

The Division of Health Plan Oversight oversees programs and Medicaid partners responsible for the administration and delivery of health coverage for Kentuckians. This division houses the Kentucky Health Benefit Exchange (KHBE), the Commonwealth's health insurance marketplace created under the Affordable Care Act. Kentucky's marketplace is known publicly as kynect.



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## DIVISION BRANCHES

### APPEALS AND COMPLAINTS

Uses monitoring and oversight techniques to ensure members have access to quality services.

### ELIGIBILITY AND ENROLLMENT

Guide staff, stakeholders, and the public through qualifying for Medicaid. Ensures processes are streamlined for members and Medicaid is in compliance with federal and state laws.

### CONTRACT MONITORING

Oversees Managed Care Organization contracts, assures compliance, and maintains accountability with MCO partners.

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Quality Measures



Health Benefit Exchange Info



Eligibility Info



MCO Contracts