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

Table of Contents

Organization Authorized Representative Overview................................................................. 3

Ways to add Organization Authorized Representatives in kynect benefits ....................... 3

Adding an Organization Authorized Representative .............................................................. 4

Editing an Organization Authorized Representative’s Information........................................ 9

Remove an Organization Authorized Representative............................................................ 13

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

In kynect benefits, Residents can add an individual from an organization of their choice as an Authorized Representative. Organization Authorized Reps work on behalf of an organization, such as a nursing home or long-term care facility, to help and manage their benefit information. Organization Authorized Reps are different from individual Reps in that they work with a registered organization.

**Please Note:** All Organization Authorized Representatives from an organization can see individuals in their organization once a Rep is added by a Resident. Use this quick reference guide for the steps to View, Edit, and Delete Organization Authorized Representative information.

Residents can give an Organization Authorized Representative permission to do any of the following things on their behalf:

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

To add an Organization Authorized Representative, Residents must first log in and navigate to the Reps, kynectors, & Agents screen.

**Ways to Access the Reps, kynectors, & Agents screen**

1. Click “Reps, kynectors, & Agents” on the menu icon that is found in top left of a mobile device 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 module in the Benefits Application.
Below are the steps to add an Organization Authorized Representative as an Authorized Representative from the Dashboard.

Steps to Add an Organization 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 Organization Authorized Representative’s First Name, Middle Initial (optional), and Last Name.

4. Enter the Organization Authorized Representative’s Email.

5. Click “Search Auth Rep.”

6. Select Gender.

7. Enter a Phone Number.

8. Select a Preferred language.

9. Select “Yes” to “Does this authorized representative work for an organization that provides you assistance?”

10. Organization Name.

11. Organization ID number (optional).

**Please Note:** The “Continue Entering Information” pop-up appears to manually enter the information if the individual is not found in the system.
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.”

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.”

![Authorized Representative Consent](image)

By entering your name below, you are electronically signing this form.

<table>
<thead>
<tr>
<th>First Name</th>
<th>M.I.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jones</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Last Name</th>
<th>Suffix</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leary</td>
<td>Select</td>
<td>8/4/2020</td>
</tr>
</tbody>
</table>

![Submit Authorized Representative](image)

20. View the Organization Authorized Representative under Authorized Representative.

![Authorized Representative](image)

An Authorized Representative can apply for and manage your benefits on your behalf. You can give them permission to do any of the following activities on your behalf:

- apply for benefits
- Report Changes in your information
- recertify your benefits application
- receive a copy of notices (Medicaid)
- Use EBT Card (SNAP and KTAP)

An authorized Representative can be a family member, friend, provider, or attorney.

<table>
<thead>
<tr>
<th>DAN SMITH</th>
<th>Medicaid/KCHIP/Qualified Health Plan with payment assistance (APTC)/CHIP (Medical and Dental Insurance plans without payment assistance)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application #: 800607004</td>
<td></td>
</tr>
</tbody>
</table>

![Add an Authorized Representative](image)
Below are the steps to edit an Organization Authorized Representative’s information in kynect benefits from the Resident Dashboard:

**Steps to Edit Organization Authorized Representative Information**

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

2. Click the expand icon by the Organization Authorized Representative’s name.
3. Click “Edit.”

![Image of the Kynect benefits portal showing Jane Glover's file with options to edit and remove her contact information.]

4. Edit any information for the Organization Authorized Representative.
5. Click “Next.”

![Image of the search authorized representative page with fields for social security number, date of birth, phone number, and preferred language. Options to indicate if the representative works for an organization and fields for the organization name and phone number.]

Page 10 of 14
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”
Remove an Organization Authorized Representative

Below are the steps to remove an Organization Authorized Representative from Resident Dashboard:

Steps to Remove an Organization Authorized Representative

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

2. Click the expand icon by the Organization 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.