coverage Prescreening Tool.



24. Click **Browse Plan**.

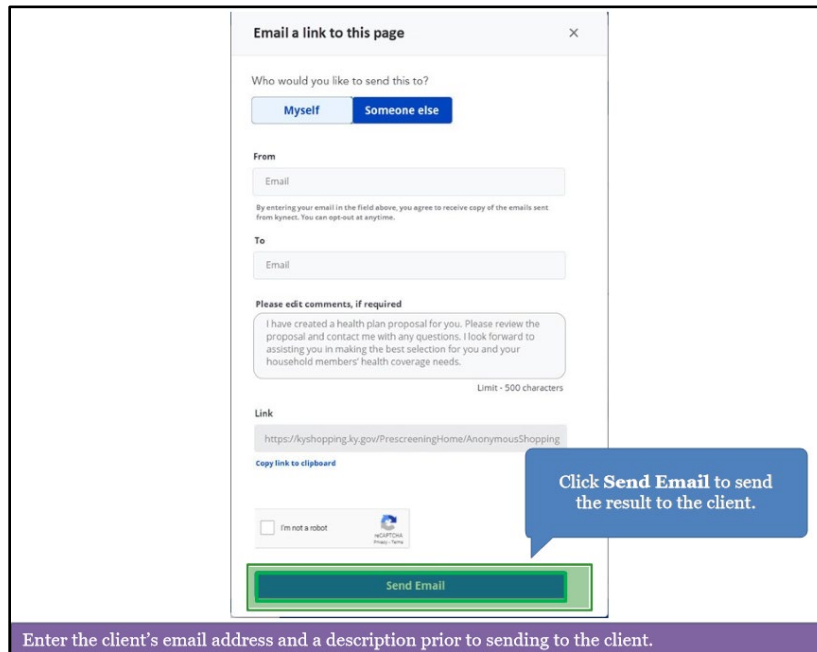


25. Click **Email**.



The screenshot shows the 'Medical Plan Search' section of the kynect dashboard. At the top right, there is a green 'Email' button. A blue callout box with the text 'Click Email.' points to this button. Below the search tabs, there is a form for 'Edit Your Information' with fields for County and Annual Household Income. Under 'Members Details', there are fields for Age, Gender, Tobacco User?, Eligible for Other Coverage?, Is Pregnant?, and Is AAPI? for two household members. A blue 'Update Results' button is at the bottom right of the form. Below the form, there is a slider for 'Payments Assistance for Medicaid' ranging from \$0 to \$575. A purple banner at the bottom of the screenshot contains the text: 'Revise the household details on the **Medical Plan Search** screen as applicable. Set filter criteria if needed and **Email** the results to the client for them to review the options available to them.'

26. Click **Send Email** to send the result to the client.



The screenshot shows a modal window titled 'Email a link to this page'. It has a close button (X) in the top right. The form includes:

- Radio buttons for 'Myself' and 'Someone else'.
- 'From' field: Email
- 'To' field: Email
- 'Please edit comments, if required' section with a text area containing a sample message: 'I have created a health plan proposal for you. Please review the proposal and contact me with any questions. I look forward to assisting you in making the best selection for you and your household members' health coverage needs.' and a 'Limit - 500 characters' note.
- 'Link' field: <https://kysshopping.ky.gov/PrescreeningHome/AnonymousShopping>
- 'Copy link to clipboard' button.
- 'I'm not a robot' checkbox and CAPTCHA image.
- A green 'Send Email' button at the bottom.

 A blue callout box with the text 'Click **Send Email** to send the result to the client.' points to the 'Send Email' button. A purple banner at the bottom of the screenshot contains the text: 'Enter the client's email address and a description prior to sending to the client.'

27. Click **Exit** to complete this section.

Module Recap: The kynect health coverage Prescreening Tool may be used to check potential eligibility for Qualified Health Plans, Payment Assistance, and CSRs. Prescreening is anonymous and users may shop for QHPs or submit a formal benefits application upon completion. Click **Exit** to complete the course.

Exit

From

Email

By entering your email in the field above, you agree to receive copy of the emails sent from kynect. You can opt-out at anytime.

To

Email

Please edit comments, if required


I have created a health plan proposal for you. Please review the proposal and contact me with any questions. I look forward to assisting you in making the best selection for you and your household members' health coverage needs.

Limit - 500 characters

Link

<https://kysshopping.ky.gov/PrescreeningHome/AnonymousShopping>

Copy link to clipboard

I'm not a robot 

Send Email

5 kynect Prescreening Tool

The kynect benefits Prescreening Tool allows Residents to anonymously enter minimal information to check potential eligibility across Health Assistance, Food Assistance, Financial Assistance for Families with Children, Child Care Assistance, and Health Insurance Premium Payment Assistance. The Prescreening Tool is not an application and does not guarantee eligibility. To determine eligibility for any program a full benefits application must be completed.

5.1 Navigating to the kynect benefits Prescreening Tool

1. Navigate to the kynect benefits [website](#).
2. Click **Prescreening Tool** to view prescreening information.

Welcome to the kynect benefits Prescreening demo! We will walk through how to use the Prescreening Tool on the kynect benefits website. The kynect benefits Prescreening Tool allows users to anonymously enter minimal information to determine potential eligibility for Qualified Health Assistance, Food Assistance, Financial Assistance for Families with Children, Child Care Assistance, and Health Insurance Premium Payment.

1 Click [here](#) for more information about the Special Health Coverage Enrollment Period.

1 kynect benefits will be under maintenance on 7/17/2021 for majority of the day, as a result kynect benefits will be unavailable. Please try back after 8:00 p.m. EST on 7/17/2021 to access kynect benefits.

Welcome to kynect benefits

The Commonwealth of Kentucky's space for you to connect with state resources

Apply for Benefits Get benefits for health, food, household expenses, and child care.

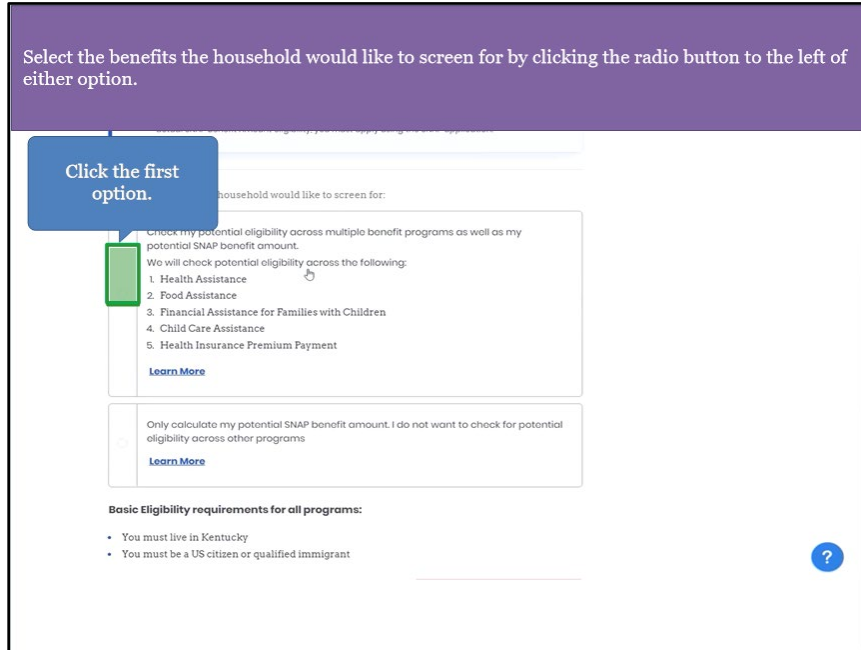
Prescreening Tool See if your household may be potentially eligible for benefits.

Click **Prescreening Tool** to determine potential eligibility for benefits.

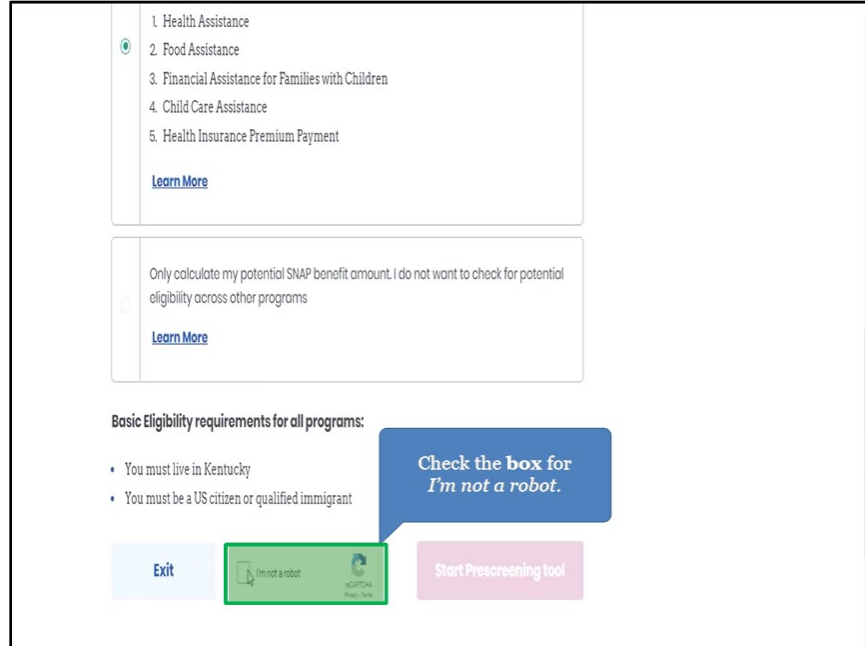
Don't have an account yet? [Sign Up](#)

Are you applying for benefits on behalf of a

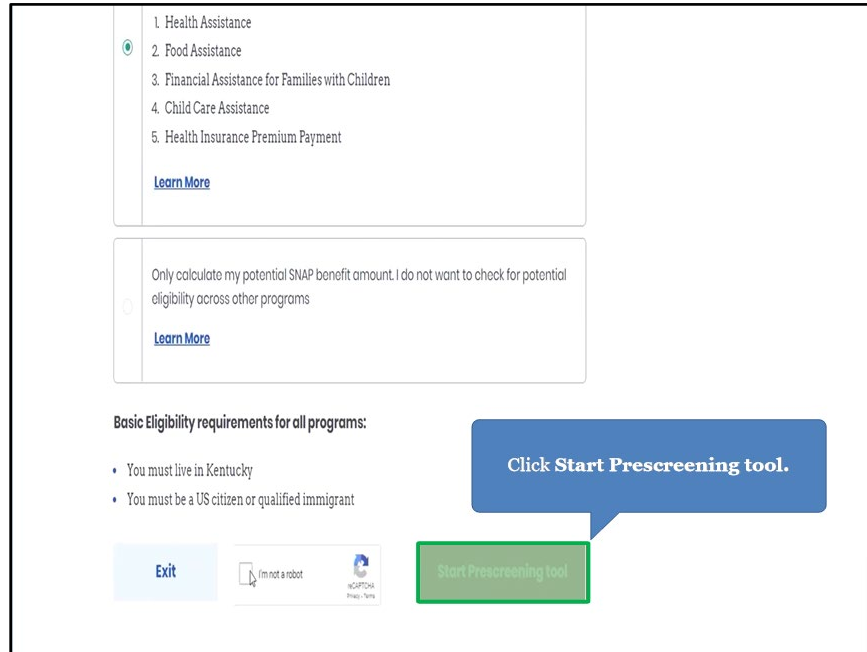
- Select the benefits the household would like to screen for by clicking the radio button to the left of either option.



- After reviewing the prescreening information, check the **box** to confirm the Resident is not an automated program.



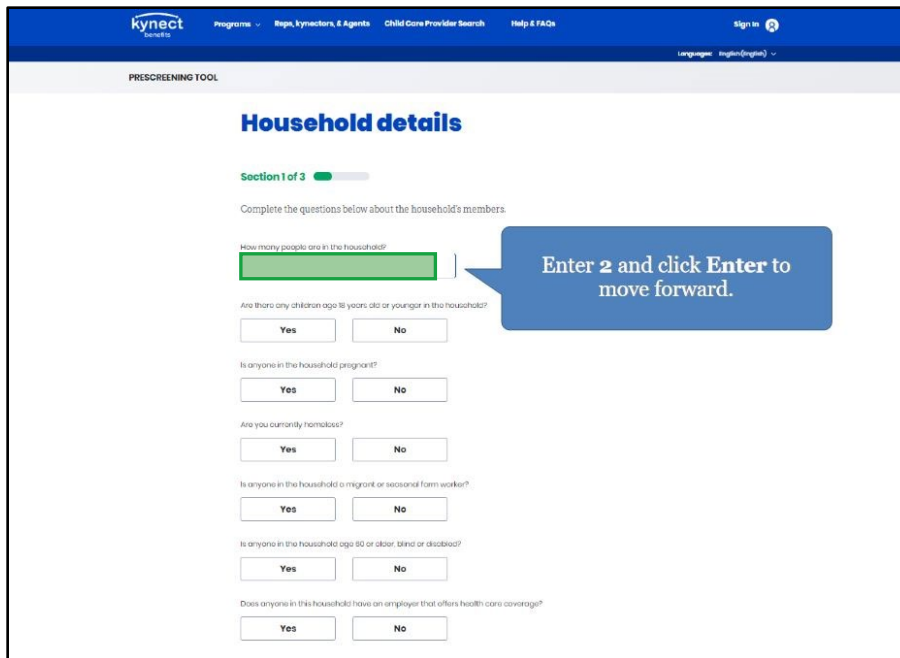
5. Click **Start Prescreening tool**.



5.2 Section 1: Household Details Screen

Enter **information** on the **Household details** screen. The **Household details** screen asks about the number of people in the household and situations that apply to the household.

6. Enter the **number** for *How many people are in the household?*



7. Click **Yes** or **No** for *Are there any children age 18 years old or younger in the household?*

The screenshot shows the 'PRESCREENING TOOL' interface for 'Household details'. It is 'Section 1 of 3'. The first question is 'How many people are in the household?' with the answer '2'. The second question is 'Are there any children age 18 years old or younger in the household?'. The 'No' button is highlighted with a green box. A blue callout bubble points to this button with the text: 'Click No for Are there any children age 18 years old or younger in the household?'. Other questions include 'Is anyone in the household pregnant?', 'Are you currently homeless?', 'Is anyone in the household a migrant or seasonal farm worker?', 'Is anyone in the household age 60 or older blind or disabled?', and 'Does anyone in this household have an employer that offers health care coverage?'.

8. Click **Yes** or **No** for *Is anyone in the household pregnant?*

The screenshot shows the 'PRESCREENING TOOL' interface for 'Household details'. It is 'Section 1 of 3'. The first question is 'How many people are in the household?' with the answer '2'. The second question is 'Are there any children age 18 years old or younger in the household?' with 'Yes' and 'No' buttons. The third question is 'Is anyone in the household pregnant?'. The 'No' button is highlighted with a green box. A blue callout bubble points to this button with the text: 'Click No for Is anyone in the household pregnant?'. Other questions include 'Are you currently homeless?', 'Is anyone in the household a migrant or seasonal farm worker?', 'Is anyone in the household age 60 or older blind or disabled?', and 'Does anyone in this household have an employer that offers health care coverage?'.

9. Click **Yes** or **No** for *Are you currently homeless?*

kynect
benefits

Programs Reps, Kynectors, & Agents Child Care Provider Search Help & FAQs Sign In

language: english(english)

PRESCREENING TOOL

Household details

Section 1 of 3

Complete the questions below about the household's members.

How many people are in the household?
2

Are there any children age 18 years old or younger in the household?

Is anyone in the household pregnant?

Are you currently homeless?

Is anyone in the household a migrant or seasonal farm worker?

Is anyone in the household age 60 or older blind or disabled?

Does anyone in this household have an employer that offers health care coverage?

Click No for Are you currently homeless?

10. Click **Yes** or **No** for *Is anyone in the household a migrant or seasonal farm worker?*

kynect
benefits

Programs Reps, Kynectors, & Agents Child Care Provider Search Help & FAQs Sign In

language: english(english)

PRESCREENING TOOL

Household details

Section 1 of 3

Complete the questions below about the household's members.

How many people are in the household?
2

Are there any children age 18 years old or younger in the household?

Is anyone in the household pregnant?

Are you currently homeless?

Is anyone in the household a migrant or seasonal farm worker?

Is anyone in the household age 60 or older blind or disabled?

Does anyone in this household have an employer that offers health care coverage?

Click No for Is anyone in the household a migrant or seasonal farm worker?

11. Click **Yes** or **No** for *Is anyone in the household age 60 or older, blind, or disabled?*

The screenshot shows the 'Household details' section of the 'PRESCREENING TOOL'. The page includes a navigation bar with 'kynect benefits' and 'Programs' dropdown, and a 'Sign In' button. The main content area has a progress indicator for 'Section 1 of 3'. Below this, there are several questions with 'Yes' and 'No' buttons. The question 'Is anyone in the household age 60 or older, blind, or disabled?' is highlighted with a green box, and a blue callout bubble points to it with the text 'Click No for Is anyone in the household age 60 or older, blind or disabled?'.

12. Click **Yes** or **No** for *Does anyone in this household have an employer that offers healthcare coverage?*

The screenshot shows the 'Household details' section of the 'PRESCREENING TOOL'. The page includes a navigation bar with 'kynect benefits' and 'Programs' dropdown, and a 'Sign In' button. The main content area has a progress indicator for 'Section 1 of 3'. Below this, there are several questions with 'Yes' and 'No' buttons. The question 'Does anyone in this household have an employer that offers healthcare coverage?' is highlighted with a green box, and a blue callout bubble points to it with the text 'Click No for Does anyone in this household have an employer that offers healthcare coverage?'.

13. Click **Next** to proceed to **Section 2** of the kynect benefits prescreening Tool.

Are you currently homeless?

Yes No

Is anyone in the household a migrant or seasonal farm worker?

Yes No

Is anyone in the household age 60 or older, blind or disabled?

Yes No

Does anyone in this household have an employer that offers health care coverage?

Yes No

Back Exit Next

Click Next.

5.3 Section 2: Income and Resource Details Screen

Enter **information** on the **Income and Resource Details** screen. The **Income and Resource Details** screen asks about the household’s monthly gross income and current financial situation.

14. Enter the **number** for *What is the household’s combined monthly gross income (income before taxes) from working and other sources?*

kynect Dashboard Programs Reps, kynectors, & Agents Child Care Provider Search Help & FAQs ANDREW

PRESCREENING TOOL

Income & Resource Details

Section 2 of 3

Complete the questions below about the household's income and resources.

What is the household's combined monthly gross income (income before taxes) from wages and self-employment?

Enter 1,500 and click Enter to move forward.

What is the household's combined monthly gross income from unemployment, and money given by relatives?

\$

How much does the household have in checking/saving accounts?

\$

- Enter the **number** for *What is the household's combined monthly gross income from other sources (such as social security, child support, unemployment, and money given by relatives?)*.

Income & Resource Details

Section 2 of 3

Complete the questions below about the household's income and resources.

What is the household's combined monthly gross income (income before taxes) from wages and self-employment?

\$

What is the household's combined monthly gross income from other sources (such as social security, child support, unemployment, and money given by relatives?)

0

How much does the household have in checking/saving accounts

\$

Enter 0 and click Enter to move forward.

- Enter the **number** for *How much does the household have in checking/saving accounts and cash on hand?*

Income & Resource Details

Section 2 of 3

Complete the questions below about the household's income and resources.

What is the household's combined monthly gross income (income before taxes) from wages and self-employment?

\$

What is the household's combined monthly gross income from other sources (such as social security, child support, unemployment, and money given by relatives?)

\$

How much does the household have in checking/saving accounts and cash on hand?

0

Enter 0 and click Enter to move forward.

17. Click **Next** to proceed to **Section 3** of the kynect benefits Prescreening Tool.

The screenshot shows the 'PRESCREENING TOOL' interface. It contains three questions with input fields:

- Question 1: "What is the household's combined monthly gross income (income before taxes) from wages and self-employment?" with a value of \$ 1,500.00.
- Question 2: "What is the household's combined monthly gross income from other sources (such as social security, child support, unemployment, and money given by relatives)?" with a value of \$ 0.00.
- Question 3: "How much does the household have in checking/saving accounts and cash on hand?" with a value of \$ 0.

At the bottom, there are three buttons: "Back", "Exit", and "Next". The "Next" button is highlighted with a green border, and a blue callout bubble points to it with the text "Click Next."

5.4 Section 3: Expense Details Screen

Enter **information** on the **Expense Details** screen. The **Expense Details** screen asks about the household's current expenses.

18. Enter the **number** for *How much is the household's combined monthly shelter expense, such as rent or mortgage?*

The screenshot shows the 'Expense Details' screen, labeled as 'Section 3 of 3'. It includes the following elements:

- A progress indicator showing 'Section 3 of 3' with a green bar.
- Instruction: "Complete the questions below about the household's expenses."
- Question 1: "How much is the household's combined monthly shelter expense (rent or mortgage)?" with a green box around the input field containing the number 600.
- Question 2: "Does the household pay for heating or cooling separate from rent or mortgage that is greater than \$20 in the last 12 months?" with "Yes" and "No" radio buttons.
- Question 3: "How much is the household's combined monthly child support expense for children who are not part of household?" with an input field.
- Question 4: "How much is the household's combined monthly child care and/or dependent care expense?" with an input field.
- Buttons: "Back", "Exit", and "Submit".
- Callout bubble: "Enter 600 and click Enter to move forward."
- Footer: "The expanded kynect is working to keep every Kentuckian safe, healthy and happy. Go to kynect.ky.gov to see all your options." and a help icon.

19. Click **Yes** or **No** for *Does the household pay for heating or cooling separate from rent or mortgage?*

The screenshot shows the 'Expense Details' section of the Kynect pre-screening tool. It is 'Section 3 of 3'. The first question is 'How much is the household's combined monthly (rental) expense, such as rent or mortgage?' with a text input field containing '\$ 800'. The second question is 'Does the household pay for heating or cooling separate from rent or mortgage OR did you receive a LIHEAP payment greater than \$20 in the last 12 months?'. The 'Yes' radio button is selected and highlighted with a green box. Below this are two more questions about child support and child care expenses, each with a text input field. At the bottom are 'Back', 'Exit', and 'Submit' buttons. A blue callout box points to the 'Yes' button with the text: 'Click Yes for Does the household pay for heating or cooling separate from rent or mortgage OR did you receive a LIHEAP payment greater than \$20 in the last 12 months?'. The footer contains the text: 'The expanded kynect is working to keep every Kentuckian safe, healthy and happy. Go to kynect.ky.gov to see all your options.' and a help icon.

20. Click **Yes** or **No** for *How much is the household's combined monthly child support expense for children who are not part of household?*

The screenshot shows the 'Expense Details' section of the Kynect pre-screening tool. It is 'Section 3 of 3'. The first question is 'How much is the household's combined monthly (rental) expense, such as rent or mortgage?' with a text input field containing '\$ 800.00'. The second question is 'Does the household pay for heating or cooling separate from rent or mortgage OR did you receive a LIHEAP payment greater than \$20 in the last 12 months?'. The 'Yes' radio button is selected. The third question is 'How much is the household's combined monthly child support expense for children who are not part of household?' with a text input field containing '\$'. Below this are two more questions about child care and dependent care expenses, each with a text input field. At the bottom are 'Back', 'Exit', and 'Submit' buttons. A blue callout box points to the text input field for the child support question with the text: 'Click How much is the household's combined monthly child support expense for children who are not part of household? box.'. The footer contains the text: 'The expanded kynect is working to keep every Kentuckian safe, healthy and happy. Go to kynect.ky.gov to see all your options.' and a help icon.

21. Type **0** and click **Enter** to move forward.

22. Click **Yes** or **No** for *how much is the household's combined monthly child care and/or dependent care expense?*

23. Type **0** and click **Enter** to move forward.

Expense Details

Section 3 of 3

Complete the questions below about the household's expenses.

How much is the household's combined monthly shelter expense, such as rent or mortgage?

Does the household pay for heating or cooling separate from rent or mortgage? Or do you receive a LIHEAP payment greater than \$20 in the last 12 months?

How much is the household's combined monthly child support expense for children who are not part of household?

How much is the household's combined monthly child care and/or dependent care expense?

Type 0 and click Enter to move forward.

The expanded kynect is working to keep every Kentuckian safe, healthy and happy.

24. Click **Submit** to submit the kynect benefits Prescreening Tool.

Is the household billed for 2 or more utilities that are NOT heating or cooling?

Is the household only billed for telephones?

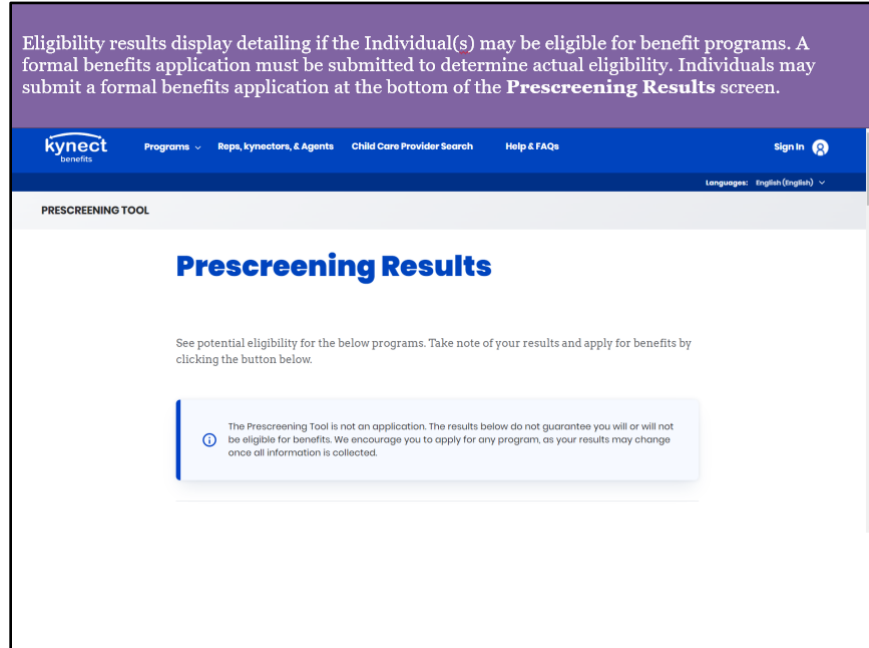
How much is the household's combined monthly child support expense for children who are not part of household?

How much is the household's combined monthly child care and/or dependent care expense?

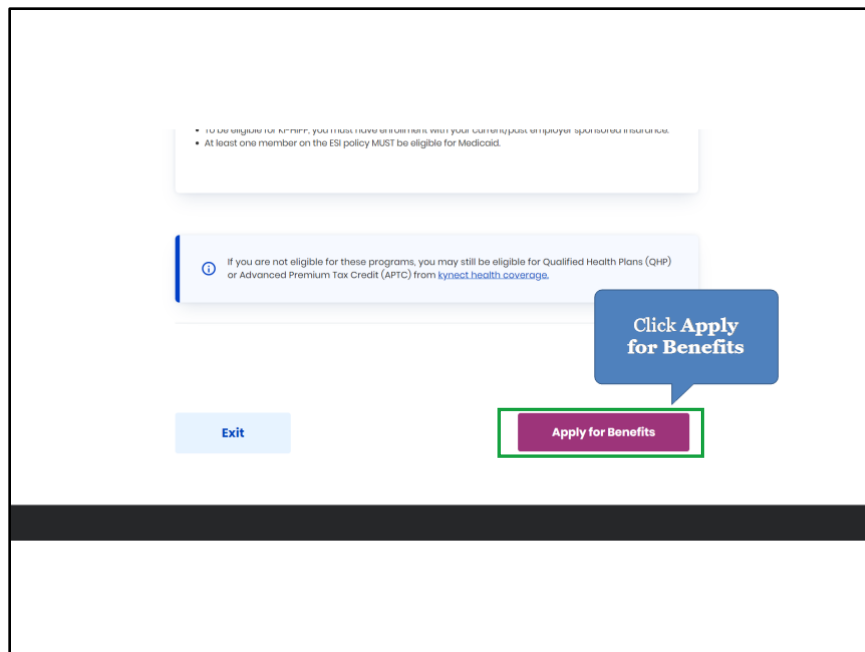
Click Submit.

5.5 Prescreening Results Screen

25. Potential eligibility results display after submitting the kynect benefits Prescreening Tool. From here, Residents may anonymously browse plans or submit a formal benefits application.



26. Click **Apply for Benefits** to initiate a formal benefits application.



6 Assessment

1. The _____ Wizard aids kynectors in uploading necessary documents for Residents.
 - a) Document
 - b) Tool Tip
 - c) Harry Potter
 - d) Navigation
2. kynectors search for Residents by all of the following, EXCEPT:
 - a) First and Last Name
 - b) Case Number
 - c) Social Security Number
 - d) Metal Level
3. kynectors may initiate a formal _____ application on a Resident's behalf.
 - a) Benefits
 - b) Unemployment
 - c) Request for Information
 - d) Visa
4. _____ is the anonymous tool used to determine potential eligibility without completing a formal benefits application.
 - a) Tax Estimator
 - b) Full Time Equivalent Employee Calculator
 - c) 1095 Portal
 - d) Prescreening
5. If an Individual completes either of the Prescreening Tools, what must they do if they wish to receive benefits?
 - a) Nothing, the Prescreening Tool applies for benefits
 - b) Contact their employer
 - c) Submit a formal benefits application
 - d) Send KHBE an email
6. Organization Administrators may reassign cases for
 - a) All kynectors
 - b) kynectors within their organization
 - c) Issuers
 - d) Agents
7. Where do kynectors begin the kynect benefits Prescreening Tool?
 - a) HealthCare.gov
 - b) kynect resources
 - c) kynect health coverage

- d) kynect benefits
8. The kynect health coverage Prescreening Tool determines potential eligibility for:
- a) Qualified Health Plans (QHPs), Advance Premium Tax Credit (APTC), and Cost-Sharing Reductions (CSRs)
 - b) SNAP and KTAP
 - c) Employer Insurance
 - d) Unemployment
9. kynectors may add notes to Resident's cases on the Resident Dashboard via...
- a) Client Case Notes
 - b) Written letters
 - c) Hearings
 - d) Data center
10. kynectors may request a _____ if the Resident disagrees with a decision made or action taken regarding their case.
- a) Adjustment
 - b) Redo
 - c) Call
 - d) Hearing