

The Commonwealth of Kentucky



kynect
benefits

Quick Reference Guide
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.

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Please Note: Residents who still need help after referencing this Quick Reference Guide can call **(800) 635-2570** for additional assistance.



kynectors Overview

kynectors are individuals in the community who can help Residents apply for Medicaid/KCHIP or Kentucky Integrated Health Insurance Premium Payment (KI-HIPP) 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
- Report changes in information
- Recertify Medicaid benefits
- Apply for Advanced Premium Tax Credit (APTC) or Qualified Health Plan (QHP) on HealthCare.gov
- Report changes on HealthCare.gov
- Recertify benefits on HealthCare.gov

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.

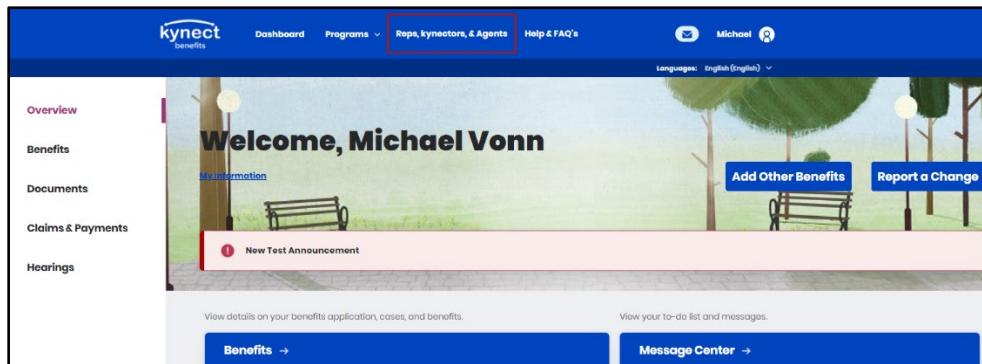
Adding a kynector or Insurance Agent

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.

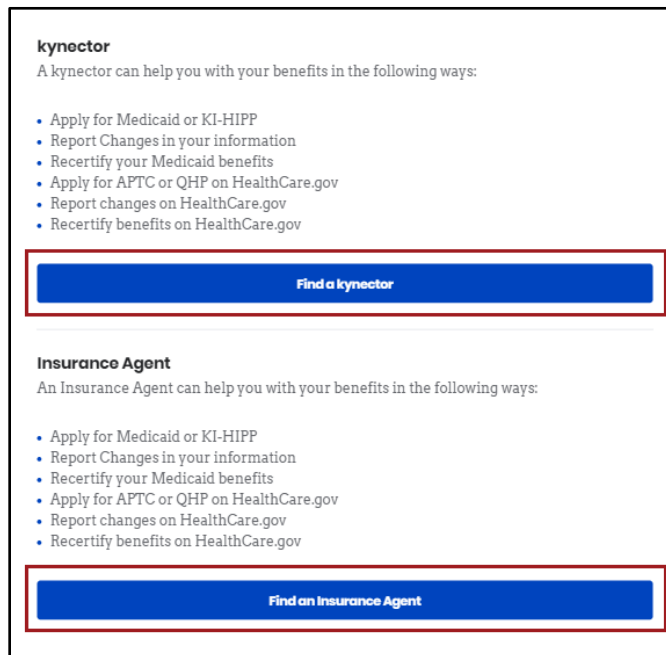
Below are the steps to add a kynector or agent in kynect benefits from the Dashboard.

Steps to Add a kynector or Agent

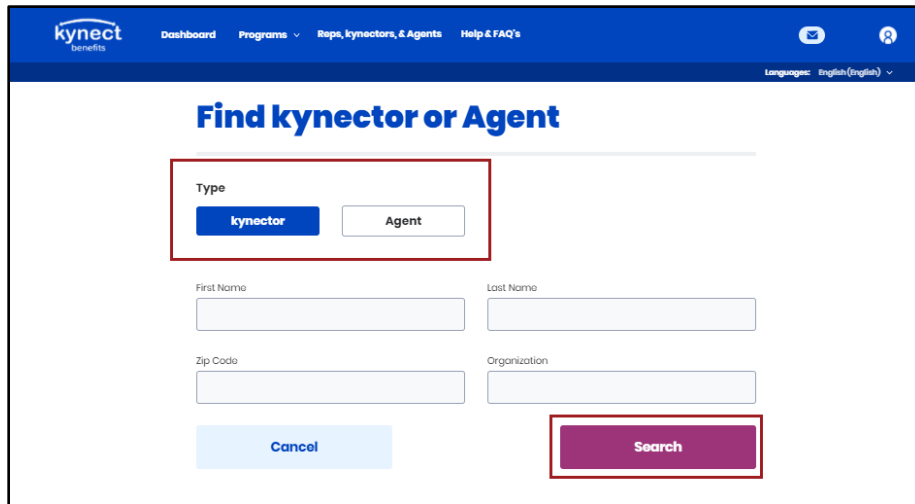
1. Click “Reps, kynectors, & Agents” on the top menu of the Resident Dashboard or the menu icon on a mobile device.



2. Click either “Find a kynector” or “Find an Insurance Agent” to continue to the Find a kynector or Agent search tool.

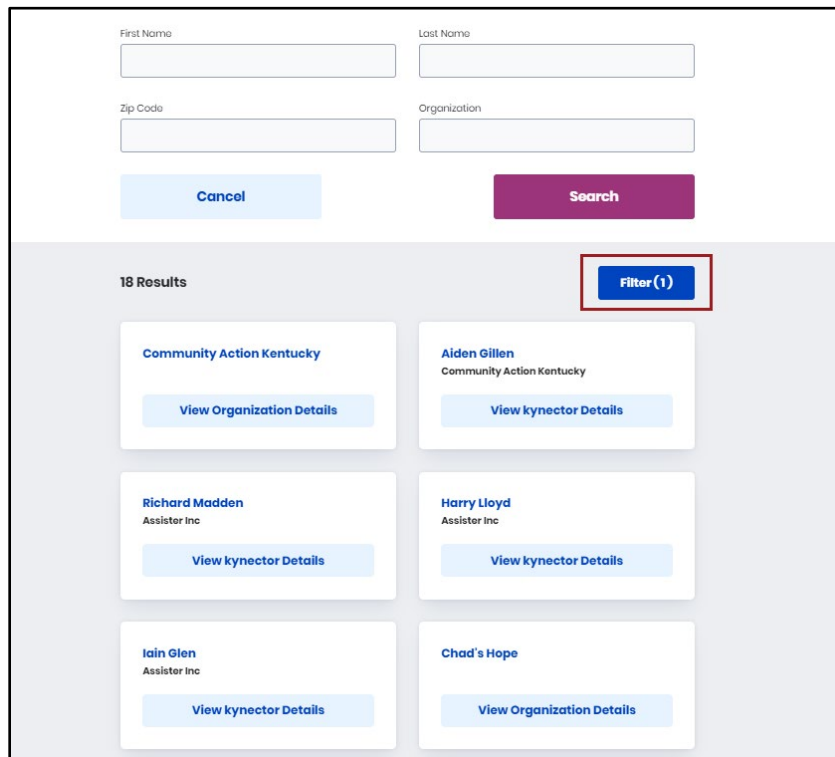


3. Select “kynector” or “Agent” for Type.
4. Enter First Name and Last Name.
5. Enter a Zip Code.
6. Enter an Organization, if applicable.
7. Click “Search”.



The screenshot shows the 'Find kynector or Agent' search interface. At the top, there is a navigation bar with 'kynect benefits' logo and menu items: 'Dashboard', 'Programs', 'Reps, kynectors, & Agents', and 'Help & FAQ's'. Below the navigation bar, the search form is titled 'Find kynector or Agent'. It features a 'Type' dropdown menu with 'kynector' selected and 'Agent' as an alternative option. Below this are four input fields: 'First Name', 'Last Name', 'Zip Code', and 'Organization'. At the bottom of the form, there are two buttons: a light blue 'Cancel' button and a purple 'Search' button, which is highlighted with a red rectangular box.

8. The search tool returns results based on the values entered. Click “Filter” to filter the search results.



The screenshot displays the search results page. At the top, there are the same search input fields as in the previous screenshot: 'First Name', 'Last Name', 'Zip Code', and 'Organization', along with 'Cancel' and 'Search' buttons. Below the search fields, it indicates '18 Results'. A blue 'Filter (1)' button is highlighted with a red box. The results are presented in a grid of six cards. Each card contains the name and organization of the search result, followed by a 'View Organization Details' or 'View kynector Details' button. The results shown are: 'Community Action Kentucky' (with 'View Organization Details'), 'Aiden Gillen' from 'Community Action Kentucky' (with 'View kynector Details'), 'Richard Madden' from 'Assister inc' (with 'View kynector Details'), 'Harry Lloyd' from 'Assister inc' (with 'View kynector Details'), 'Iain Glen' from 'Assister inc' (with 'View kynector Details'), and 'Chad's Hope' (with 'View Organization Details').

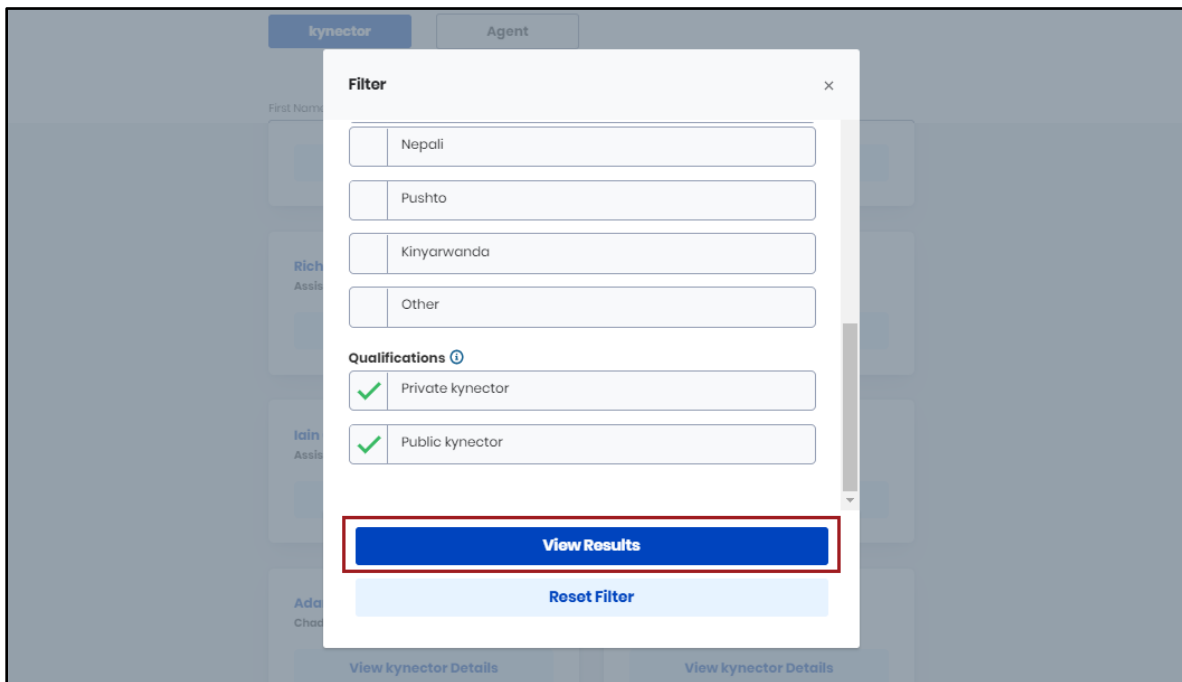
9. Select filter(s) to filter the search results by the following options:

- Distance
- Name Ascending
- Name Descending
- Qualifications (different options for kynectors and Insurance Agents)
- Available Counties



Please Note: Click “Reset” to remove all the filters and expand the search results.

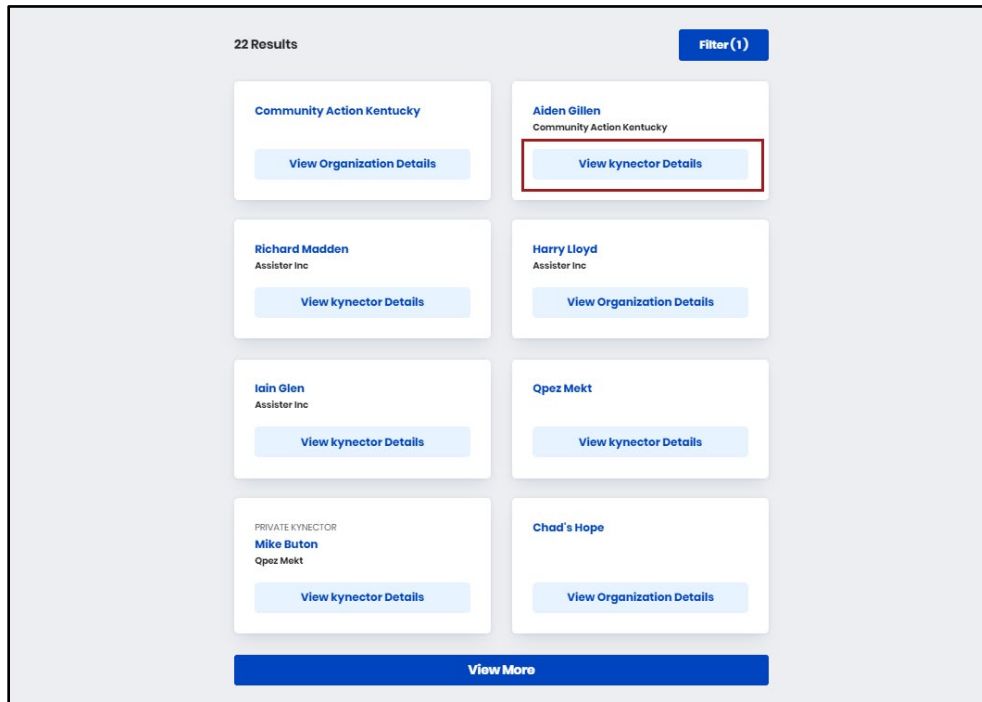
10. Click “View Results” after the necessary filters have been added.



The screenshot shows a search filter modal with the following elements:

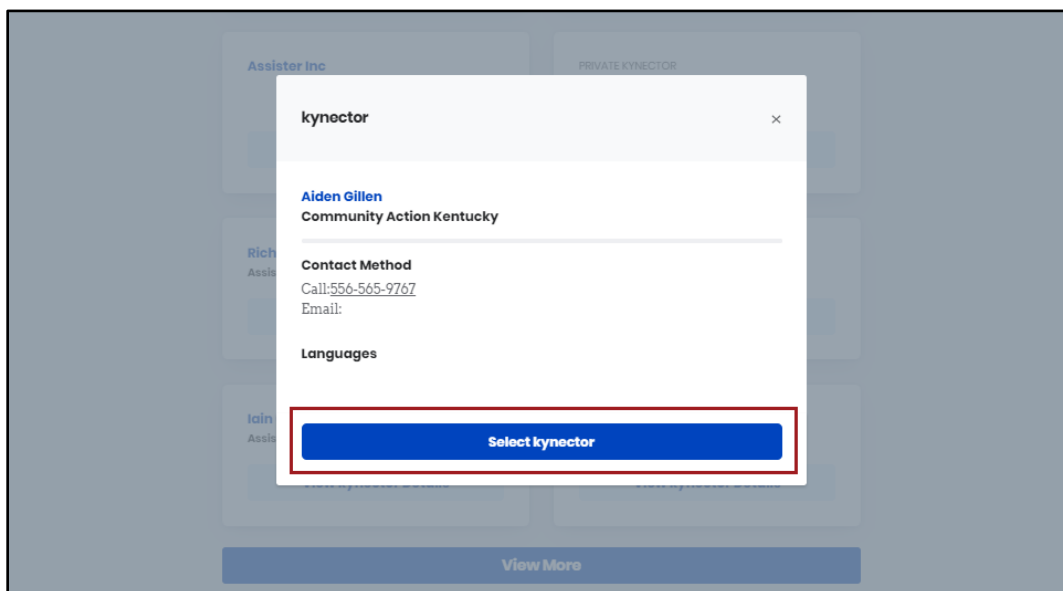
- Filter** (Title)
- Language** section with four radio buttons: Nepali, Pushto, Kinyarwanda, and Other.
- Qualifications** section with two checked options: Private kynector and Public kynector.
- View Results** button (highlighted with a red box).
- Reset Filter** button.

11. 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.

12. Click “Select kynector/Agent” to add the kynector or Agent to the Resident case.






13. The kynector or Agent has been added to the Resident's case. To view the kynector/Agent details, click the expand icon.

kynector

A kynector can help you with your benefits in the following ways:

- Apply for Medicaid or KI-HIPP
- Report Changes in your information
- Recertify your Medicaid benefits
- Apply for APTC or QHP on HealthCare.gov
- Report changes on HealthCare.gov
- Recertify benefits on HealthCare.gov

Aiden Gillen
Application #: 600002423



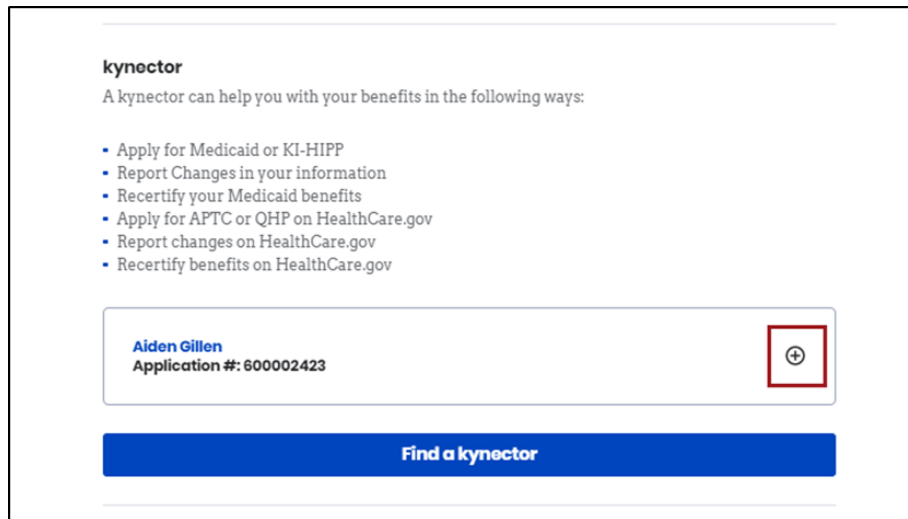
Find a kynector

Removing a kynector or Agent

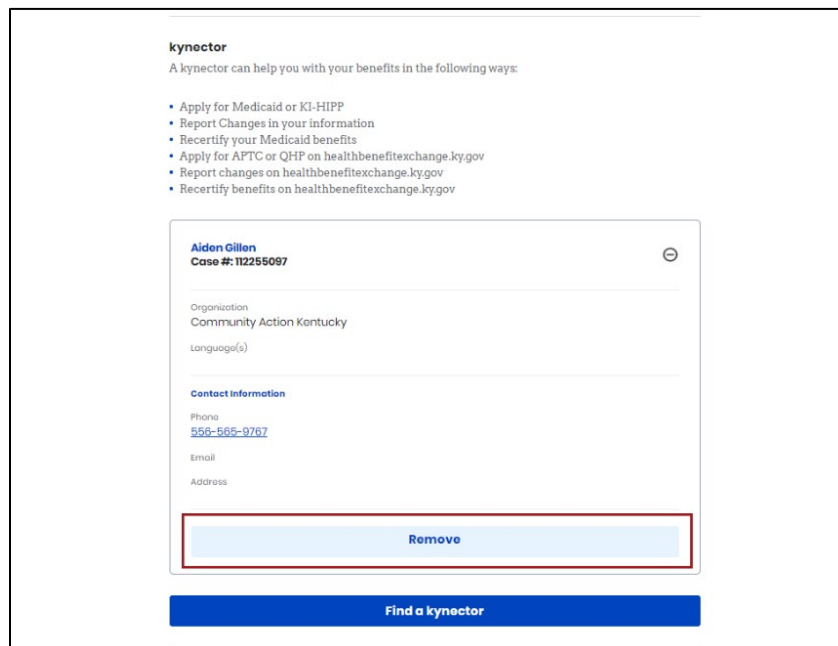
Below are the steps to remove a kynector or Agent.

Steps to Remove a kynector or Agent

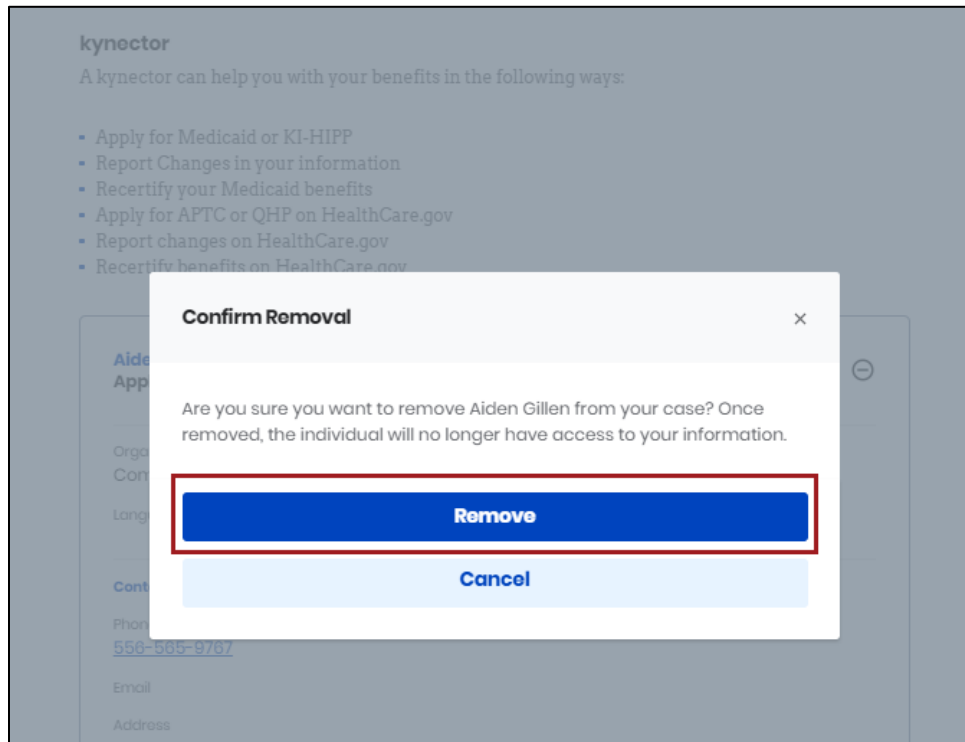
1. Click “Reps, kynectors, & Agents” on the top menu of the Resident Dashboard.
2. Click the expand icon by the kynector or Agent name.



3. Click “Remove.”



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



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