

**Presumptive Eligibility (PE)
Quick Reference Guide for
Qualified Entities**





This Presumptive Eligibility (PE) Quick Reference Guide is designed to assist employees of Qualified Entities understand PE in kynect, including the benefits and features, eligibility requirements, and how to enroll citizens for PE using kynect.

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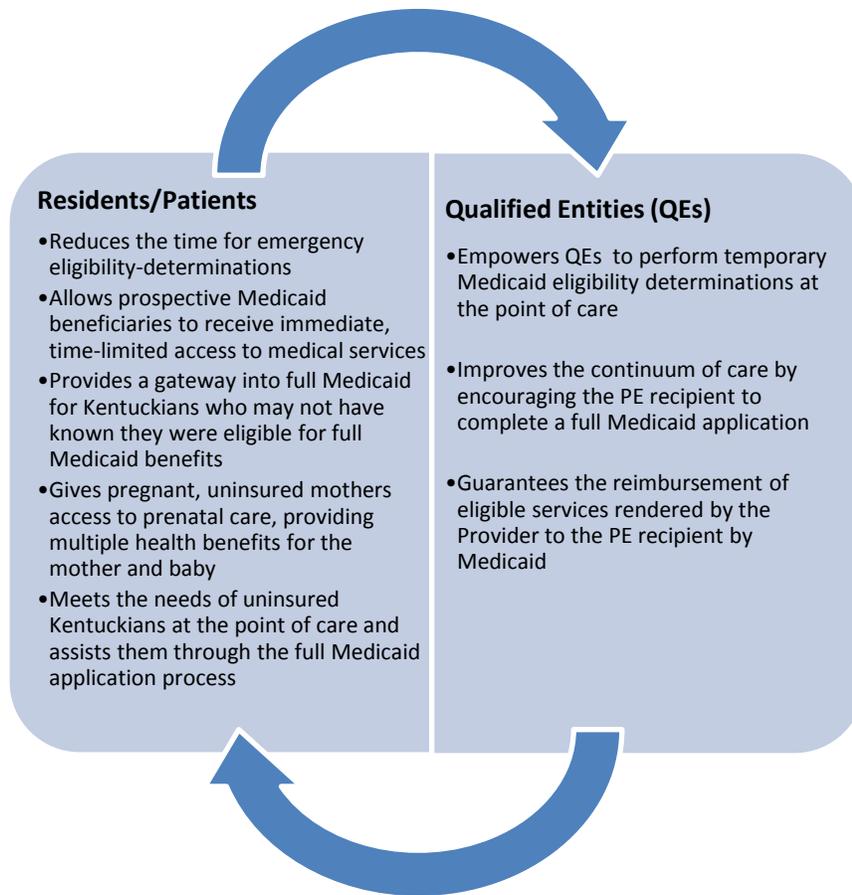
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1. General Presumptive Eligibility Information

A. Purpose

- i. Presumptive Eligibility is a process in Kentucky which expedites an individual's ability to receive temporary coverage for Medicaid services
- ii. Employees of qualified entities are able to run a simplified eligibility review for Kentuckians, which will grant immediate medical assistance to residents at the time that they require medical coverage (or CHIP, if applicable)
 - a. Residents must provide: Name, household size, and estimated monthly income
- iii. Residents who are approved for Presumptive Eligibility are encouraged to complete the full Medicaid application process before their presumptive eligibility coverage ends

B. Benefits and Expected Results



C. Authorization to Conduct PE Evaluation

i. To be authorized to conduct a patient PE evaluation, employees must work at qualified entities that:

-  Currently participate in the Medicaid program
-  Have access to the internet
-  Have completed the PE certification/training program
-  Abide by the standards of the Department of Medicaid Services

D. Services and Coverage Available

i. PE covers Medicaid services, including:

All groups (Except pregnant women)	Pregnant women <small>Pregnant women are only eligible for ambulatory prenatal care services delivered in an outpatient setting; birthing expenses are not covered under PE</small>
Hospital	Services furnished by a primary care provider, a rural health clinic, a primary care center, or a federally qualified health care center
Pharmacy	Laboratory services
Emergency room services	X-ray services
Physician	Dental services, excludes orthodontics
Dental	Emergency room services
Lab	Emergency and nonemergency transportation
X-ray services	Pharmacy services

	Individuals who are not currently receiving Medicaid benefits
	Pregnant women (eligible once per pregnancy)
	Individuals who are in a family with the gross family income meeting the following criteria: ≤138% for adults 19 through 64 years old without Medicare ≤29% for adults with Medicare ≤200% for pregnant women ≤200% for children under 1 year old ≤147% for children 1-5 years old <147% for children 6 -18 years old.
	Cannot be an inmate of a public institution
	Must be a U.S. citizen or qualified alien Prenatal PE do not have to meet U.S. Citizenship requirement
	Individuals who have not been approved for PE benefits during the current calendar year (unless a pregnant woman)
	Residents of the Commonwealth of Kentucky (Facilities may use a driver's license or a utility bill with the patient's address as proof of residency)

PE Eligibility Requirements

A. Who Is Eligible

B. Categories of Assistance

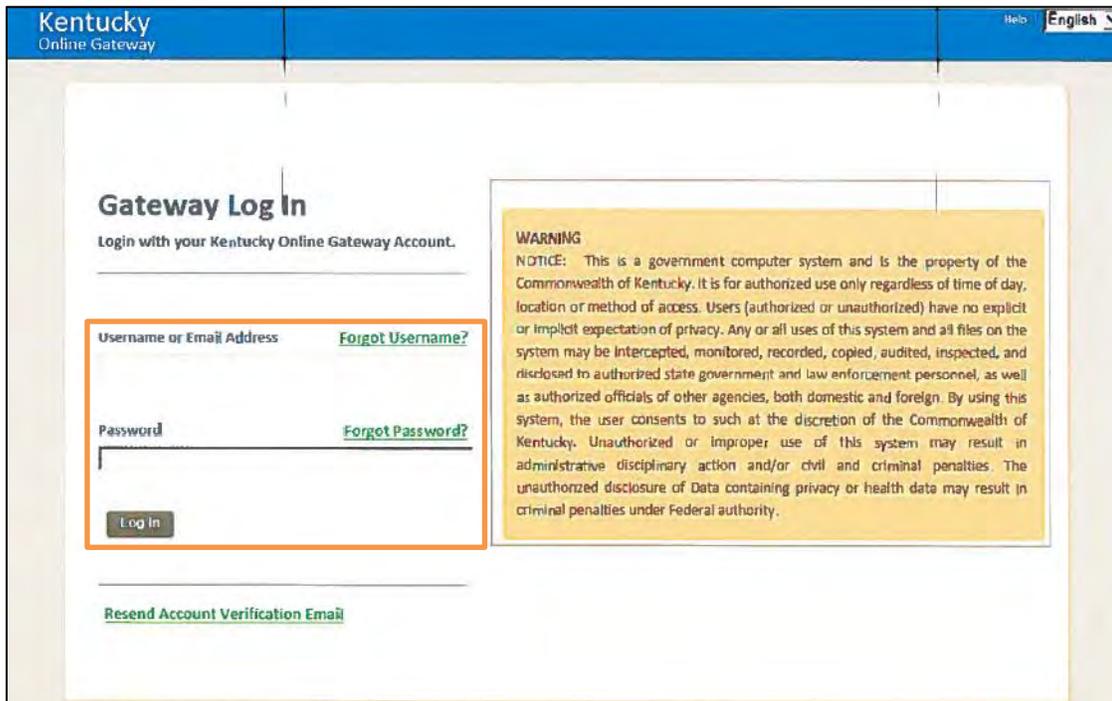
- i. Adults: Individuals age 19 through 64
- ii. Pregnant women: The number of expected children count in the household size for income eligibility
- iii. Children: Under the age of 19. Income limits are determined by the age of the child
- iv. Former foster care: Individuals 19 and under the age of 26 who received Medicaid due to foster care status until they aged out of the program. There is no income limit for this group

C. Duration of Coverage

- i. Coverage is effective immediately upon receipt of a PE ID card and continues until:
 - a. A Medicaid application is filed and either approved or denied; or
 - b. The last day of the second month after PE determination, if no Medicaid application is filed
- ii. Individuals can apply for full Medicaid coverage:
 - a. Online at <https://kynect.ky.gov>
 - b. By phone calling the kynect Customer Service Line at 1-855-4kynect (459-6328)
 - c. In person at a Department for Community Based Services county office
 - d. By mail or fax using a paper application
 - e. By phone calling DCBS at 1-855-306-8959

2. Logging Into kynect

- 1) Go to the URL provided in your Qualified Entity on-boarding information or <https://kynect.ky.gov>.
- 2) Enter your Username or Email address and Password. Click **Log In**.



Kentucky
Online Gateway

Help English

Gateway Log In

Login with your Kentucky Online Gateway Account.

Username or Email Address [Forgot Username?](#)

Password [Forgot Password?](#)

Log In

[Resend Account Verification Email](#)

WARNING
NOTICE: This is a government computer system and is the property of the Commonwealth of Kentucky. It is for authorized use only regardless of time of day, location or method of access. Users (authorized or unauthorized) have no explicit or implicit expectation of privacy. Any or all uses of this system and all files on the system may be intercepted, monitored, recorded, copied, audited, inspected, and disclosed to authorized state government and law enforcement personnel, as well as authorized officials of other agencies, both domestic and foreign. By using this system, the user consents to such at the discretion of the Commonwealth of Kentucky. Unauthorized or improper use of this system may result in administrative disciplinary action and/or civil and criminal penalties. The unauthorized disclosure of Data containing privacy or health data may result in criminal penalties under Federal authority.

- 3) In the next step you will need to enter Multi Factor Authentication information using Symantec software to verify you are an authorized user.
 - a. If you do not have the Symantec software on your computer follow steps 4 through 8.
 - b. If you already have the software jump to step 9 and enter the nickname, credential ID and Security code provided on your Symantec soft token.
- 4) To download the Symantec software on your computer, click on one of the links provided.
- 5) Enter your token nickname (for example, Joe's computer).
- 6) From your desktop, open Symantec VIP access and enter the credential ID.
- 7) Enter the security code. Please note that this code will automatically be regenerated every 30 seconds.

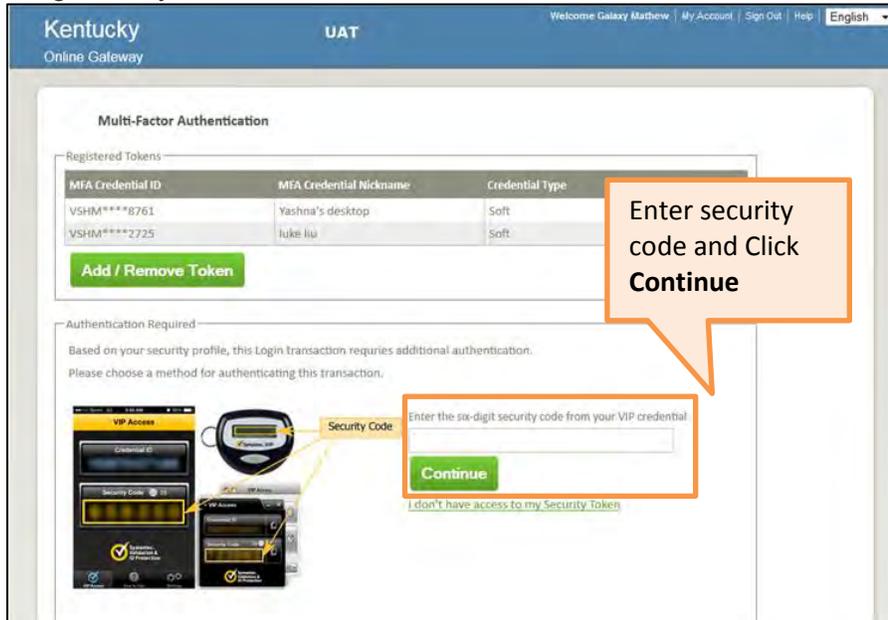
Note: If you have questions logging in to the Partner Portal call 1(800)-635-2570, for questions logging in to kynect call 1(855)-637-6576.

8) Click **Continue**.

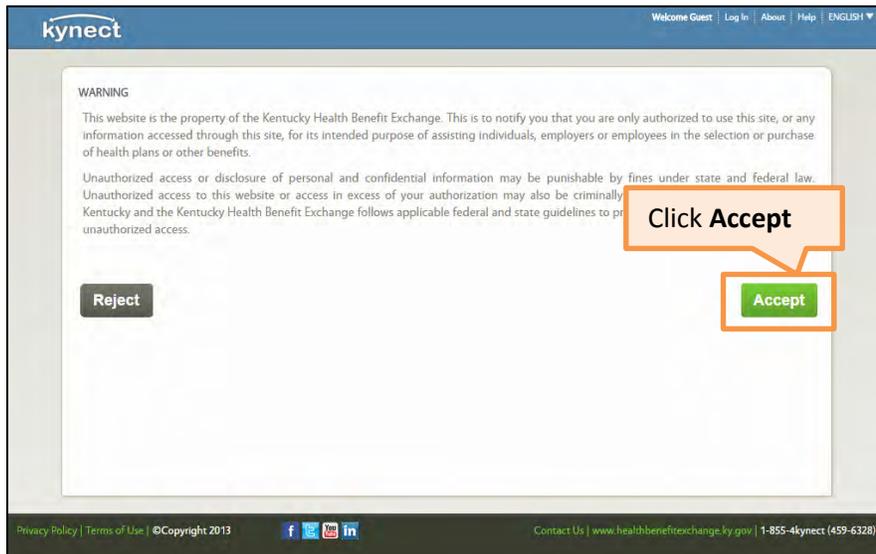
The screenshot shows the 'Multi-Factor Authentication' page on the 'Kentucky Online Gateway UAT'. The page is titled 'Security Token Registration' and includes the following elements:

- Links:** 'Get Mobile Token', 'Get Desktop Token', and 'Get Hardware Token'. A callout points to these links: "To install Symantec, click one of these links".
- Text:** "This activity requires a Security Token" and "To install a security token on your desktop or mobile phone, click one of the links below." Below this is a link to the "Symantec VIP Access Software Installation Guide".
- Form 1:** "Enter Token Nickname" with a text input field. A callout says: "Enter your desired token nickname".
- Form 2:** "Enter your credential ID. The credential ID has 12 alphanumeric characters." with a text input field. A callout says: "Enter your credential ID".
- Token Images:** Three images showing 'Hard Token (BACK)', 'Desktop Token', and 'Mobile Token'. Each image has a yellow callout pointing to the 'Credential ID' field on the device screen.
- Form 3:** "Enter the six-digit security code from your VIP credential" with a text input field. A callout says: "Enter your security code".
- Token Images (Front):** Three images showing the front of the 'Hard Token (FRONT)', 'Desktop Token', and 'Mobile Token'. Each image has a yellow callout pointing to the 'Security Code' field on the device screen.
- Buttons:** A green 'Continue' button at the bottom. A callout points to it: "Click Continue".
- Note:** "Note: Your credential may appear differently from these samples".

9) Enter the six-digit form your VIP credential.

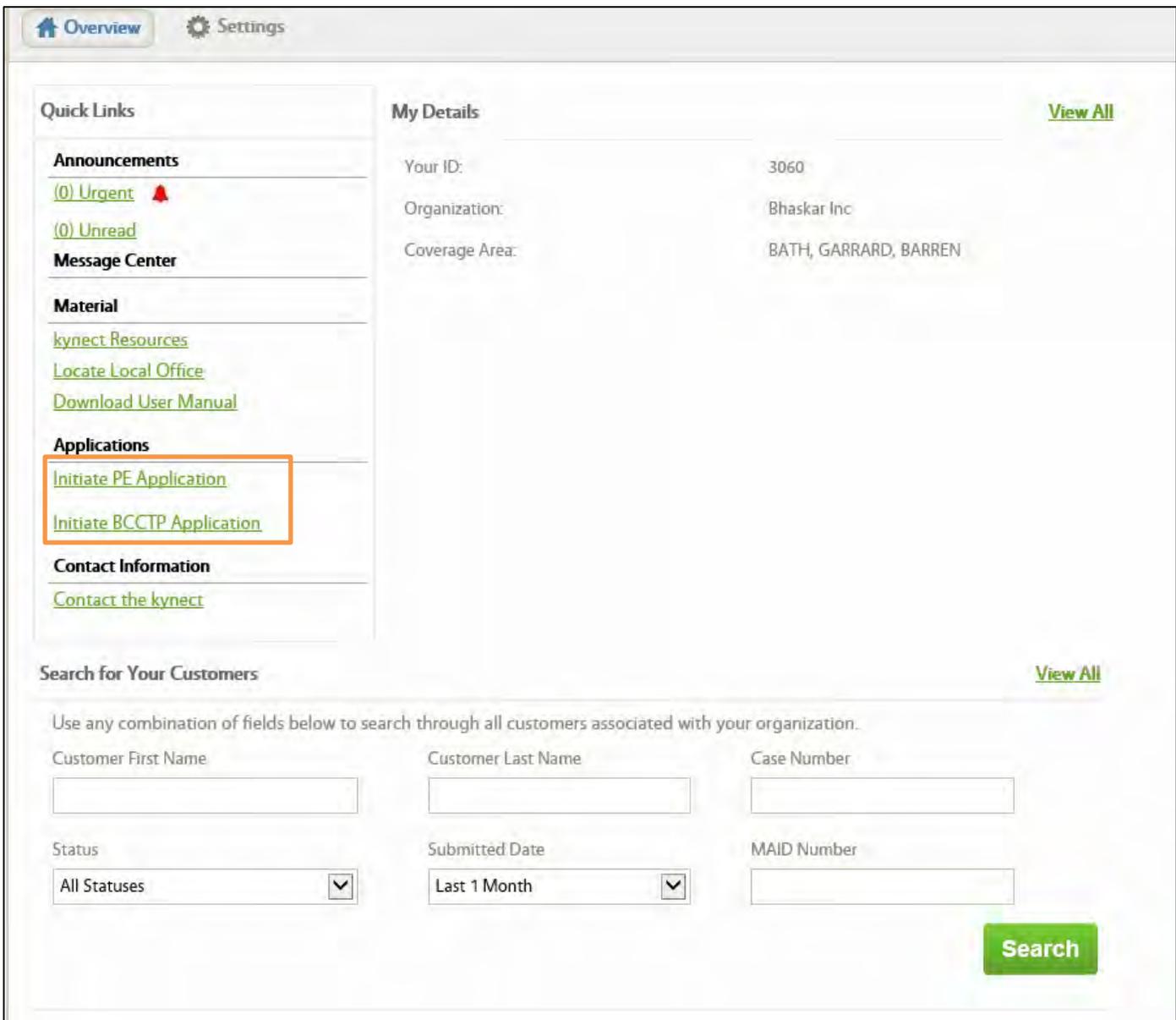


10) The Consent page displays. Click **Accept**.



3. Exploring the Qualified Entity Dashboard

- A. **My Details** provides a summary of the logged-in employee’s personal information, including their ID, their organization, and their coverage area
- B. **Search for Customers** allows the Qualified Entity employee to search for individuals/employees who are associated to their user ID or organization, depending on how the QE has set up the access privileges for their users
 - i. For example, based on a QE’s settings, QE employees may or may not be able to search for any client who is associated with the QE as a whole
- C. **Quick Links** provides access to links to other helpful content
- D. **Initiate PE Application** begins the process for a PE application by taking the representative to the screen to perform the client search and determine if the patient is eligible to apply for PE benefits

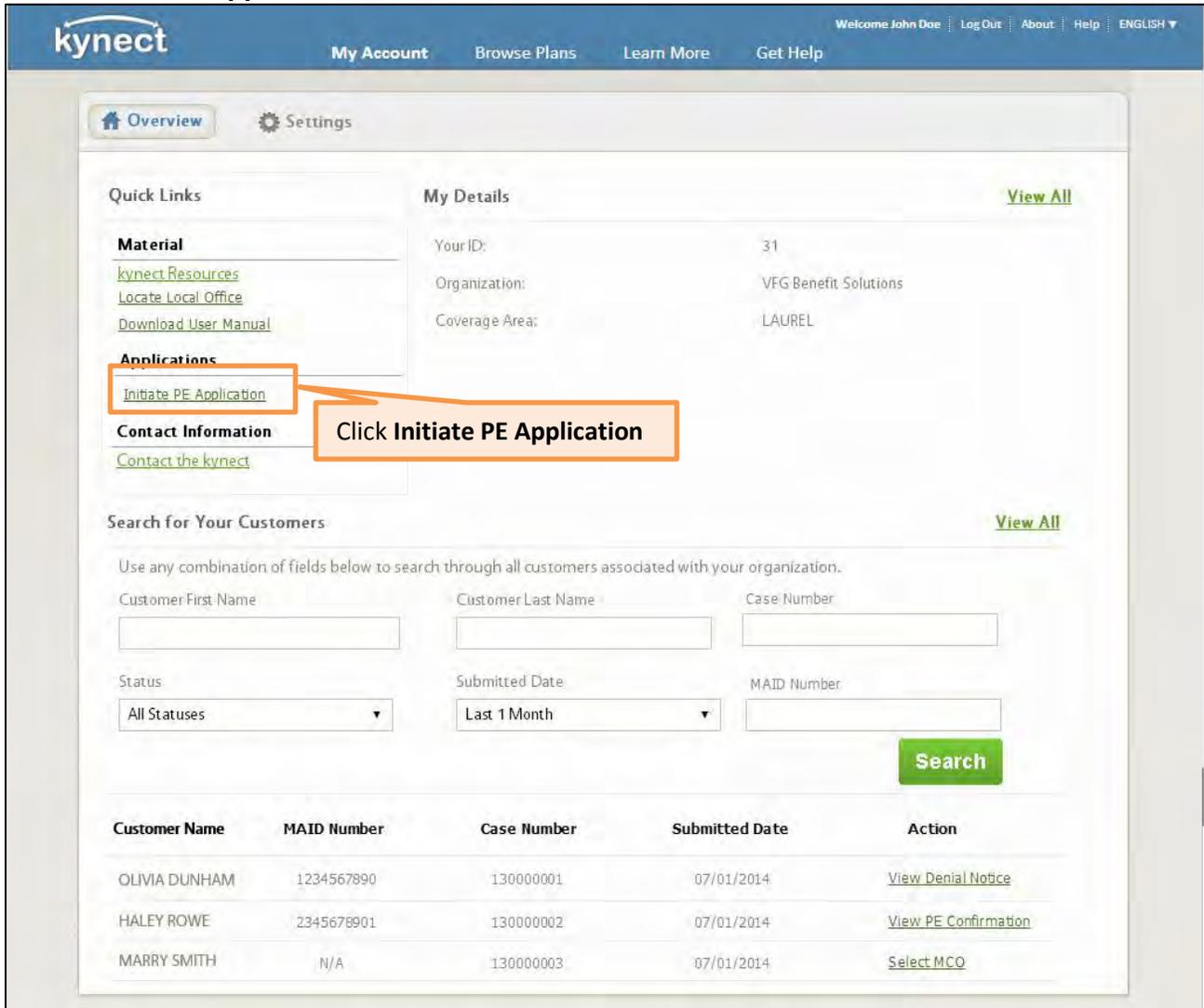


The screenshot shows the Qualified Entity Dashboard with the following sections:

- Navigation:** Overview (selected), Settings
- Quick Links:**
 - Announcements: (0) Urgent, (0) Unread
 - Message Center
 - Material:
 - kynect Resources
 - Locate Local Office
 - Download User Manual
 - Applications:
 - Initiate PE Application (highlighted with an orange box)
 - Initiate BCCTP Application
 - Contact Information:
 - Contact the kynect
- My Details:**
 - Your ID: 3060
 - Organization: Bhaskar Inc
 - Coverage Area: BATH, GARRARD, BARREN
- Search for Your Customers:**
 - Use any combination of fields below to search through all customers associated with your organization.
 - Customer First Name:
 - Customer Last Name:
 - Case Number:
 - Status:
 - Submitted Date:
 - MAID Number:
 -

4. Presumptive Eligibility Application Process

1) Click Initiate PE Application



The screenshot shows the 'My Account' page in the kynect system. The 'Applications' section is highlighted, and the 'Initiate PE Application' link is circled in orange. A callout bubble points to this link with the text 'Click Initiate PE Application'.

Quick Links

- [kynect Resources](#)
- [Locate Local Office](#)
- [Download User Manual](#)

My Details [View All](#)

Your ID: 31
 Organization: VFG Benefit Solutions
 Coverage Area: LAUREL

Applications

- [Initiate PE Application](#)

Contact Information

- [Contact the kynect](#)

Search for Your Customers [View All](#)

Use any combination of fields below to search through all customers associated with your organization.

Customer First Name:

Customer Last Name:

Case Number:

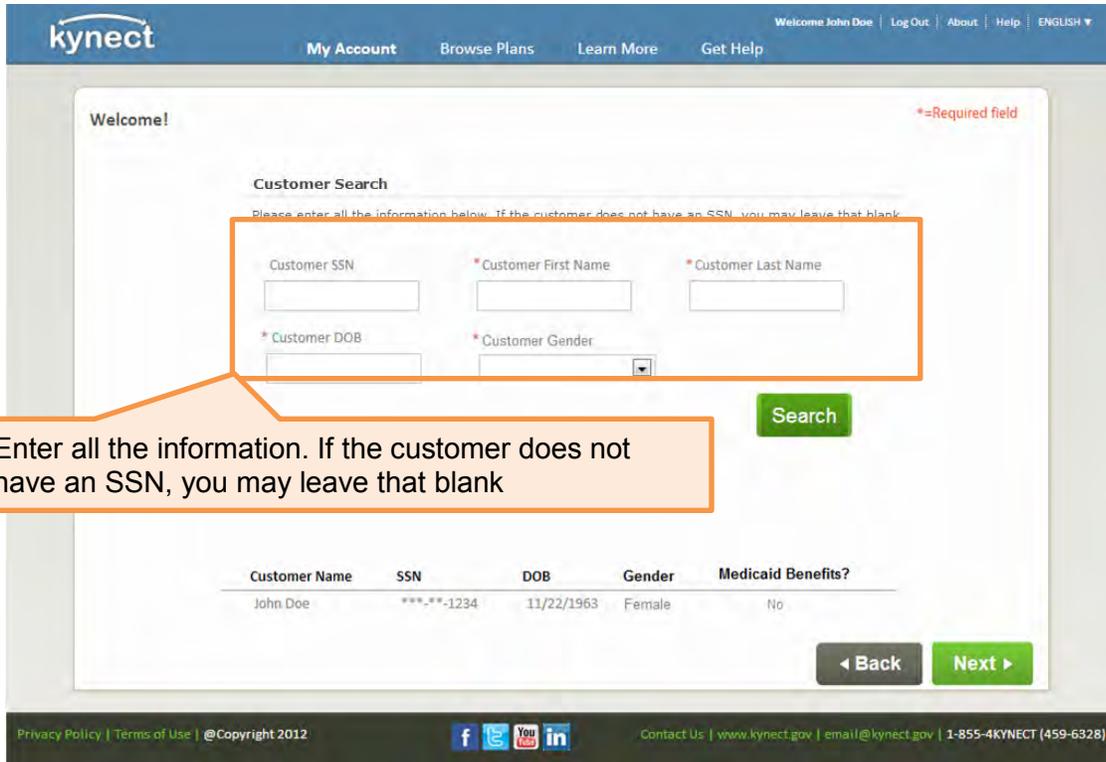
Status:

Submitted Date:

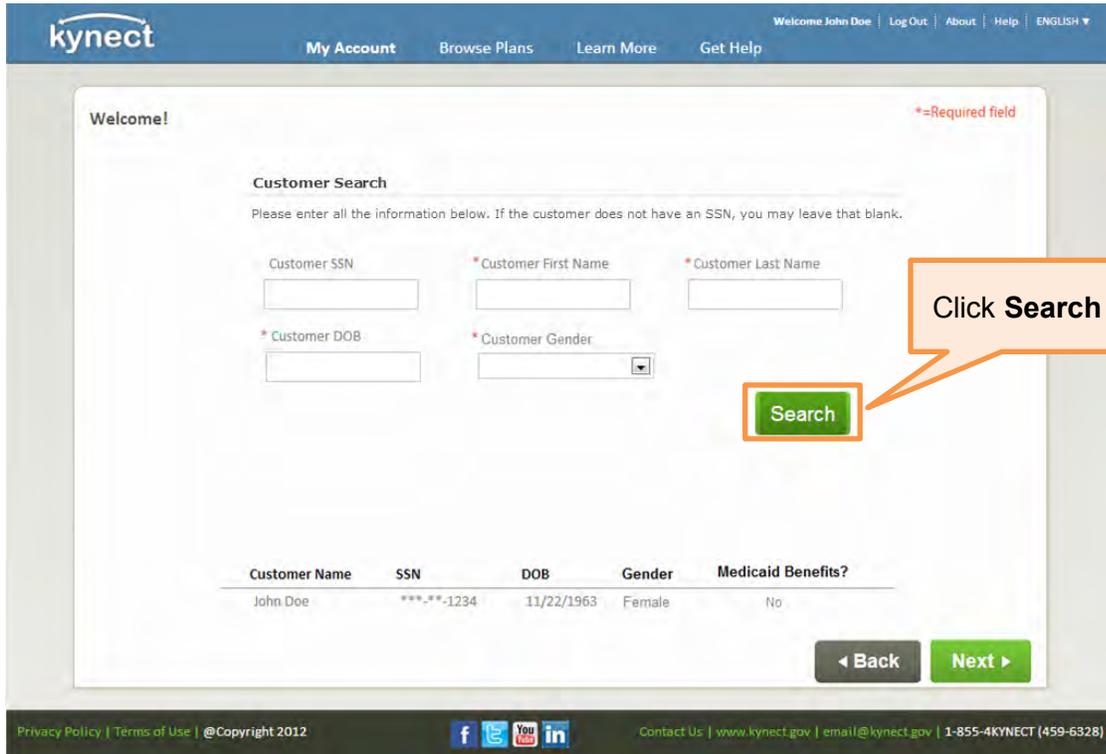
MAID Number:

Customer Name	MAID Number	Case Number	Submitted Date	Action
OLIVIA DUNHAM	1234567890	130000001	07/01/2014	View Denial Notice
HALEY ROWE	2345678901	130000002	07/01/2014	View PE Confirmation
MARRY SMITH	N/A	130000003	07/01/2014	Select MCO

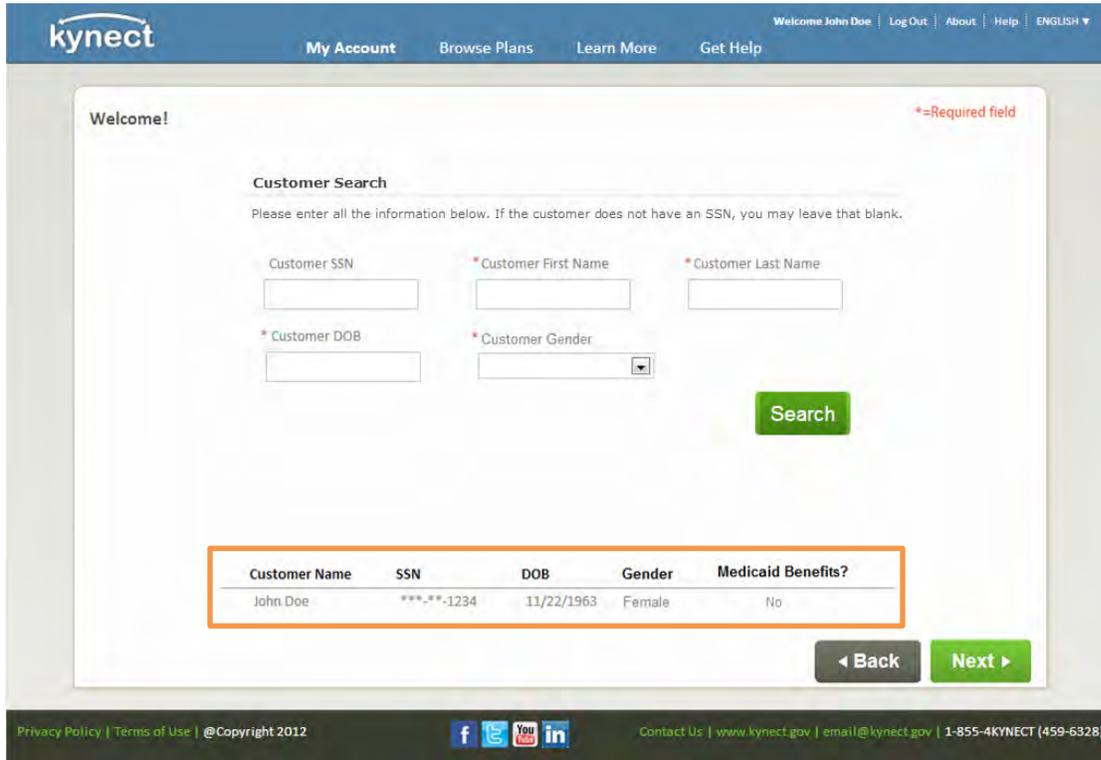
- 2) The **Client Search** screen appears. Before starting a PE application, search for the applicant's information to see if the individual is known to the kynect system. This tells you if they are actively receiving Medicaid Benefits or have pending for Medicaid Benefits



- 3) Click **Search**



- 4) The **Customer Name, SSN, DOB, Gender, and Medicaid Benefits?** columns appear if there is a match to the search terms



Welcome!

Customer Search

Please enter all the information below. If the customer does not have an SSN, you may leave that blank.

Customer SSN

* Customer First Name

* Customer Last Name

* Customer DOB

* Customer Gender

Search

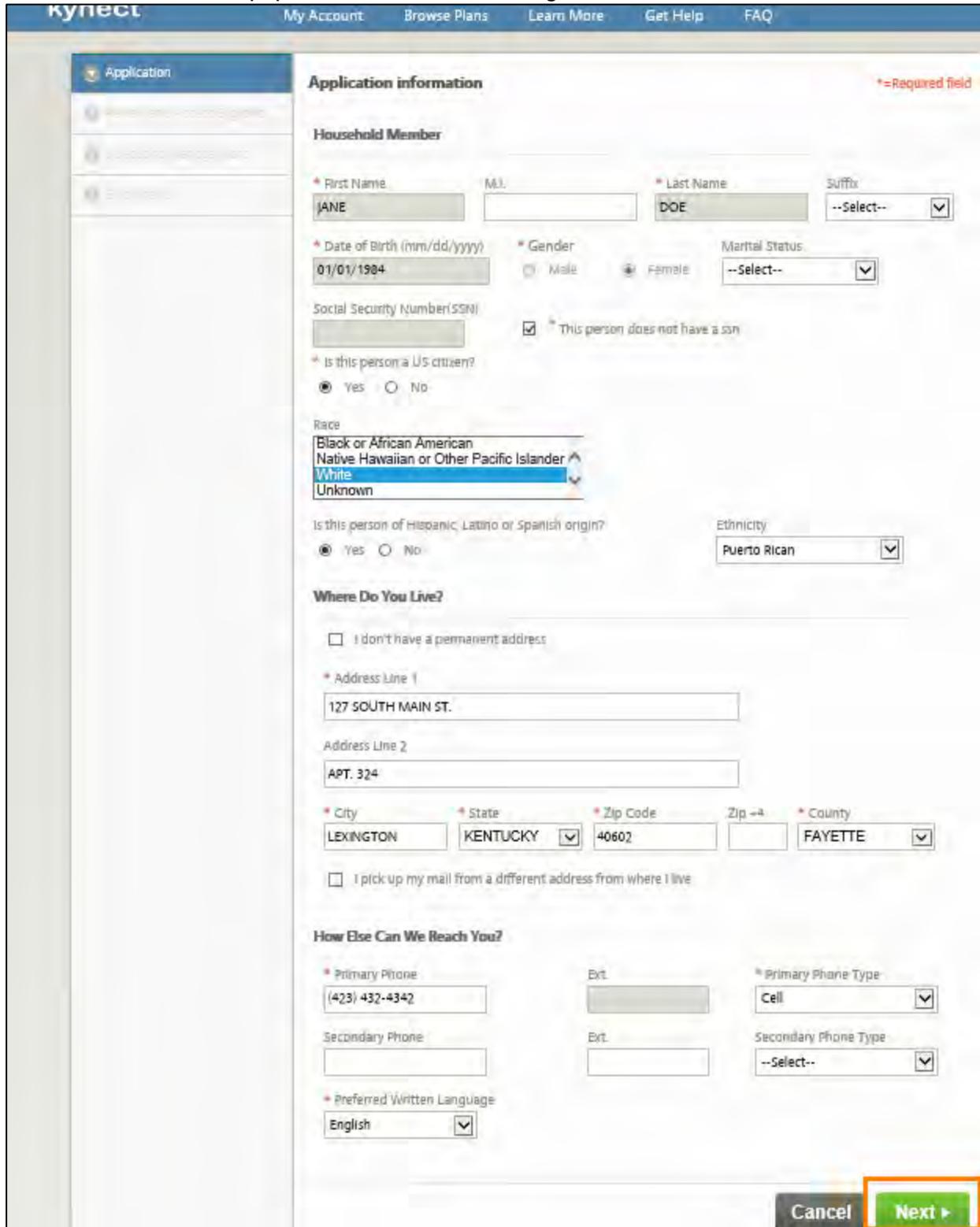
Customer Name	SSN	DOB	Gender	Medicaid Benefits?
John Doe	***-**-1234	11/22/1963	Female	No

◀ Back Next ▶

Privacy Policy | Terms of Use | @Copyright 2012 Contact Us | www.kynect.gov | email@kynect.gov | 1-855-4KYNECT (459-6328)

- 5) If **Medicaid Benefits?** indicates the customer is **Active** or **Pending** the PE application process is over, as a PE application for the patient is unnecessary. If you need to check Medicaid status, call Provider Services at 855-824-5615
- 6) If **Medicaid Benefits?** indicates **No**, you are directed to the **Applicant Information** screen

- 7) Complete all required patient information fields, indicated with red asterisk: Name, DOB, confirmation of citizenship, permanent address, mailing address. Click **Next**



Application information * = Required field

Household Member

* First Name: JANE M.I.: [] * Last Name: DOE Suffix: --Select--

* Date of Birth (mm/dd/yyyy): 01/01/1984 * Gender: Male Female Marital Status: --Select--

Social Security Number (SSN): [] * This person does not have a SSN

* Is this person a US citizen? Yes No

Race: Black or African American, Native Hawaiian or Other Pacific Islander, **White**, Unknown

Is this person of Hispanic, Latino or Spanish origin? Yes No Ethnicity: Puerto Rican

Where Do You Live?

I don't have a permanent address

* Address Line 1: 127 SOUTH MAIN ST.

Address Line 2: APT. 324

* City: LEXINGTON * State: KENTUCKY * Zip Code: 40602 Zip --4: [] * County: FAYETTE

I pick up my mail from a different address from where I live

How Else Can We Reach You?

* Primary Phone: (423) 432-4342 Ext: [] * Primary Phone Type: Cell

Secondary Phone: [] Ext: [] Secondary Phone Type: --Select--

* Preferred Written Language: English

Cancel **Next**

8) Complete the **More About the Applicant** screen with all required fields. Click **Submit**

More about the applicant * = Required field

JANE'S Pregnancy Information

* Is JANE currently pregnant?
 Yes No

* How many children is JANE expecting from this pregnancy?

* What is JANE's due date? (mm/dd/yyyy)

* Has JANE received Presumptive Eligibility benefits for this pregnancy?
 Yes No

* Would JANE like to be referred to the State Supplemental Program for Women, Infants and Children (WIC)?
 Yes No

JANE'S Income Information

* How many family members does JANE have? Please include JANE and any unborn children in this count.

Total Household Monthly Income: \$350.00

Who	Type	Amount per month
JANE	Wages	\$ 350.00

Who? * Type? * Amount? * \$ How often? *

JANE'S Other Information

* Has this person received Presumptive Eligibility benefits this calendar year? Yes No

* Is JANE currently incarcerated? Yes No

* Is JANE a parent caretaker for any child in the household? Yes No

* Was JANE ever in foster care? Yes No

* What date should benefits begin?

JANE'S Other Health Coverage Information

* Does JANE currently have insurance that covers doctors, office visits, and hospitalization?
 Yes No

* What is the name of this plan?

What is the name of this insurance company?

What is the policy number?

What is the group id on this plan?

Click **Save** after entering each income

Click **Add More Income** to add the income of other household members

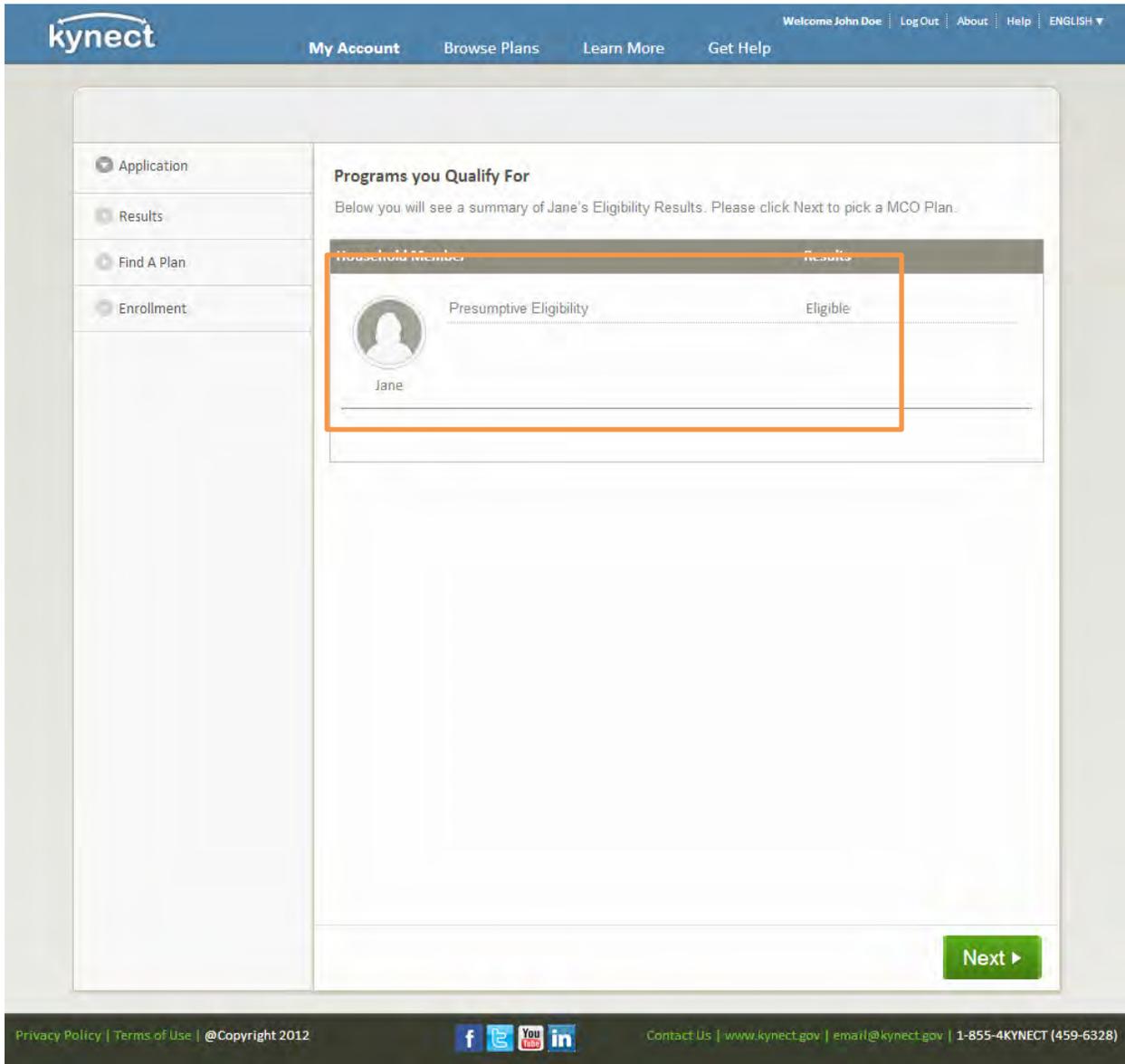
Backdate the benefit start date, if needed.
 PE – 6/2/2015
 BCCTP – 8/1/2015

If patient currently has insurance coverage, including Medicare, enter coverage details here.

Click **Submit**

For the question Has this person received PE benefits for this pregnancy should be answered No if they haven't already received PE for this pregnancy. If they have already received PE for this pregnancy then the question needs to be answered Yes.

9) After submitting all applicant information, you are directed to the **Eligibility Results** screen



The screenshot shows the Kynect website interface. At the top, there is a blue navigation bar with the Kynect logo on the left and user options on the right: "Welcome John Doe", "Log Out", "About", "Help", and "ENGLISH". Below this is a secondary navigation bar with "My Account", "Browse Plans", "Learn More", and "Get Help".

The main content area is divided into a left sidebar and a main panel. The sidebar contains four menu items: "Application", "Results", "Find A Plan", and "Enrollment". The main panel is titled "Programs you Qualify For" and includes a sub-header "Household Member" and "Results". Below this, a table displays eligibility information for a household member named Jane:

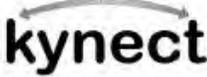
Household Member	Results
 Jane	Presumptive Eligibility Eligible

At the bottom right of the main panel, there is a green "Next" button with a right-pointing arrow. The footer of the page contains links for "Privacy Policy", "Terms of Use", and "@Copyright 2012", along with social media icons for Facebook, Twitter, YouTube, and LinkedIn. Contact information is also provided: "Contact Us | www.kynect.gov | email@kynect.gov | 1-855-4KYNECT (459-6328)".



10) If patient is **Not Eligible** for Presumptive Eligibility, the **Print** button will display to provide **Denial Notice**. **Print** the Denial Notice and provide to the patient

HBE-052 02/14



Kentucky's Healthcare Connection

Cabinet for Health and Family Services
Office of the Kentucky Health Benefit Exchange

12 Mill Creek Park, Frankfort, KY 40601-9230
1-855-4kynect (459-6328)
kynect.ky.gov

JUDY SMITH
123 FRANKLIN AVE
FRANKFORT, KY 40601

Steven L. Beshear
Governor

Carrie Banahan
Executive Director

Audrey Taysa Haynes
Secretary

DATE: April 02, 2015
CASE NUMBER: 100015519

Notice About Your Coverage

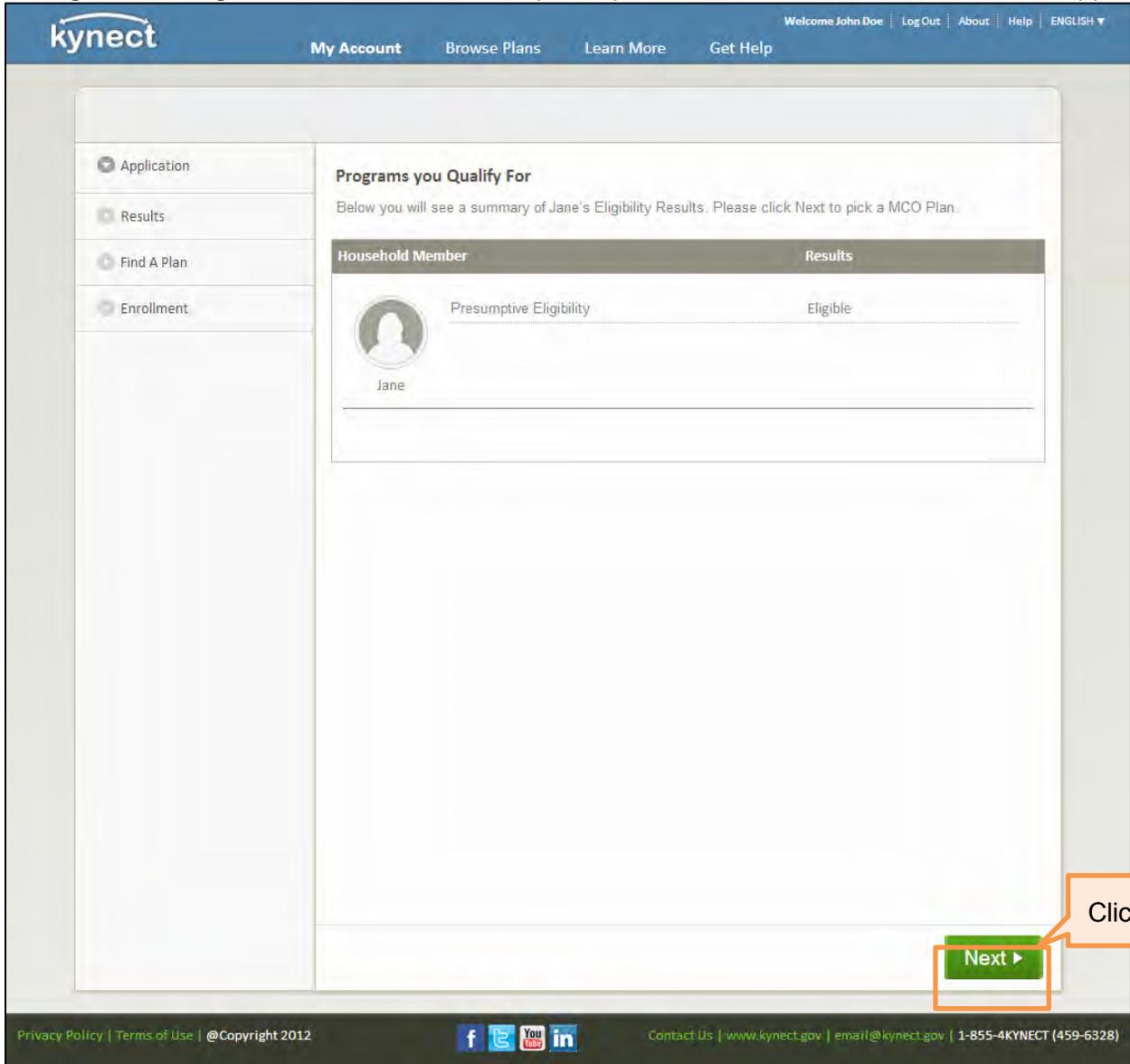
Who was denied coverage

Name	Program	Application Date
JUDY SMITH	Presumptive Eligibility	04/02/2015
<p>Reason: Income Exceeds Limit; Your monthly income is more than \$\$\$\$\$\$. Eligibility is denied.</p>		

If you have any questions, go to kynect.ky.gov or call us at 1-855-4kynect (459-6328).

If you want legal help, (866) 452-9243, may be able to get free legal help from your local legal aid office at (111) 111-1111.

11) If deemed **Eligible**, click **Next** to be redirected to **Shopping** for a health insurance plan through a Managed Care Organization. You are able to pick a preferred MCO or PCP on behalf of the applicant

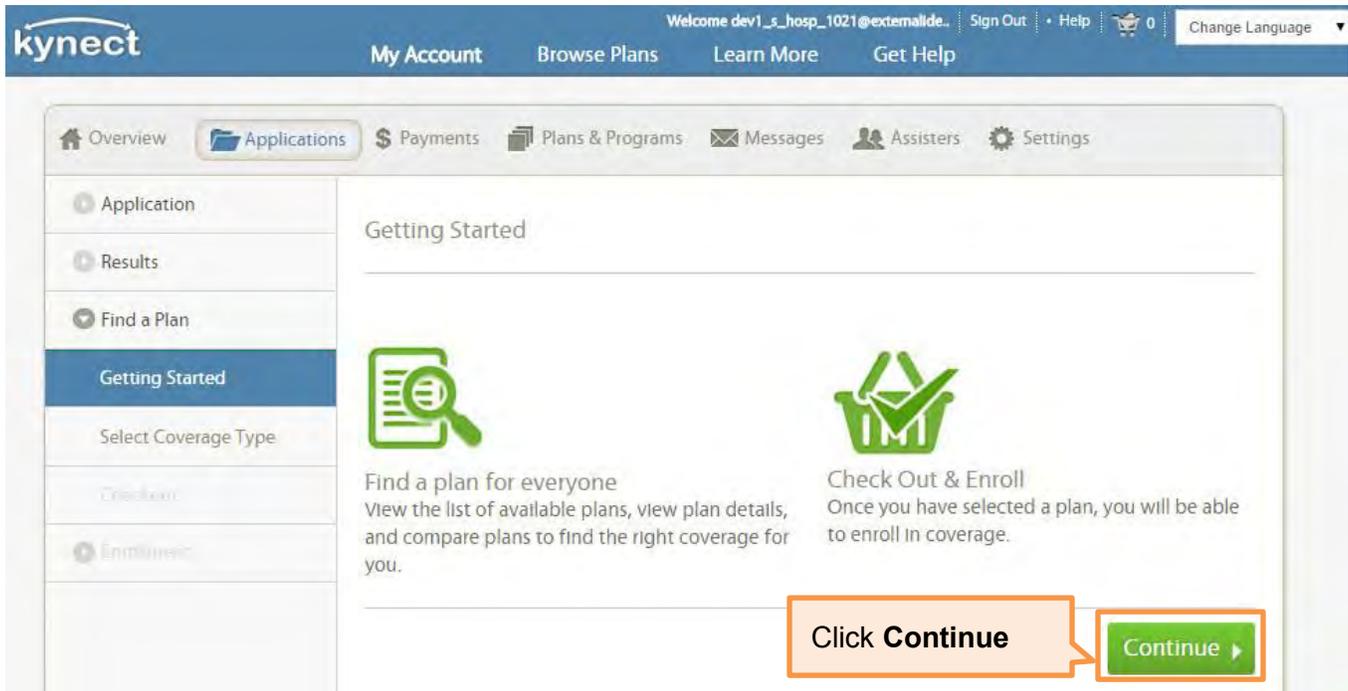


The screenshot shows the 'kynect' website interface. At the top, there is a navigation bar with the logo and links for 'My Account', 'Browse Plans', 'Learn More', and 'Get Help'. The user is logged in as 'John Doe'. A sidebar on the left contains navigation options: 'Application', 'Results', 'Find A Plan', and 'Enrollment'. The main content area is titled 'Programs you Qualify For' and includes a sub-header 'Household Member' and a table of results.

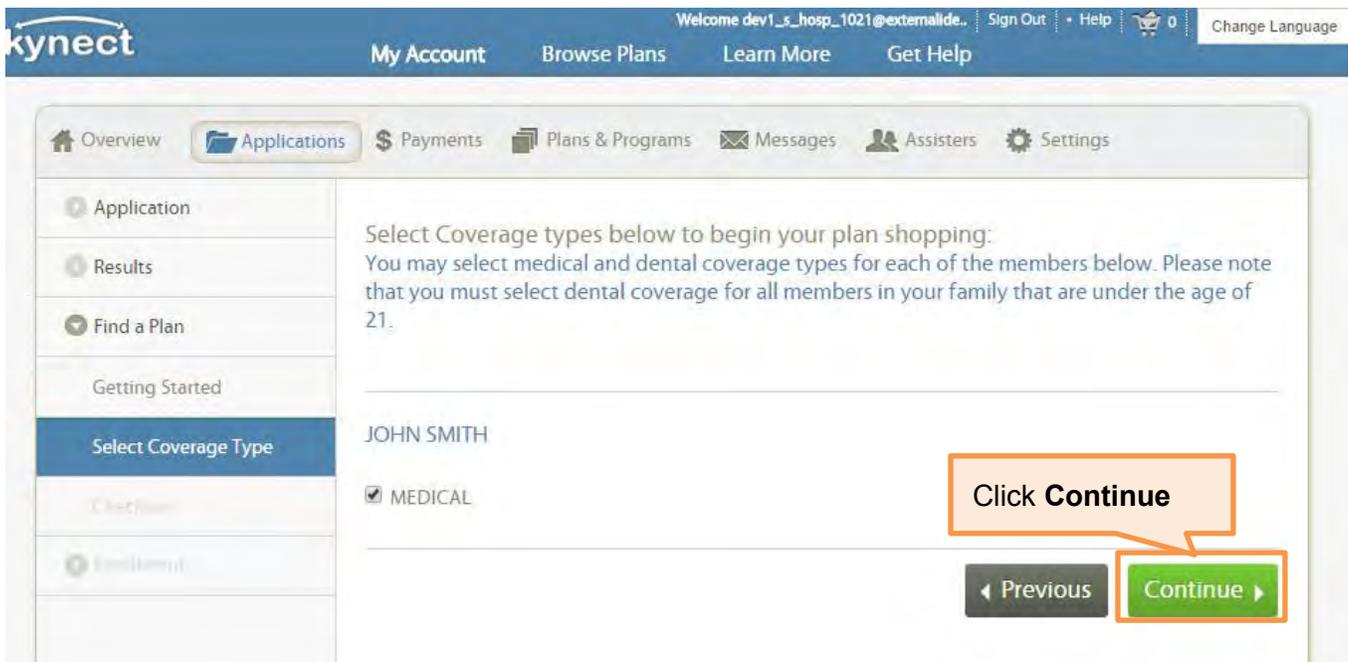
Household Member	Results
 Jane Presumptive Eligibility	Eligible

At the bottom right of the main content area, a green 'Next >' button is highlighted with an orange box. An orange callout bubble points to this button with the text 'Click Next'. The footer contains links for 'Privacy Policy', 'Terms of Use', and 'Copyright 2012', along with social media icons for Facebook, Twitter, YouTube, and LinkedIn, and contact information: 'Contact Us | www.kynect.gov | email@kynect.gov | 1-855-4KYNECT (459-6328)'.

12) On the Getting Started screen for Shopping, click Continue to view the list of available plans and providers



13) On the Select Coverage screen, leave the checkbox for "Medical" selected and click Continue



14) On the next screen a list of available plans populate in the bottom table. You can also search for coverage by hospital or by other providers. On this page, you also have the option to select a PCP for the applicant.

The screenshot shows the Kynect web application interface. At the top, there is a navigation bar with the Kynect logo, user information (Welcome dev1_s_hosp_1021@externalide...), and links for Sign Out, Help, and Change Language. Below this is a secondary navigation bar with links for My Account, Browse Plans, Learn More, and Get Help. The main content area has a left sidebar with navigation options: Overview, Applications (selected), Payments, Plans & Programs, Messages, Assisters, and Settings. The Applications section is active, showing a list of steps: Application, Results, Find a Plan (selected), Getting Started, Select Coverage Type, Medicaid (selected), JOHN SMITH, and Enrollment. The main content area includes search filters for 'Search By Hospital' and 'Search For Other Providers', both with 'GO' buttons. There is also a 'Quality Rating' section with five stars. Below the search filters, there is a 'Reset All' button and a message: 'You can assign PCP of your choice for the selected plan' with an 'ASSIGN' button. A 'Filter Options' dropdown is visible. A message states: 'Please check the issuer's directory in each plan for the most up to date list of participating providers before finalizing selection. Find a Medical Plan for JOHN SMITH'. There are 'Sort By' and 'Check Out' buttons. At the bottom, a table lists available plans:

Monthly Premium	Insurance Company	Plan Name	Annual Deductible	Quality Rating	
\$0 ⁰⁰	WellCare Health Plans	WellCare of Kentucky, Inc.	\$0 ⁰⁰	★★★★★	Add To Cart
\$0 ⁰⁰	COVENTRY	CoventryCares of	\$0 ⁰⁰	★★★★★	Add To Cart

15) Check the box for the desired plan and click **Add to Cart**. Then click **Check Out**

Then, click **Check Out**

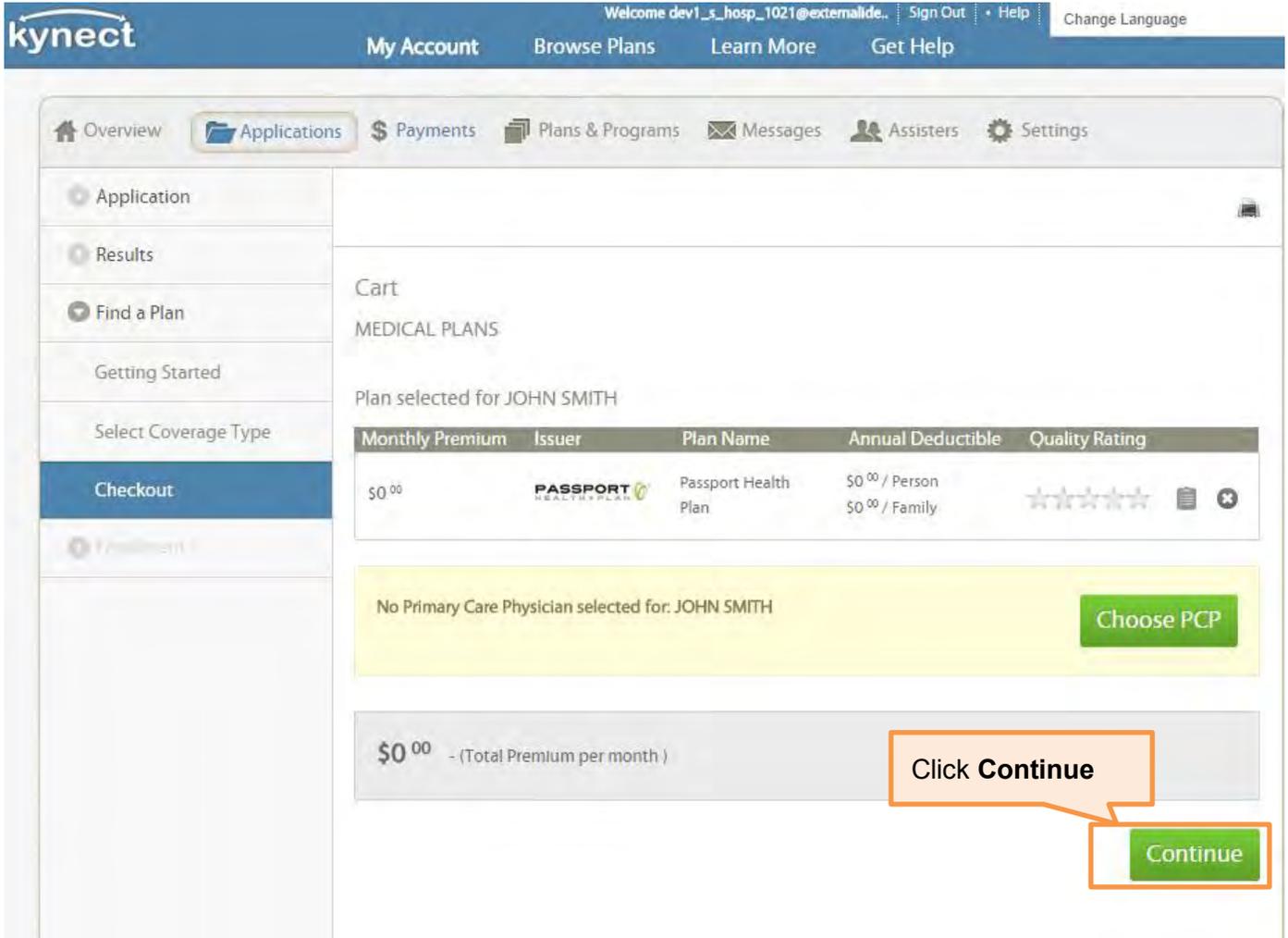


Monthly Premium	Insurance Company	Plan Name	Annual Deductible	Quality Rating	
<input type="checkbox"/> \$0 ⁰⁰		WellCare of Kentucky, Inc.	\$0 ⁰⁰	★★★★★	 Add To Cart
<input type="checkbox"/> \$0 ⁰⁰		CoventryCares of Kentucky	\$0 ⁰⁰	★★★★★	 Add To Cart
<input type="checkbox"/> \$0 ⁰⁰		Humana - CareSource	\$0 ⁰⁰	★★★	 Add To Cart
<input type="checkbox"/> \$0 ⁰⁰		Passport Health Plan	\$0 ⁰⁰	★★★★★	 Add To Cart

Click Add to Cart

Add To Cart

16) You are directed to the Check Out screen to review the applicant's selections, then click **Continue**



Overview Applications Payments Plans & Programs Messages Assisters Settings

Application Results Find a Plan Getting Started Select Coverage Type **Checkout**

Cart
MEDICAL PLANS

Plan selected for JOHN SMITH

Monthly Premium	Issuer	Plan Name	Annual Deductible	Quality Rating
\$0 ⁰⁰	PASSPORT HEALTH PLAN	Passport Health Plan	\$0 ⁰⁰ / Person \$0 ⁰⁰ / Family	★★★★★

No Primary Care Physician selected for: JOHN SMITH [Choose PCP](#)

\$0⁰⁰ - (Total Premium per month) [Continue](#)

Click **Continue**

17) Once the plan is selected, you are redirected back to the **PE Confirmation** screen to complete the application process

18) **Print** the PE Confirmation for the applicant's records. The printed page serves as the PE ID card for

the applicant. Click **Next** when finished to return to **Client Search** screen



For additional assistance with Presumptive Eligibility please contact the Benefits Line at **1-855-637-6576**.