The Commonwealth of Kentucky

kynect

Quick Reference Guide
Document Upload

kynect

This Quick Reference Guide is designed to help users complete the steps required to upload a document into kynect.

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> **Please note**: Residents who still need help after referencing this Quick Reference Guide can call **(855) 459-6328** for additional assistance.

kynect

Document Upload Overview

The Document Upload process provides Residents with simple and guided instructions for uploading documents to meet their Requests for Information (RFIs) and other information requests. The Documents screen also provides Residents with a list of needed documents, due dates, recently submitted documents, and submit dates.

Residents can log into kynect and access the Document Center to upload documents for their application in either of the following ways:

- Click **Go to the Document Center** from the **Next Steps** screen after they have submitted an application if documentation is required.

- Click **Documents** from the side menu on the **Resident Dashboard** or the menu icon on a mobile device.

> **Please note**: Now, any mobile device with a camera can be used to take a picture of a document and submit it into kynect!

Consider the following tips to ensure that documents are uploaded correctly into kynect.

Tips for Document Upload

1. Make sure the image is clear and it captures all information on the document when taking a picture for a mobile upload.

2. Files must not be password protected.

3. Image Files must not exceed 6MB and document files must not exceed 4MB. The accepted document file types include: *.PDF, *.TIF, *.TIFF and the accepted image file types include *.JPEG, *.JPG, and *.PNG. Other file types are not accepted. In case the file exceeds the limit, the following options can be considered:

   a. Use the "crop" tool to remove any remaining background or empty space around the image. This will reduce the size of the image.

   b. Use a smaller image format. Different image formats have varying file sizes; PNG files are typically the largest and JPG files are the smallest.

   c. To keep the size of PDF files as small as possible for faster uploading and to keep within the required size limit: After saving the completed PDF, click on File > Save As Other > Reduced Size PDF.

   d. While scanning a paper document, choose the scanner setting of black and white (not gray scale or color) and set the resolution to 300 dpi.

4. View required documents under "Documents Needed" in the Document Center before beginning the Document Wizard.

Using the Document Center to Upload a Document

The **Upload Document(s)** button navigates users through the requested document upload process for each household member. A **Proof** screen displays for each required verification, along with the recommended forms for upload. A link is provided to view all accepted forms of proof, in addition to the recommended form.
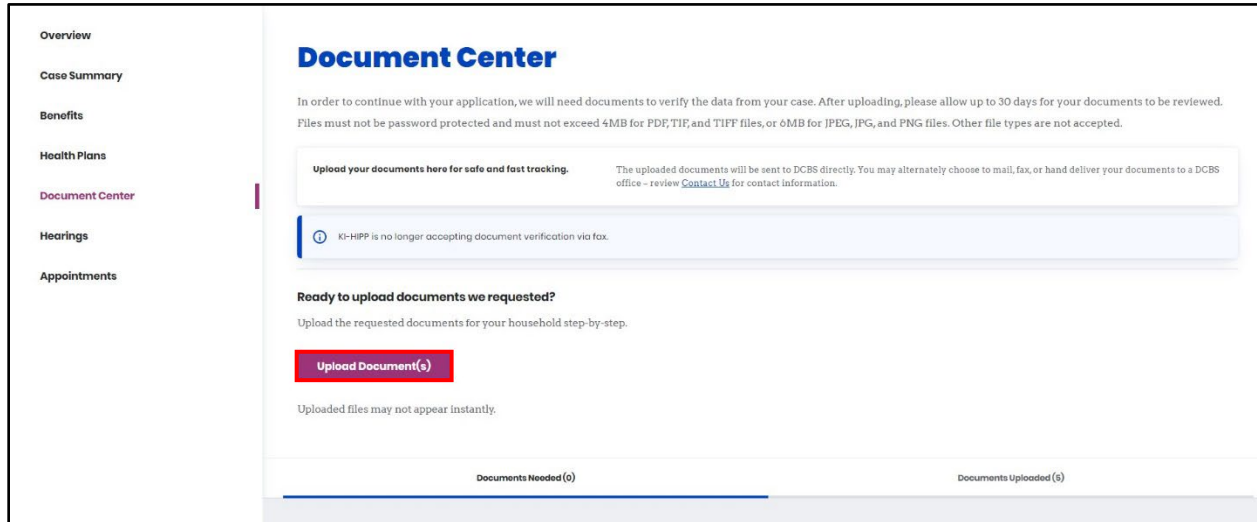
Clicking the **Upload Document(s)** button guides users to complete the following steps in kynect:

- ✓ Identify the correct documents by viewing the recommended and accepted forms of proof for each request.

- ✓ Upload one or more documents for each RFI (Requests for Information)

- ✓ Skip a document request and come back later

- ✓ Snap a picture and submit documents on-the-go with any mobile device

Navigating to the Document Center to Upload a Document

Residents, kynectors, and additional kynect users can begin the Document Upload process from the **Resident Dashboard** in kynect. An application must be signed and submitted before kynect allows users to submit documents as forms of proof.
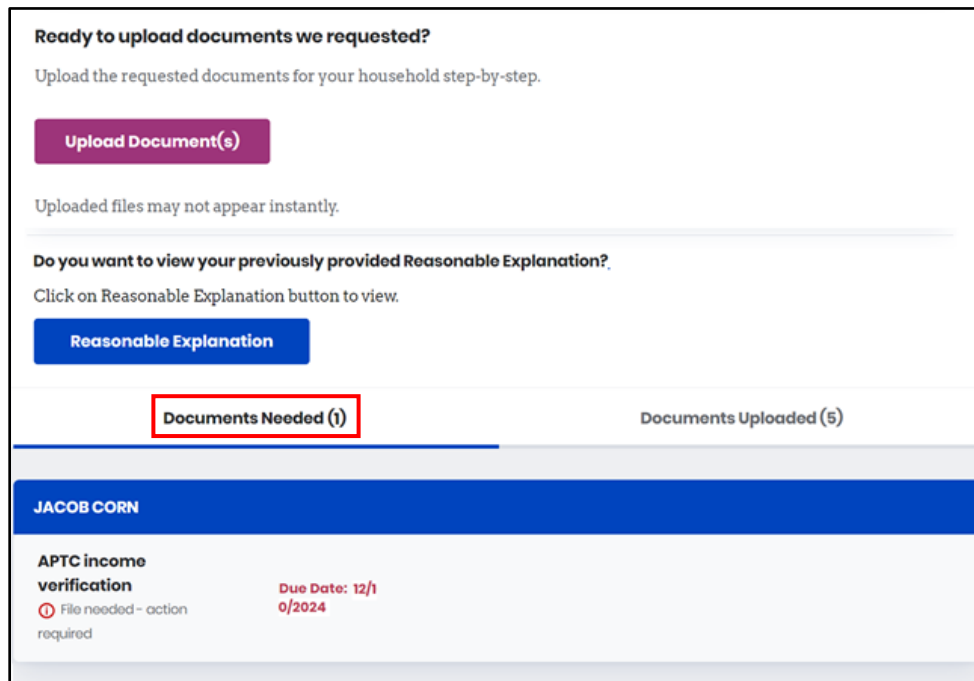
Below are the steps to complete the Document Upload process from the **Resident Dashboard**.

Steps to Starting a Document Upload

1. Click **Documents** on the side menu of the **Resident Dashboard** or the menu icon on a mobile device to be taken to the **Document Center**.
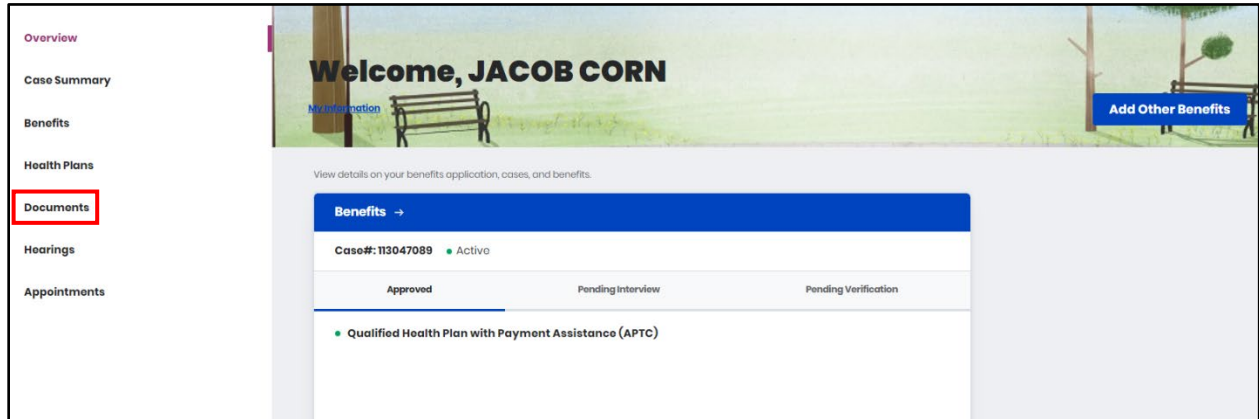
2. View the required documents under the **Documents Needed** tab.

Please note: Documents remain under **Documents Needed** as pending until they are accepted.

> 💡 **Please note**: Individuals can click the **Reasonable Explanation** button to view any previously provided Reasonable Explanations uploaded for their APTC Income verification based on the coverage year. **This reasonable explanation cannot be used for Medicaid or other programs.**
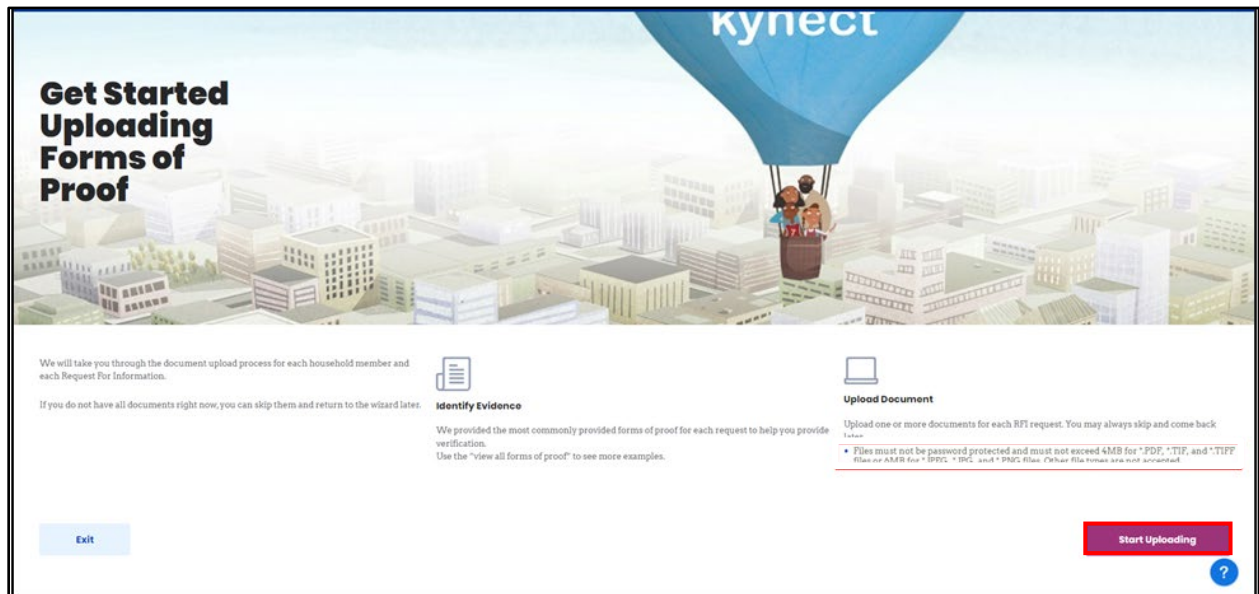
> 💡 **Please note**: When an Individual is required to submit verification for **Special Enrollment – Permanent Move to Kentucky,** there are two separate requests seen in the **Document Center**.

3. Click **Upload Document(s)** to begin uploading documents for open requests.

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.

4. Click **Start Uploading** after reviewing the information on the **Get Started Uploading Forms of Proof** screen.

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 all 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 4MB for *.JPEG, *.JPG, and *.PNG files. Other file types are not accepted.

Exit

Start Uploading

5. Select **Yes** or **No** to *Do you have proof* question on the **Proof** screen.
6. Click **Next**.
   - If **Yes** was selected for the *Do you have proof* question, then the document's **Upload** screen displays.
   - If **No** was selected for the *Do you have proof* question, then the **Proof** screen for the next request displays.

Proof

1 of 2 Requests

JACOB CORN's APTC income verification

View accepted forms of proof

Do you have proof of JACOB CORN's APTC income verification?

| Yes | No |

| Exit | Next |

Please note: If a Resident checked the Please check this box if you have moved from a foreign country or U.S. territory checkbox after selecting either the **Someone in my household has moved to a new coverage area in last 60 days or I or a dependent will move to a new coverage area in next 60 days** as the **SEP** reason on the **EMM Special Enrollment** screen, then the Resident is required to provide two different types of verification.

- Residents are required to upload documentation of **Proof of Permanent Move** and **Proof of Previous Address** if they previously selected the **Please check this box if you have moved from a foreign country or U.S. territory** checkbox.

- Residents that did not check this checkbox, are required to upload documentation of **Proof of Permanent Move** and **Proof of Qualifying Health Coverage**.

Please note: If an Individual has an open APTC Income Verification Request for Information (RFI), the **Proof** screen displays the following verbiage:

"*You can verify your APTC income proof by selecting the appropriate reasonable explanation or uploading an acceptable forms of proof document.*"

The Individual is then prompted to select **Yes** or **No** to the following question:

"*Do you have proof or the reasonable explanation to verify <FIRST NAME MIDDLE INITIAL LAST NAME SUFFIX>'s APTC income?*"

If **Yes** is selected, the Individual selects either **Upload form of proof** or **Reasonable Explanation**. If **Reasonable Explanation** is selected, the Individual will click **Next** to proceed to the **Reasonable Explanation** screen where they will select the Reasonable Explanation from the drop-down and click **Save**. If **Upload Form of Proof** is selected, the Individual will click **Next** and proceed to the **Upload** screen where they will upload their proof forms and click **Save**.

Please note: If the Individual is verifying their approved or pending APTC Income with a Reasonable Explanation during Open Enrollment the **Reasonable Explanation** screen view will ask to provide a Reasonable Explanation for both years, the current year, or the next year, depending on when the Individual receives APTC benefits. The Individual will then click **Save** and be navigated back to the **Document Center** screen.

8. Click the **Upload** icon to search and select the document to upload from the computer or mobile device.

Upload

JACOB CORN's APTC income verification: JACOB CORN

ⓘ 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.

Form of proof ⓘ

Pay Stubs ⌄

📄+

Please upload a file within the allowable size. File size should be no more than 6 MB.

If you'd like to add another form of proof, please attach it here

Add new form of proof

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

Skip   **Upload & Continue**

9. Click **Add a new form of proof** to add an additional document if there is more than one document for this proof.
10. If the document has not been submitted, click the **Trash** can icon to remove the document and complete the steps to select a new document.
11. Click **Upload & Continue** to continue to the **Proof** screen for the next screen.

Upload

JACOB CORN's APTC income verification: JACOB CORN

ⓘ Files must not be password protected and must not exceed 2MB for *.PDF, *.TIF, and *.TIFF files or 5MB 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.

✓ **Pay Stubs**

Pay Stubs.pdf   🗑

If you'd like to add another form of proof, please attach it here

Add new form of proof

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

Skip   **Upload & Continue**

12. The Document Center walks the user through the steps to upload a document for each request. After all documents have been submitted, the **Submitted Documents** screen displays.

13. Click **Back to the Document Center**.