

The Commonwealth of Kentucky



kynect

benefits

Quick Reference Guide

kynector Search





Searching for kynectors

kynectors are key partners in the community that help Kentucky Residents apply for Qualified Health Plans (QHPs), Medicaid, the Kentucky Integrated Health Insurance Premium Payment (KI-HIPP) program, food assistance (SNAP), and the Child Care Assistance program (CCAP). Residents and kynect benefits users can search for kynectors by using the “Find a kynector or Agent” search tool. This search tool can be found by going to the Reps, kynectors, & Agents screen. This screen can be accessed from:

- The Reps, kynectors, & Agents tile on the Resident Dashboard
- The Reps, kynectors, & Agents tab on the top navigational menu
- The Reps, kynectors, & Agent section of the benefits application

The “Find a kynector or Agent” search tool allows users to enter basic information to find kynectors. The search tool also allows users to sort and filter kynectors by distance, name, language, and private status if searching for kynectors assigned to help patients from a certain facility. Follow the steps below to use the “Find a kynector or Agent” search tool.

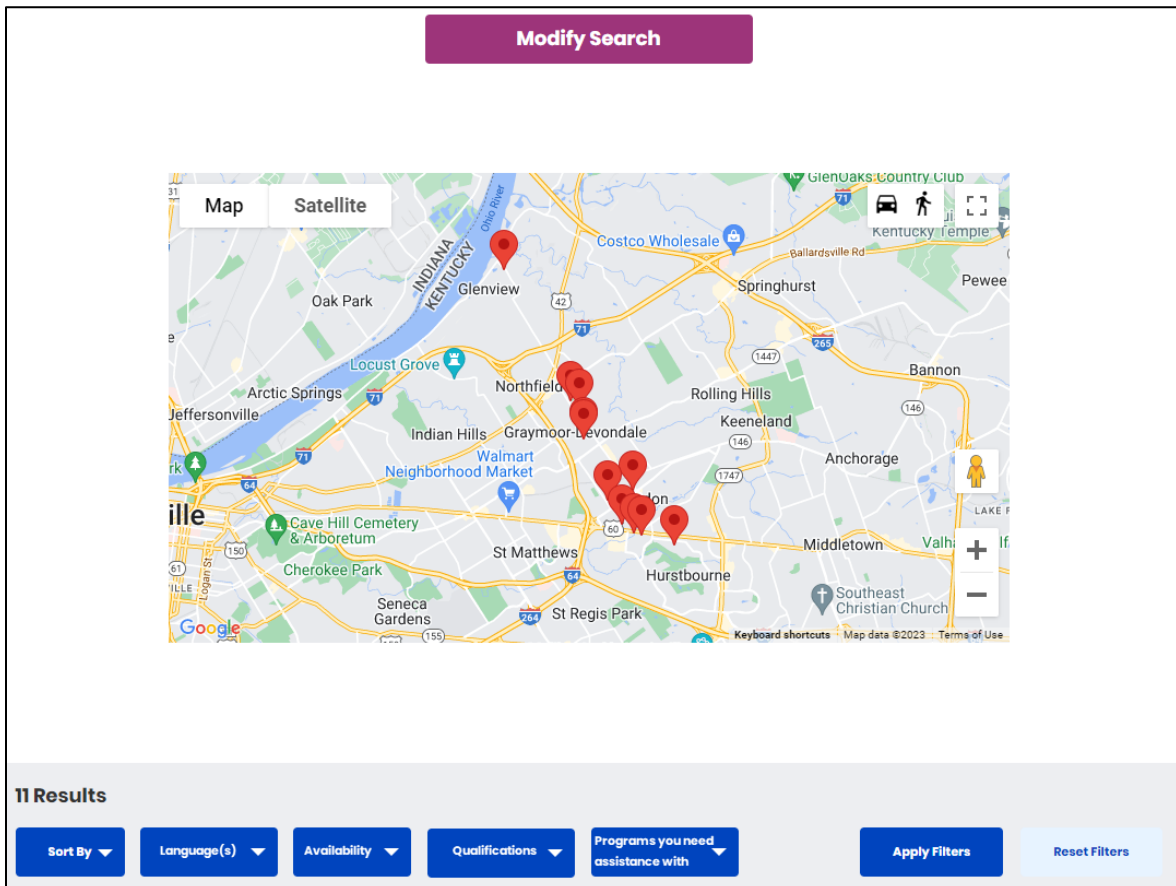
Steps to Search for kynectors

1. Click the “Find a kynector” button on the Reps, kynectors & Agents screen.
2. Select “kynector”.
3. If kynector information is known, enter a First Name, Last Name, Zip Code, or Organization. Using the individual's zip code may narrow results to their location. Leave blank if the information is not known.

A screenshot of a web form titled "Find kynector or Agent" in blue text. Below the title is a horizontal line. Underneath, there is a "Type" section with two buttons: "kynector" (highlighted in blue) and "Agent" (white with a grey border). Below these are four input fields: "First Name", "Last Name", "County", and "Organization". At the bottom of the form are two buttons: "Cancel" (light blue) and "Search" (purple).

4. After clicking the “Search” button, the search criteria collapses, and a “Modify Search” button displays at the top of the screen above a Google Map that displays search results based on the values entered.

5. In the grey “Search Results” section, filters display to sort the returned search results. The filters include the following:
 - Sort By
 - Language(s)
 - Availability
 - Qualifications
 - Programs you need assistance with
6. The “Search Results” section features “Apply Filters” and “Reset Filters” buttons to either use or clear the selected options.
7. Select the desired criteria from the available filters.
8. Click “Apply Filters”.
9. If applicable, click “Modify Search”.



Please Note: Click **View More** to reveal the remaining search results when applicable.



Please Note: Click **Reset Filter** to remove all the filters and expand the search results.

10. After clicking the “Modify Search” button, the updated search criteria display, and a “Collapse Search” hyperlink displays below the “Cancel” and “Search” button.

Find kynector or Agent

Type

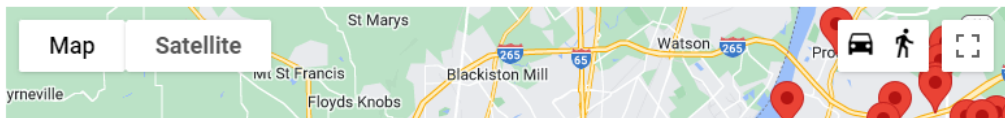
First Name

Last Name

County

Organization

[Collapse Search](#)



Map Satellite

St Marys
Watson
Blackiston Mill
Floyds Knobs
St Francis
Pro



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



Please Note: An asterisk displays to the right of **Facility-Based kynectors**. **Facility-Based kynectors** display the following verbiage in a red notification banner when selected:

“Public kynectors are assigned to help any individual apply for Medicaid, in most cases you will want to choose a Public kynector. As Facility-Based kynectors are assigned to help individuals that are patients of a particular facility, you will normally be told by the facility if you need to search for a Facility-Based kynector.”