Adding and Removing kynectors and Insurance Agents
This Quick Reference Guide is designed to help users complete the steps required to add and remove kynectors and Insurance Agents in kynect benefits.

Table of Contents

kynectors Overview............................................................................................................................................... 3
Adding a kynector or Insurance Agent............................................................................................................ 4
Removing a kynector or Agent......................................................................................................................... 10

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

kynectors are individuals in the community who can help Residents apply for Medicaid/KCHIP, Kentucky Integrated Health Insurance Premium Payment (KI-HIPP) program, Qualified Health Plan, SNAP, and Child Care Assistance Program benefits. Residents can log into kynect benefits to add a kynector who can help them complete the processes below:

- Apply for Medicaid or KI-HIPP
- Apply for Advance Premium Tax Credit (APTC) or Qualified Health Plan (QHP)
- Apply for SNAP or CCAP
- Report changes in information
- Recertify Medicaid benefits

To add a kynector or agent through kynect benefits, Residents must first log in and navigate to the Reps, kynectors, & Agents screen by using one of the options below.

Ways to Access the Reps, kynectors, & Agents Screen

1. Click “Reps, kynectors, & Agents” on the menu icon found on the 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 section in the Benefits Application.

Please Note: Users can use the “Find kynector or Agent” search tool without logging into kynect benefits by clicking the “Reps, kynectors, & Agents” in the menu. Residents must log into kynect benefits to add kynectors and Agents to their account.
Adding a kynector or Insurance Agent

Residents must log into kynect benefits to add a kynector or an Insurance Agent. The “Find kynector or Agent” search tool helps Residents connect to a kynector or Agent depending on the type of search that is selected.

Below are the steps to add a kynector or agent in kynect benefits from the Dashboard.

Steps to Add a kynector or Agent

1. Click “Reps, kynectors, & Agents” on the top menu of the Resident Dashboard or the menu icon on a mobile device.
2. Click either “Find a kynector” or “Find an Insurance Agent” to continue to the Find a kynector or Agent search tool.
3. Select “kynector” or “Agent” for Type.

4. Enter “First Name” and “Last Name”.

5. Enter a Zip Code.

6. Enter an Organization, if applicable.

7. If applicable, select the programs in which kynector assistance is needed.

8. If applicable, choose the preferred kynector qualifications.
   - Public kynectors are kynectors assigned to help any individual in the community apply for benefits.
   - Private kynectors are kynectors assigned to help patients from a specific facility apply for benefits.

9. Click “Search.”

Please Note: The kynector and Agent information fields are optional while searching for kynectors or Agents.
10. The search tool returns results based on the values entered. Click “Filter” to filter the search results.

11. Select filter(s) to filter the search results by the following options:
   - Distance
   - Name Ascending
   - Name Descending
   - Available Counties

**Please Note:** Click “Reset” to remove all the filters and expand the search results.
12. Click “View Results” after the necessary filters have been added.

13. Click “View kynector/Agent details” to see the kynector or Agent details.

Please Note: Click “View More” to reveal the remaining search results when applicable.
14. Click “Select kynector/Agent” to add the kynector or Agent to the Resident case.

15. The kynector or Agent has been added to the Resident’s case. To view the kynector/Agent details, click the expand icon.
Removing a kynector or Agent

Below are the steps to remove a kynector or Agent.

**Steps to Remove a kynector or Agent**

1. Click “Reps, kynectors, & Agents” on the top menu of the Resident Dashboard.
2. Click the expand icon by the kynector or Agent name.
3. Click “Remove.”

4. Click “Remove” to confirm the removal of the individual.

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