The Commonwealth of Kentucky

kynect
benefits

Quick Reference Guide
Add, Edit, and Remove an Individual Authorized Representative
This Quick Reference Guide is designed to help users complete the steps required to add, edit, and remove an individual as an Authorized Representative in kynect benefits.

Table of Contents

Authorized Representative Overview................................................................. 3
Adding an Authorized Representative ................................................................ 4
Editing an Authorized Representative’s Information......................................... 10
Remove an Authorized Representative.................................................................. 14

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

Authorized Representatives are appointed to manage designated benefits on behalf of a Resident. Authorized Representatives can be friends, family members, providers, or attorneys. Residents can give an Authorized Representative permission to complete any of the following actions on their behalf in kynect benefits:

- Apply for Benefits
- Report a Change in information
- Recertify Benefits Application
- Receive a Copy of Notices
- Request an EBT Card
- View Messages, Notifications, and To-Do’s

To add an Authorized Representative through kynect benefits, the Resident must first log in and navigate to the Reps, kynectors, & Agents screen.

Ways to Access the Add an Authorized Representative screen

1. Click “Reps, kynectors, & Agents” on the menu icon that is found in top left of a mobile device screen, or click “Reps, kynectors, & Agents” on the top menu while using a computer.

2. Click the “Reps, kynectors, & Agents” tile on the Resident Dashboard.

3. Complete the Reps, kynectors, & Agents section in the Benefits Application.
Below are the steps to add an individual as an Authorized Representative from the Dashboard.

Steps to Add an Authorized Representative

1. Click “Reps, kynectors, & Agents” on the top menu of the Dashboard on a computer or the menu icon on a mobile device.
2. Click the “Add an Authorized Representative” button to continue to the Authorized Representative search tool.

3. Enter the Authorized Representative’s First Name, Middle Initial (optional), and Last Name.

4. Enter the Authorized Representative’s Email.

5. Click “Search Auth Rep.”

Please Note: Authorized Representatives can only be added after logging into kynect benefits. If you need additional assistance adding Authorized Representatives please call (855) 459-6328.
6. Enter Social Security Number.
7. Select Gender.
8. Enter Date of Birth.
9. Enter a Phone Number.
10. Select a Preferred language.
11. Select “Yes” or “No” to “Does this authorized representative work for an organization that provides you assistance?”
   
   • If “Yes,” the user is prompted to enter the Organization Name and Organization ID (reference the Add an Organization Authorized Representative QRG (Quick Reference Guides)).

**Please Note:** Reference the Add an Organization Representative quick reference guide for more details about adding Organization Authorized Representatives.

12. Click “Next.”
13. Select a response from the “How is this person related to you” dropdown.

14. Enter an Address.

15. Select the programs that the Authorized Representative is requesting access to.

16. Click “Next.”
Please indicate the programs and level of access you would like to grant your Authorized Representative.

Which program(s) do you want this authorized representative to have access to?

- Medicaid/KCHIP/Qualified Health Plan with payment assistance (APTC)
- Apply, Report Changes, Recertify
- Apply, Report Changes, Recertify and receive copy of Notices
- QHP (Medical and Dental Insurance plans without payment assistance)
17. Read the Terms of Agreement on the Authorized Representative Consent screen.

18. Enter First Name, Middle Initial, and Last Name to sign.

**Please Note:** The signature must match the individual’s information in kynect benefits or they will not be able to submit.

19. Click “Submit Authorized Representative.”

20. View the Authorized Representative for the Resident.
Authorized Representative information can be found in two places after they have been added into kynect benefits:

- Click the “Authorized Representative” link on the Reps, kynectors, & Agents tile on the Resident Dashboard.
- Click the “Reps, kynectors, & Agents” on the top menu of the Resident Dashboard or the menu icon on a mobile device.

Below are the steps to edit an Authorized Representative’s information.

**Steps to Edit Authorized Representative Information**

1. Click “Reps, kynectors, & Agents” on the top menu of the Dashboard on a computer or the menu icon on a mobile device.
2. Click the expand icon by the Authorized Representative’s name.
3. Click “Edit.”

4. Edit any new information for the Authorized Representative.
5. Click “Next.”
6. Confirm relationship on the “How is this person related to you” dropdown.

7. Confirm Address.

8. Select the programs that the Authorized Representative is requesting access to.

9. Click “Next.”

10. Read the Terms of Agreement on the Authorized Representative Consent screen.

11. Enter First Name, Middle Initial, and Last Name to sign.
12. Click “Submit Authorized Representative.”
Below are the steps to remove an Authorized Representative.

**Steps to Remove an Authorized Representative**

1. **Click “Reps, kynectors, & Agents” on the top menu of the Dashboard on a computer or the menu icon on a mobile device.**

2. **Click the expand icon by the Authorized Representative’s name.**
3. Click “Remove.”

4. Click “Remove” to confirm removal of the representative from the case.

Please Note: Once removed, the individual no longer has access to the Resident’s information.