The Commonwealth of Kentucky

Quick Reference Guide

Application Intake

This Quick Reference Guide is designed to help users complete the steps required to submit an application in kynect benefits.

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

Application Overview

kynect benefits makes it easy for Residents, kynectors, and additional users to apply for benefit programs. Residents can apply for the following benefit programs with kynect:

- Food Assistance - Supplemental Nutrition Assistance Program (SNAP)
- Cash Assistance - Kentucky Transitional Assistance Program (KTAP)
- Health Coverage - Medicaid / Kentucky Children's Health Insurance Program (KCHIP) / Qualified Health Plans (QHP) Medical and Dental Insurance plans with or without Premium Assistance / Advanced Premium Tax Credits (APTC)
- Premium Assistance - Kentucky Integrated Health Insurance Premium Payment (KI-HIPP) Program which helps pay for employer sponsored insurance (ESI) health premiums
- Child Care Assistance - Child Care Assistance Program (CCAP)

Please Note: Residents cannot start FAST applications from kynect benefits. To apply for FAST, Residents are required to contact their local DCBS office. After Residents are approved for FAST, they can view their FAST benefits from kynect benefits.

The Application Intake process can be defined by the two stages below:

- ✓ Application Intake
- ✓ Next Steps

Please Note: The Prescreening Tool can be used before an application is submitted to determine a household's potential eligibility. Reference the **Prescreening Tool** Quick Reference Guide for more details.

Users must have a Kentucky Online Gateway (KOG) account to access kynect.

Please Note: Reference the **Kentucky Online Gateway Account** Quick Reference Guide for step-by-step instructions to create an account.

Starting an Application

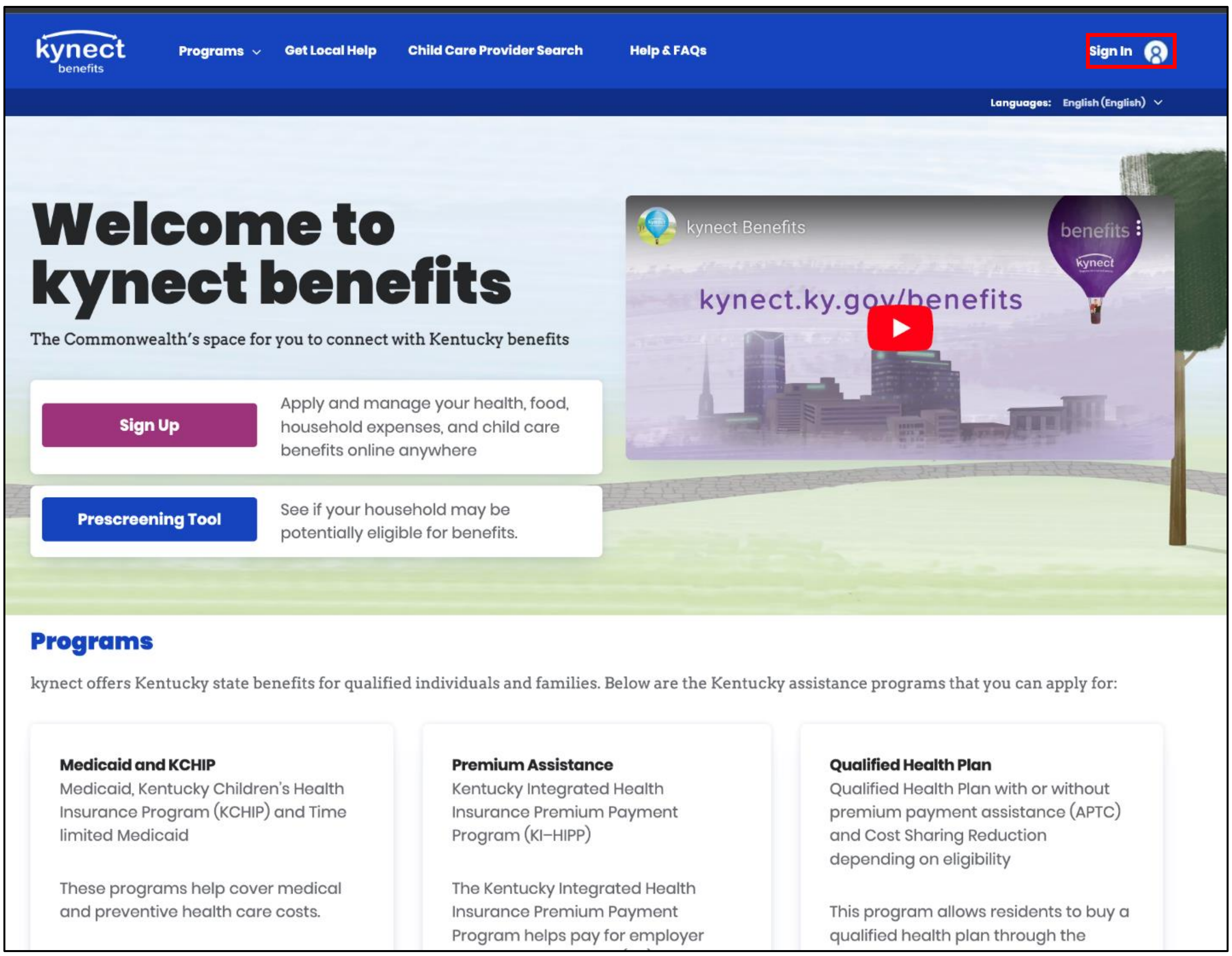
Residents access kynect through the Kentucky Online Gateway (KOG). Residents should log into the Kentucky Online Gateway each time they access kynect. This keeps the Kentucky Online Gateway dashboard up to date.

Below are the steps to apply for benefits in kynect.

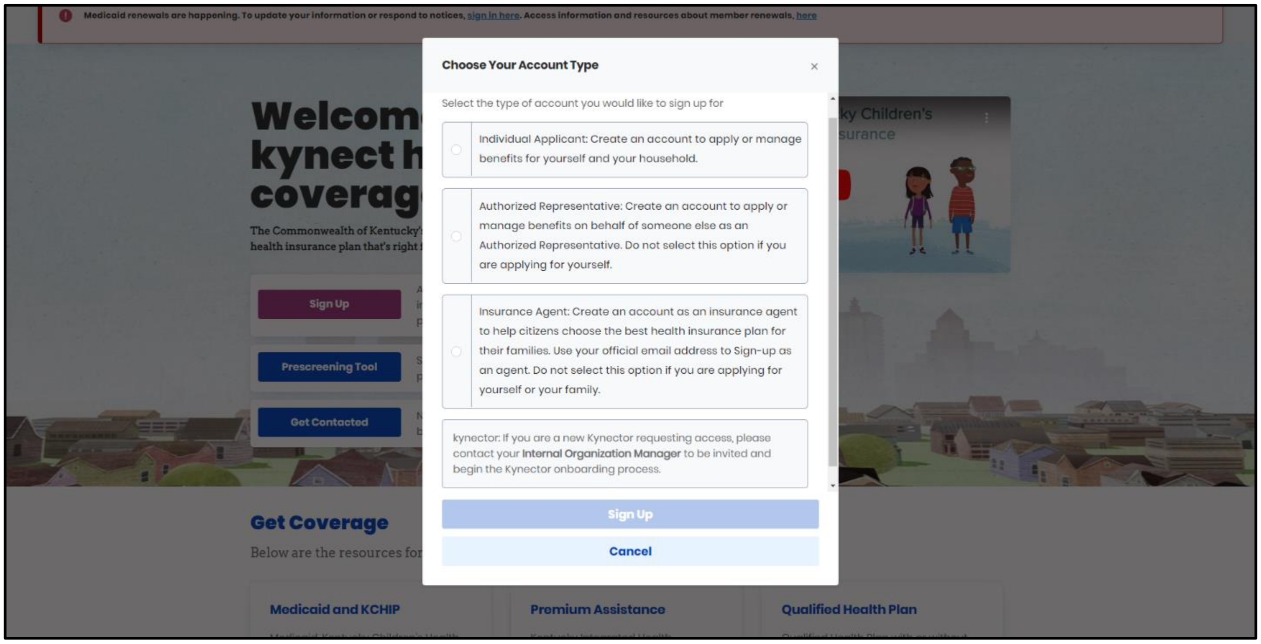
> **Please Note**: Conduent and OSA staff can initiate SNAP applications from kynect benefits.

Steps to Start Applying for Benefits

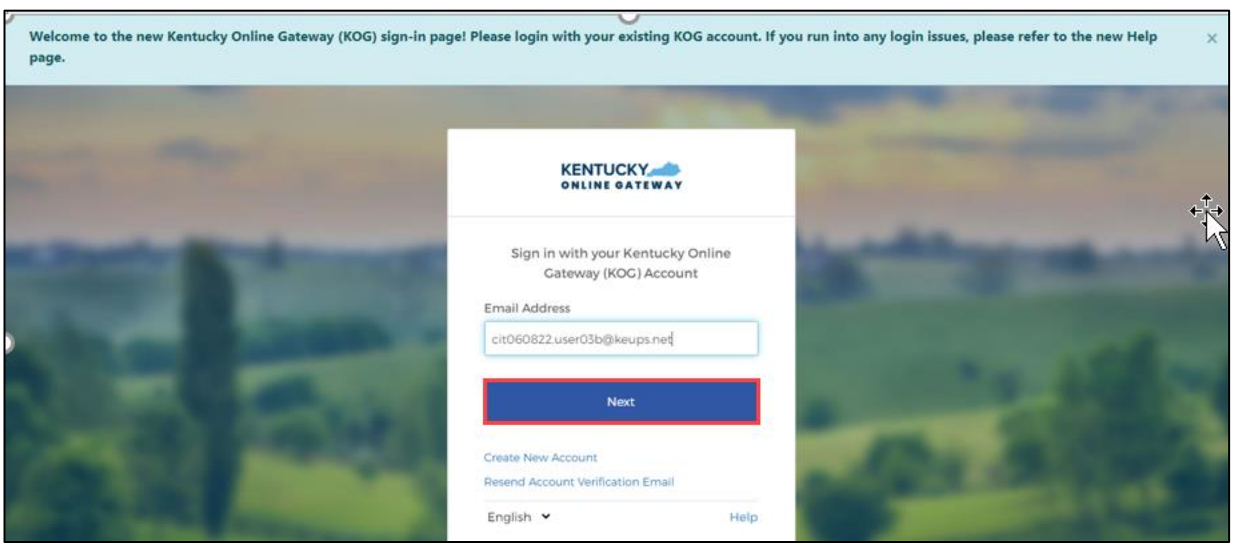
1. Click **Sign In** on the **kynect benefits** home page.



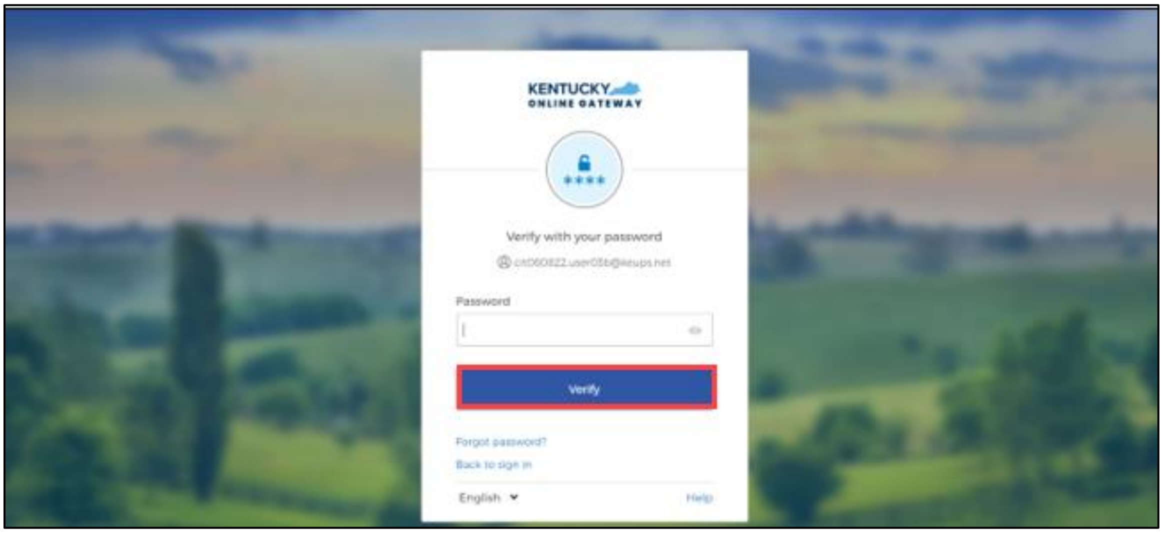
2. If the Resident is new to **kynect**, they should click the **Sign Up** button on the home page to be taken through the steps to create a KOG account. After clicking **Sign Up** the user must select one of three account types: Resident, Authorized Representative, or Insurance Agent.



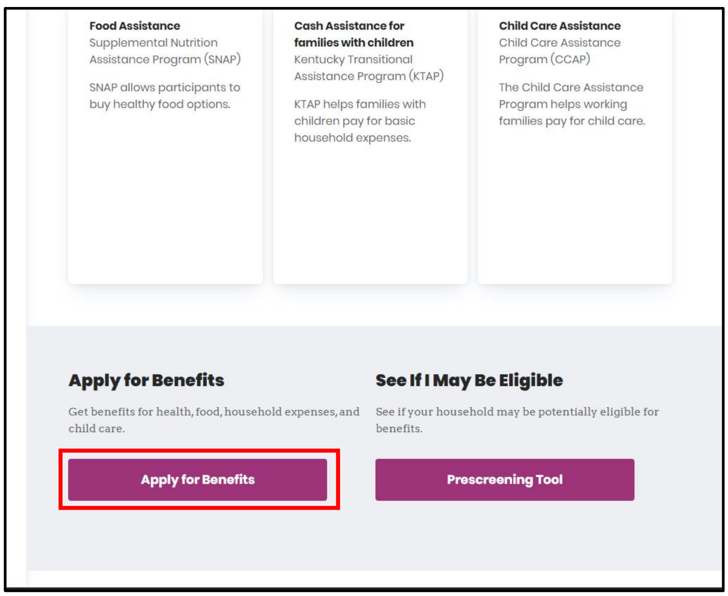
3. Enter your **Email Address** and click **Next**.



4. Then enter your password and click **Verify** to navigate to the Dashboard.



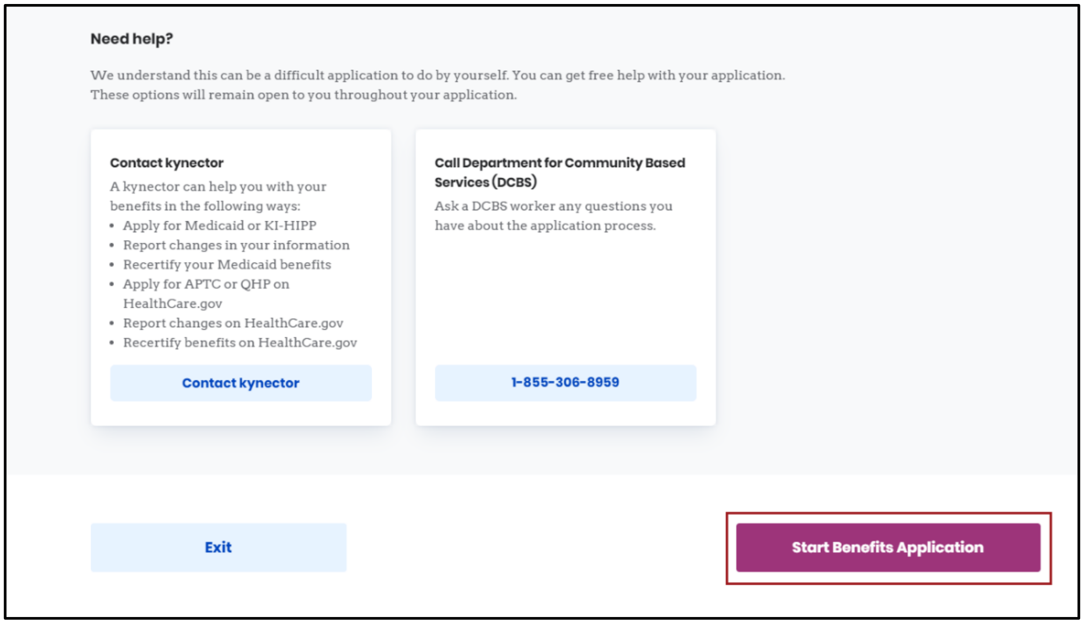
5. Click **Apply for Benefits** at the bottom of the Dashboard.



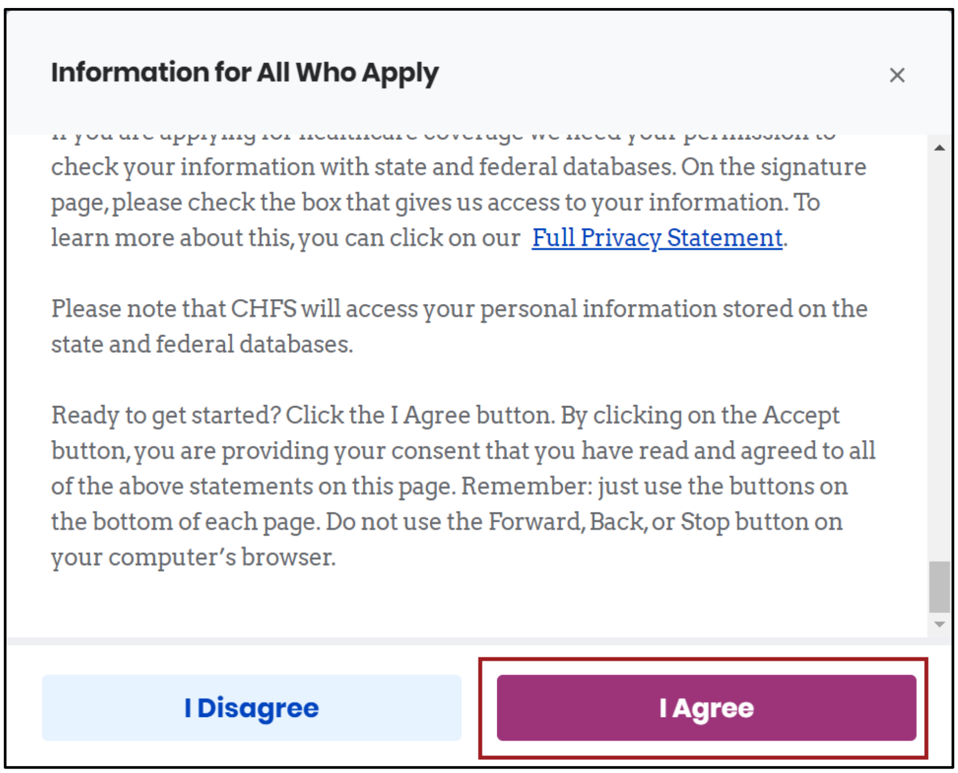
Please Note: The **Add Other Benefits** button appears near the top of the **Resident Dashboard** if the Resident has already submitted an application.

Please Note: The **Case Summary** link appears on the left side for active cases that currently or previously had Medicaid (MA) or Qualified Health Plan (QHP) present, where the individual is the Head of Household. If the case is not active, or the individual is not the Head of Household, the link is not available.

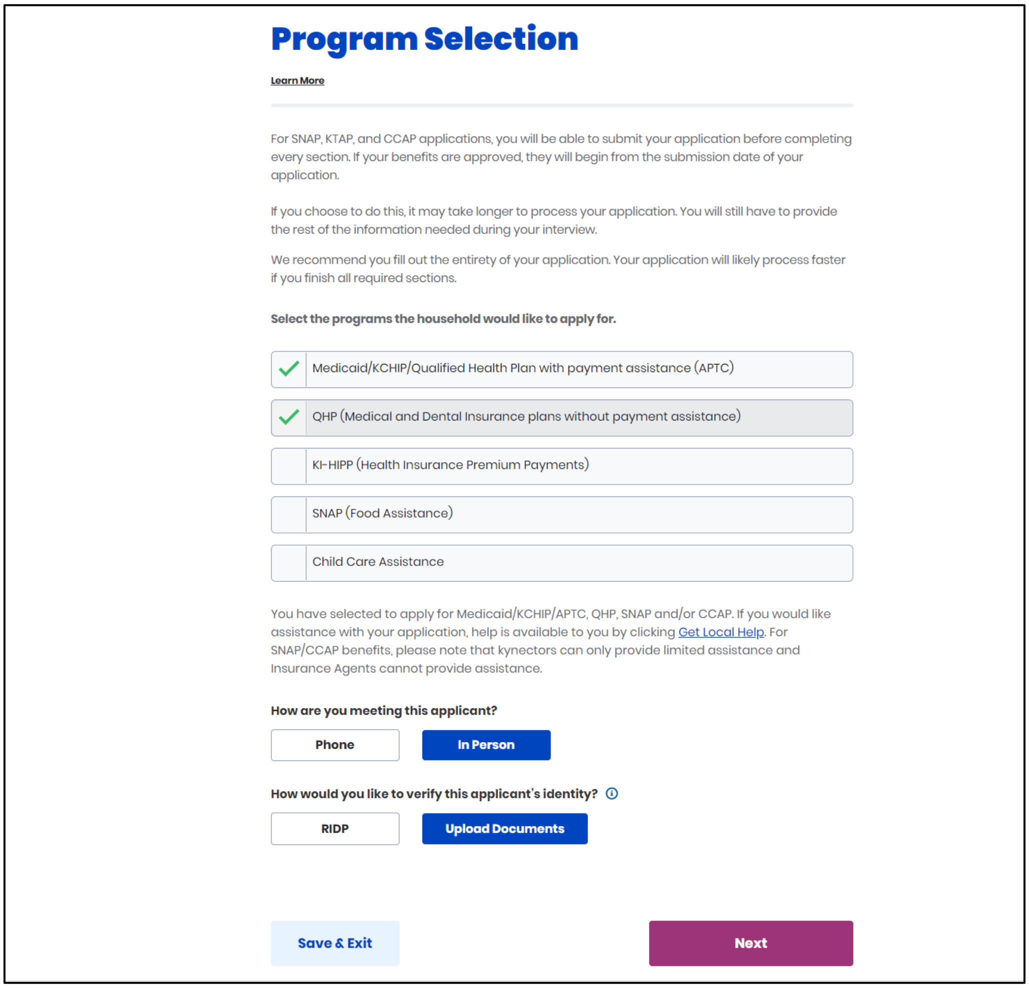
6. Read the **Get Started** screen. Click **Start Benefits Application**.



7. Read the **Information for All Who Apply** pop-up and click **I Agree**.



8. Select a **Benefit Program**.



Please Note: **kynect** allows the user to select more than one program at a time. Residents are encouraged to contact a kynector if they need help with the Medicaid/KCHIP, QHP, KI-HIPP, SNAP, or CCAP application. Refer to the **Adding and Removing kynectors and Insurance Agents** Quick Reference Guide for more details. **Please Note**: If a user selects Medicaid/KCHIP/Qualified Health Plan (APTC), QHP, SNAP and/or CCAP, they see a message below the checkboxes, informing them that help is available by clicking **Get Local Help**, which redirects users to the Get Local Help page.

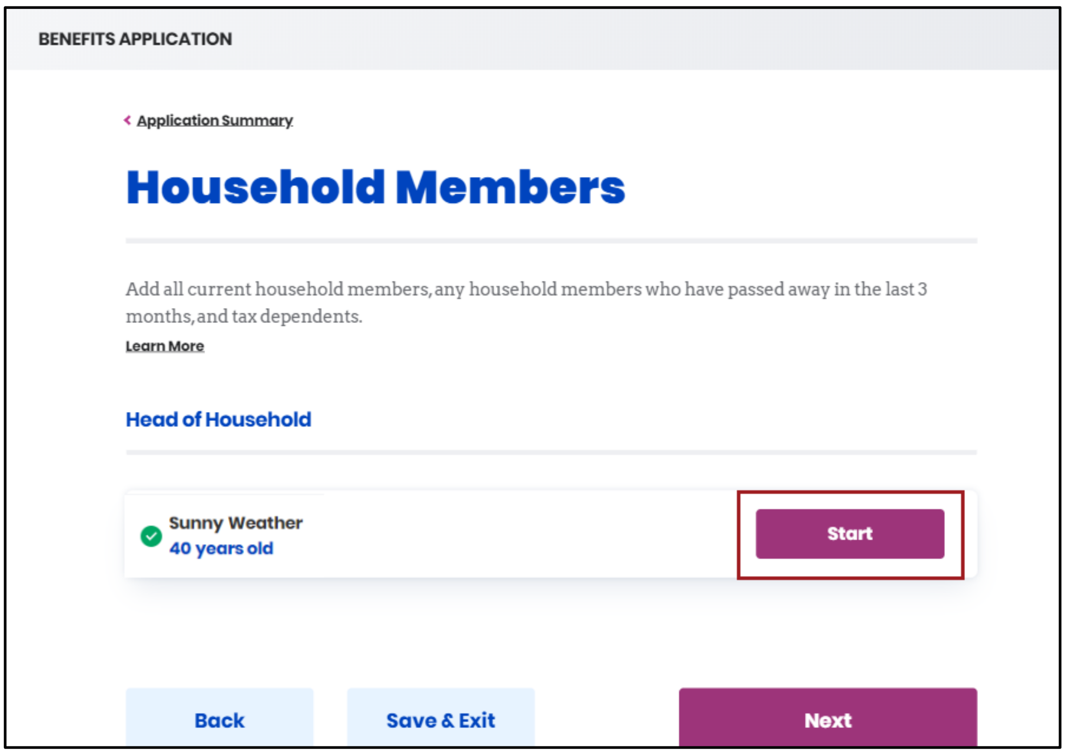
Completing an Application

The application is divided into sections. When filling out an application, Residents should enter all information if they have it. If a Resident does not fill out a field that is mandatory, the system does not let the Resident move forward to the next page of the application.

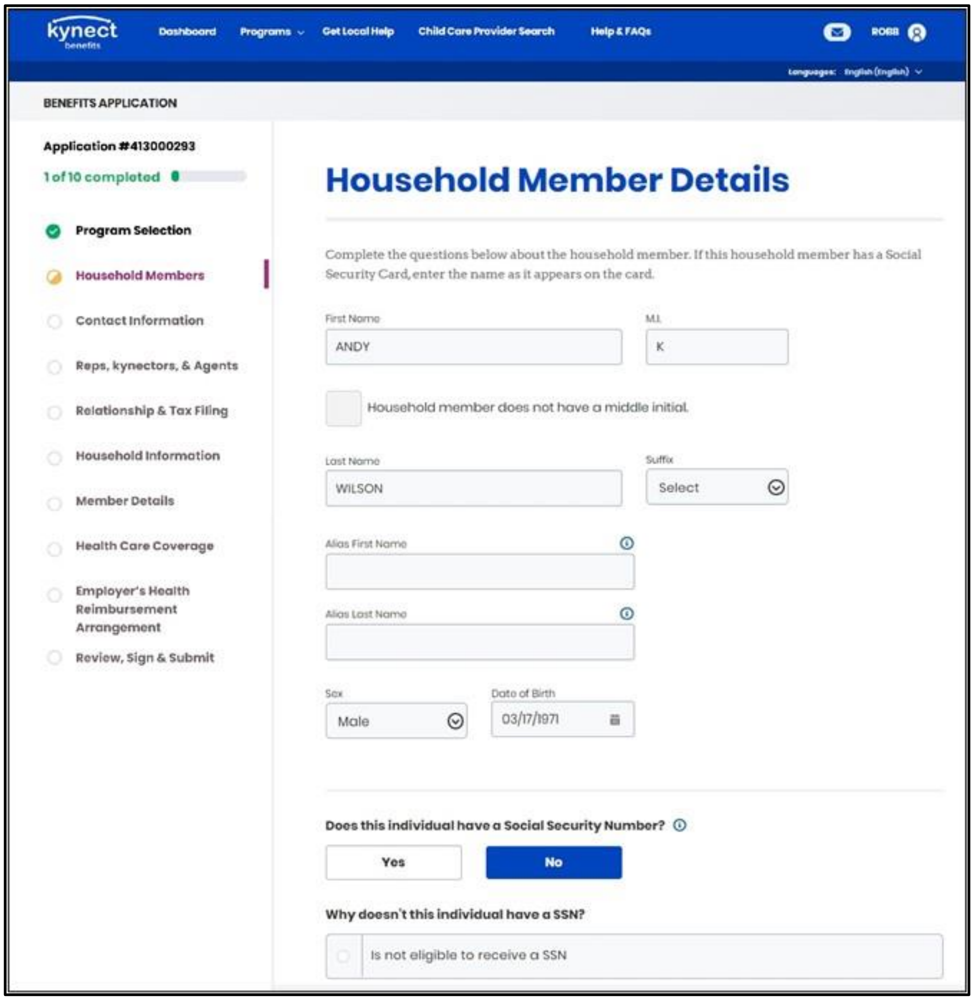
The Application Side Menu has taken place of the Application Summary screen. As Applicants progress through the application, they are automatically advanced to the next section once they enter all required information. The progress indicators are updated to show completion with a green circle indicating the section is complete, a yellow half-circle indicating the section is partially complete, and a red circle indicating the section needs review.

Steps to Complete an Application

1. Click **Start** to add the details for the Head of Household.

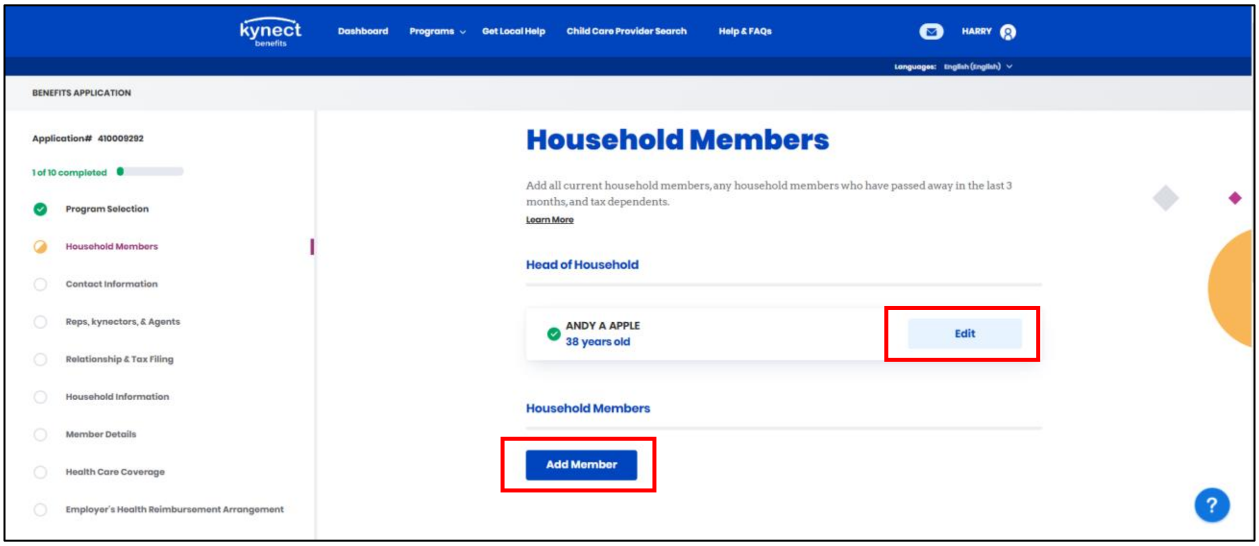


Please Note: If the Individual's information included in their application matches multiple Individuals, they are unable to proceed until resolved by a caseworker. Once resolved, a notification is sent to them through their preferred communication method and the SSP Message Center with the following message displayed: "For Application <Application #>, the Partial Match has been resolved. You will now be able to continue with the next steps. Questions? Call 1-855-459-6328 or 1-855-306-8959 Monday through Friday, from 8:00am to 5:00pm ET.



Please Note: The sections that appear in the **left side application menu** depend on the programs that were selected. Click **Edit** on a section to edit the information before the application is submitted. Residents must complete the *Report a Change* process to submit a change after the application is submitted.

2. Click **Edit** to edit *Head of Household* information if necessary.
3. Click **Add Member** to add *Household Member(s)*.



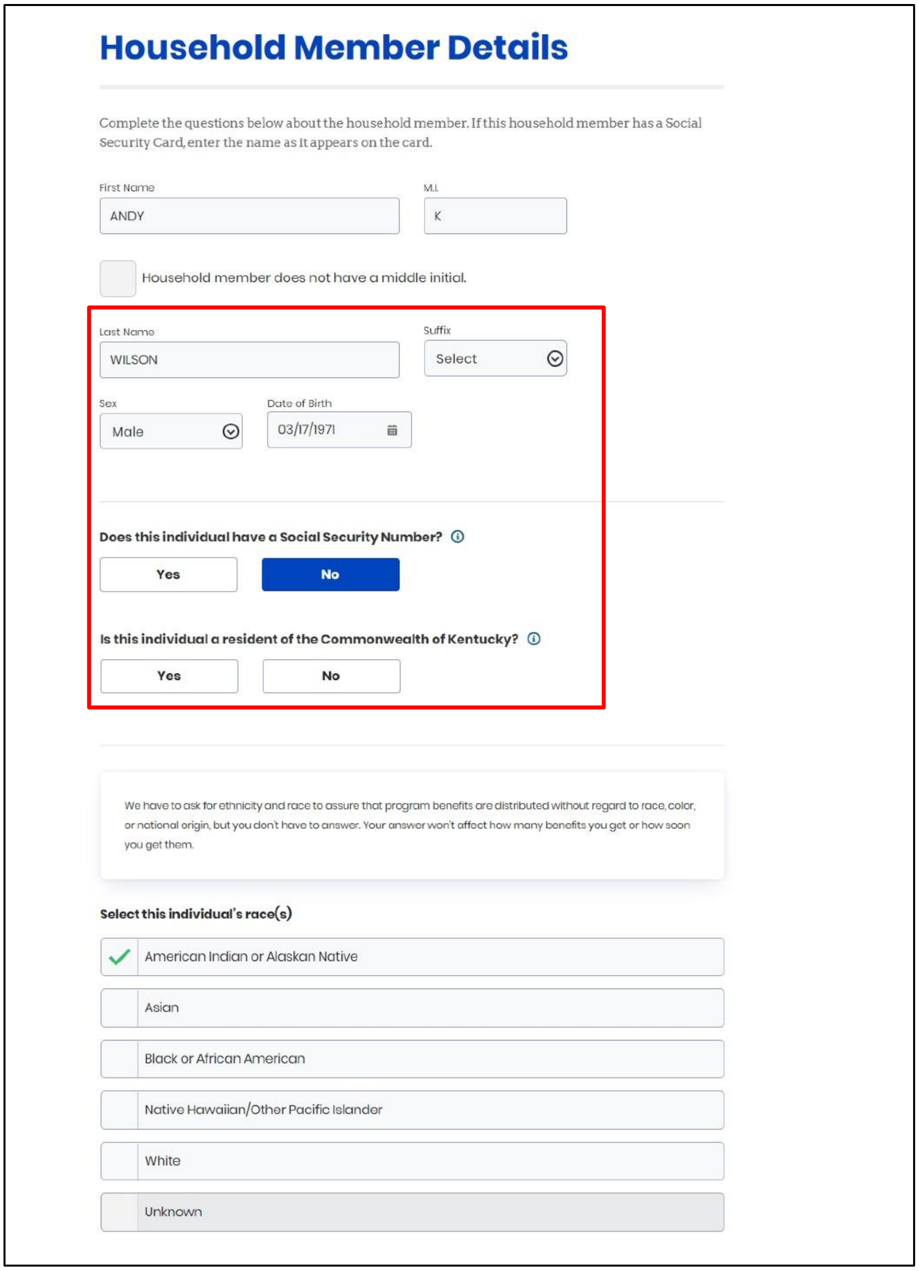
Please Note: Generally, a Household Member is someone who has the same address as the Head of Household. The exact definition of Household Member may vary according to the benefit program.

4. Enter the Household Member's *First Name* and *Last Name*.

Please Note: It is required that Residents either enter in a middle initial or check the box saying they do not have a middle initial.

5. Enter *Sex*.
6. Enter *Date of Birth*.
7. Enter and select the additional required personal and demographic information.

kynect



Household Member Details

Complete the questions below about the household member. If this household member has a Social Security Card, enter the name as it appears on the card.

First Name: ANDY

M.I.: K

Household member does not have a middle initial.

Last Name: WILSON

Suffix: Select

Sex: Male

Date of Birth: 03/17/1971

Does this individual have a Social Security Number?

Yes | No

Is this individual a resident of the Commonwealth of Kentucky?

Yes | No

We have to ask for ethnicity and race to assure that program benefits are distributed without regard to race, color, or national origin, but you don't have to answer. Your answer won't affect how many benefits you get or how soon you get them.

Select this individual's race(s)

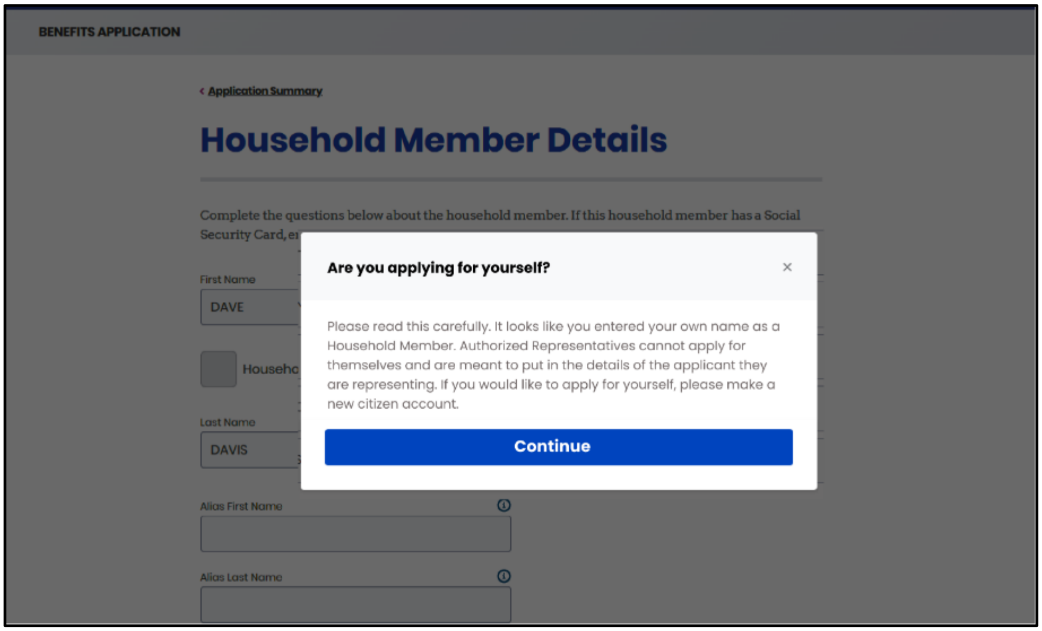
- American Indian or Alaskan Native
- Asian
- Black or African American
- Native Hawaiian/Other Pacific Islander
- White
- Unknown

Please Note: If the Household Member's full name, date of birth, and sex match an existing Household Member or Head of Household's information from an Active, Pending, or Unsubmitted application or case, including the current application, then a full member match occurs. Unless the user removes the repeated Household Member from the current application, they are restricted from continuing.

The following pop-up message is displayed: "Existing Case Found" message displayed: "We found MEMBER NAME's records in our system on another case/application with similar identifying information. To make sure information on this application does not affect other benefits, you cannot continue with this application.

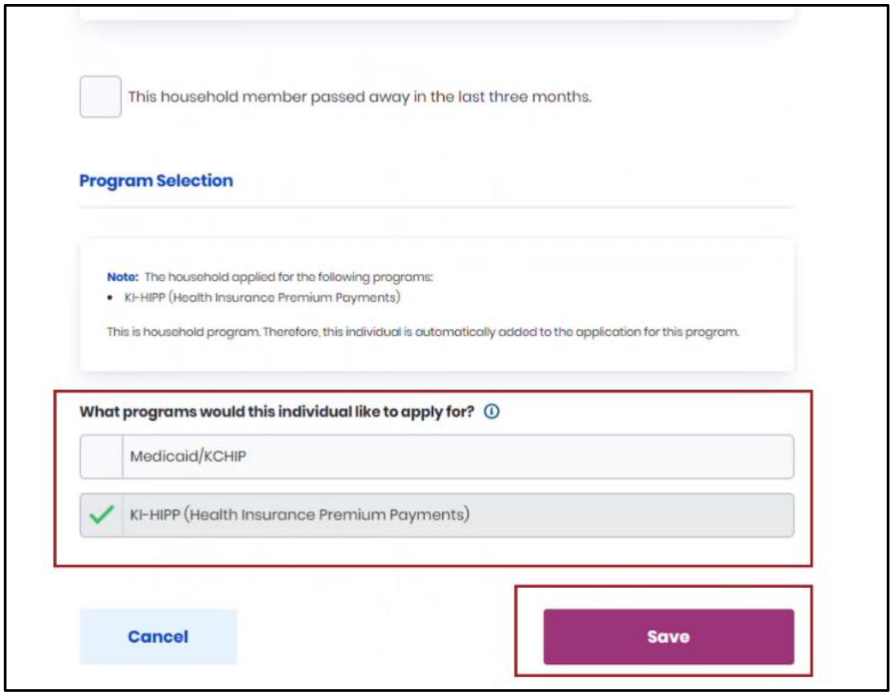
If you believe this to be an error, please contact the DCBS line at 1-855-306-8959 to review your information and any potential existing cases."

Please Note: If an Authorized Representative enters in their own name as a *Household Member*, they receive the following pop-up:

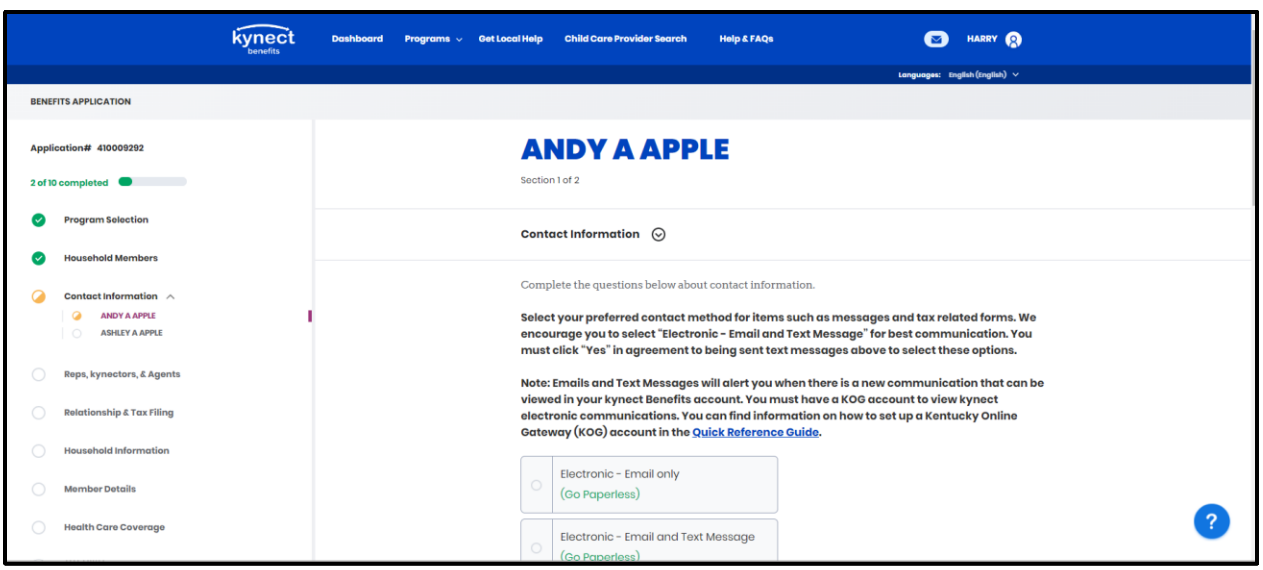


Please Note: If the Individual's information included in their application matches multiple Individuals, a notification is sent to them through their preferred communication method and the SSP Message Center with the following message displayed: "The application you have submitted for <Name> with <ApplicationID> has resulted in a Partial Match and require additional verification from our end. Our team has begun investigating the Partial Match Task and is working to find a solution. We'll keep you updated on the outcome of the Partial Match Task within 2-3 business days. We appreciate your patience while we wait, and we advise against submitting multiple applications. If you have any inquiries regarding this, please contact the professional services line at 1-855-326-4650."

8. Select a *Benefit Program*.
9. Click **Save**. These steps should be completed for each Household Member that is added.



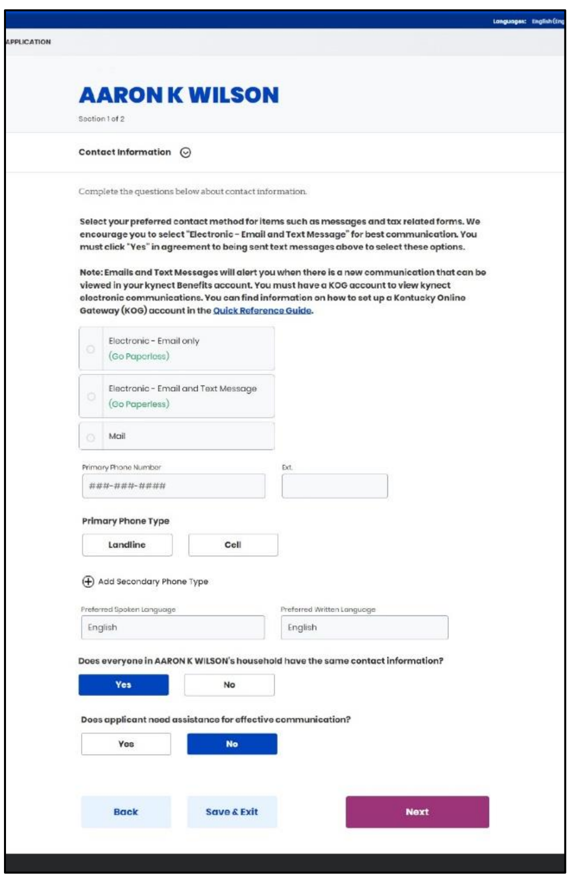
10. After all Household Members are added in the *Household Members* section, Residents will be automatically prompted to enter their contact information for each member.



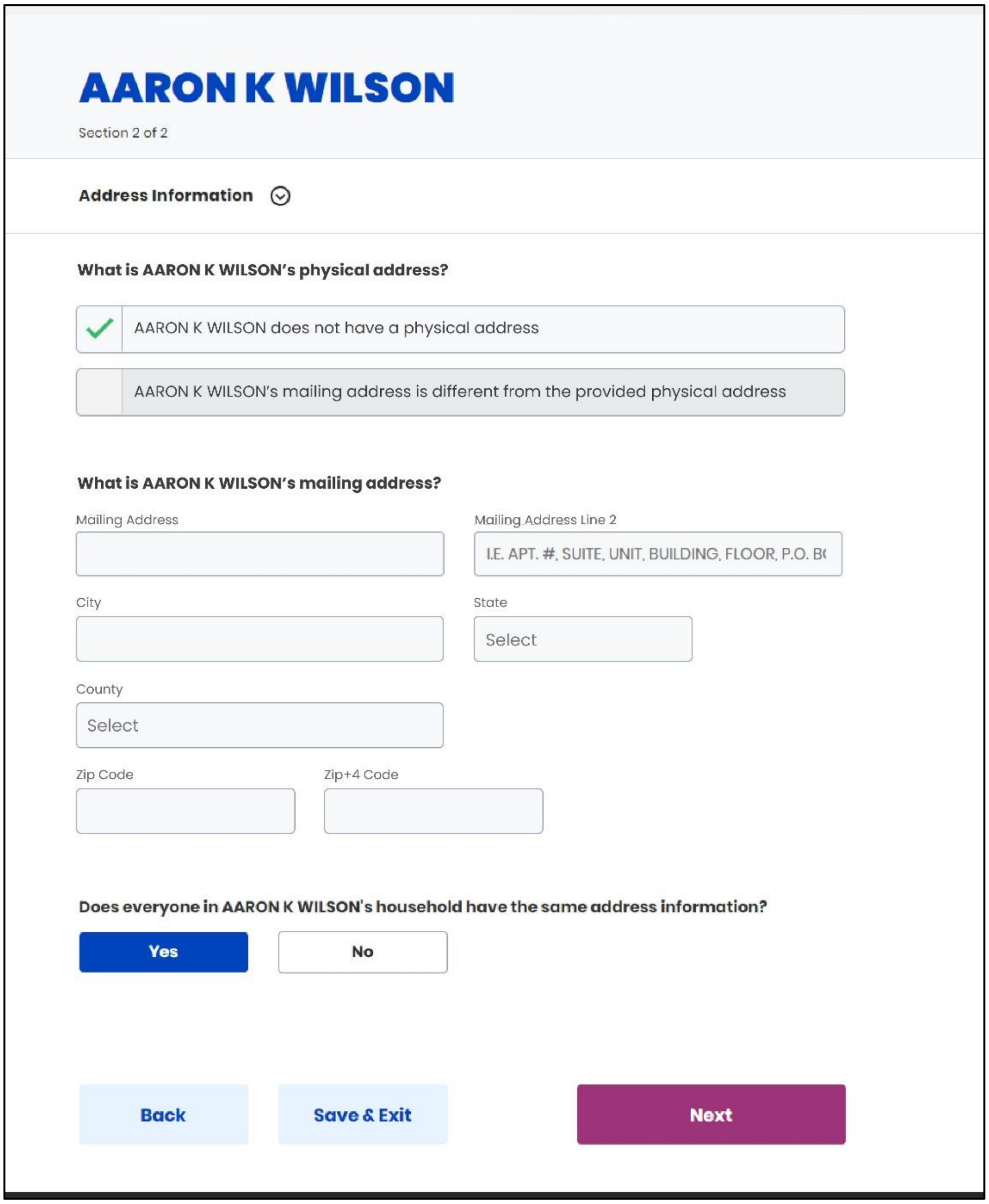
11. Enter the Household Member’s *Email* and *Primary Phone Number*.
12. Select *Primary Phone Type*.
13. Select the Applicant’s *Text Message Alert Preferences*.
14. Enter *Secondary Phone Number*.
15. Select *Secondary phone type*.
16. Select the Applicant’s *Preferred Contact Method*.

Please Note: If a user selects that they prefer to receive electronic communications (either Email only or Email and Text Message), they will also see the option to opt out of detailed case updates via email and text. If they check the box, they will still receive general notifications and digital correspondences related to their case.

17. Select the *Preferred Spoken* and *Written Languages*.
18. Select **Yes** or **No** for *Does applicant need assistance for effective communication?*.
19. Click **Next**.

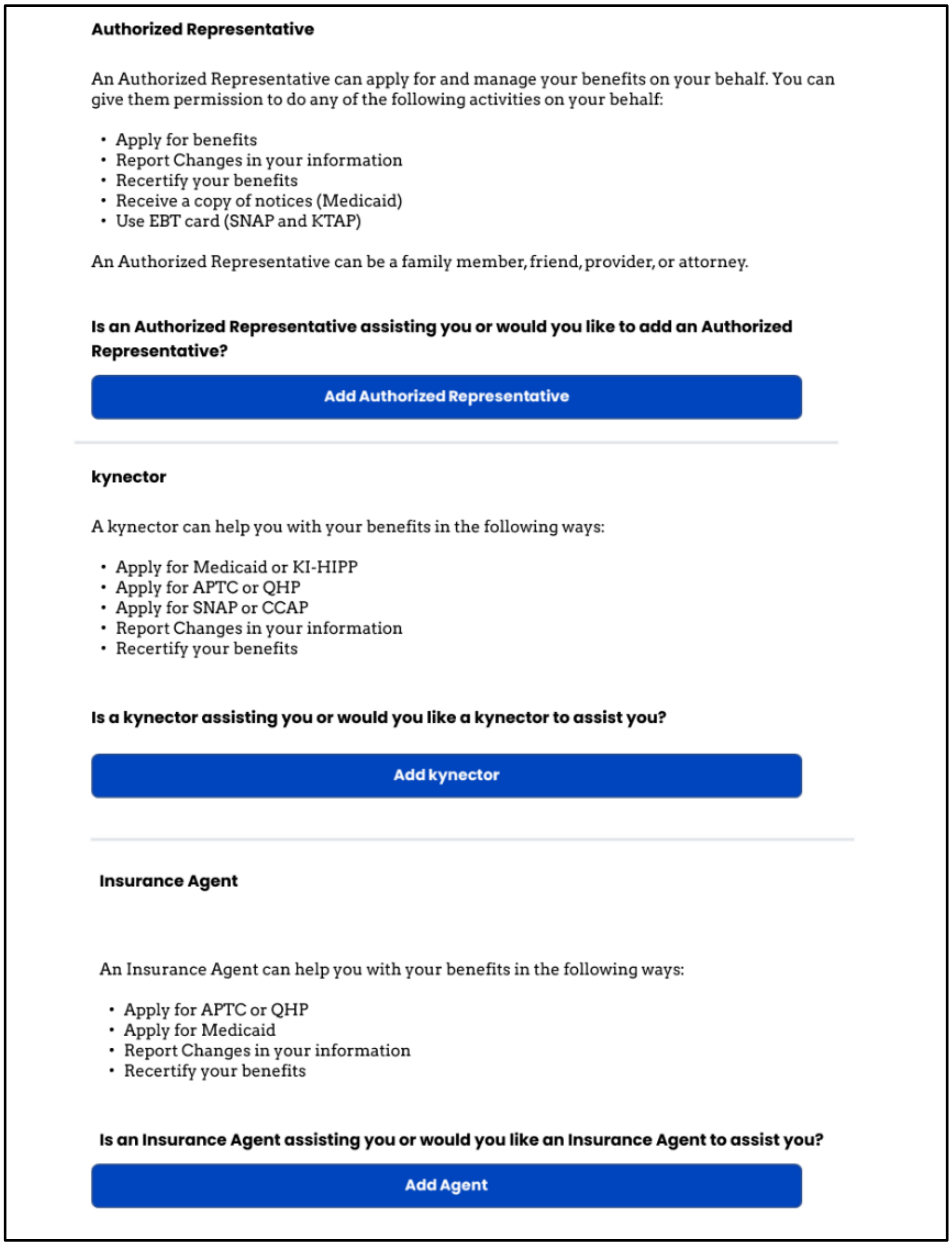


20. Select **Yes** or **No** for *Does the Resident have a physical address*. Enter an address, if applicable.
21. Select **Yes** or **No** for *Does the Resident have a different mailing address?*. Enter the address, if applicable.
22. Select **Yes** or **No** to *Does everyone in the household have the same address information?*.
23. Click **Next.**



24. Residents will be automatically advanced to the *Reps, kynectors, & Agents* section. From the *Reps, kynectors, & Agents* section, Residents can:

- Search for and designate Authorized Representatives
- Search for and add kynectors (program specific)
- Search for and add Insurance Agents (program specific)

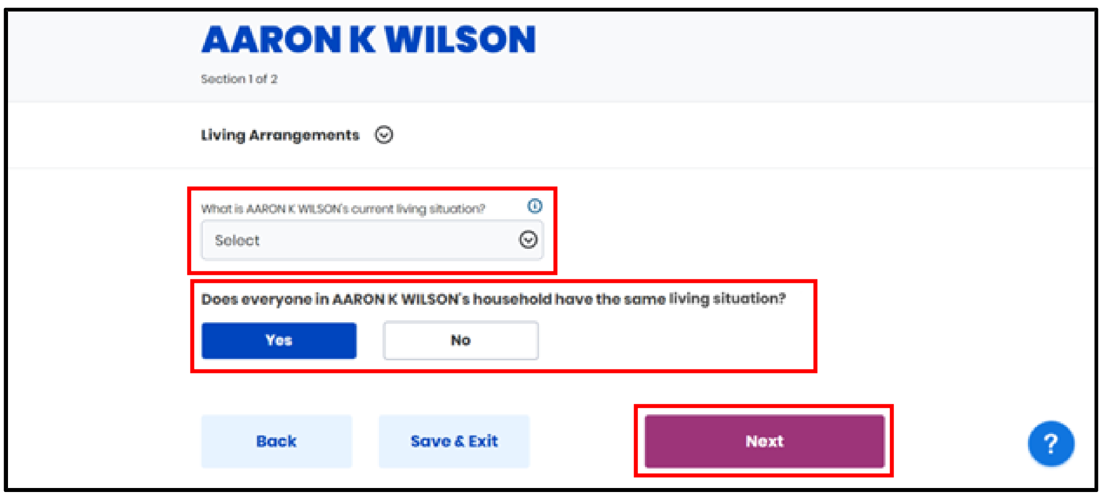


> **Please Note**: For Residents that are approved for FAST, Residents may add an Authorized Representative to their case from their kynect benefits dashboard. Authorized Representatives for FAST cases have the ability to view their Residents' FAST benefits.

25. Click **Next** to advance to the *Relationship & Tax Filing* section.

> **Please Note**: Reference the **Adding and Removing kynectors and Insurance Agents** and the **Add, Edit, and Remove an Individual Authorized Representative** Quick Reference Guides for more details.

26. Select the Resident's **current living situation**.
27. Select type of **in-home assistance** the Resident receives.
28. Click **Yes** or **No** for *Does everyone in [Resident's name] household have the same living situation?*
29. Click **Next**.



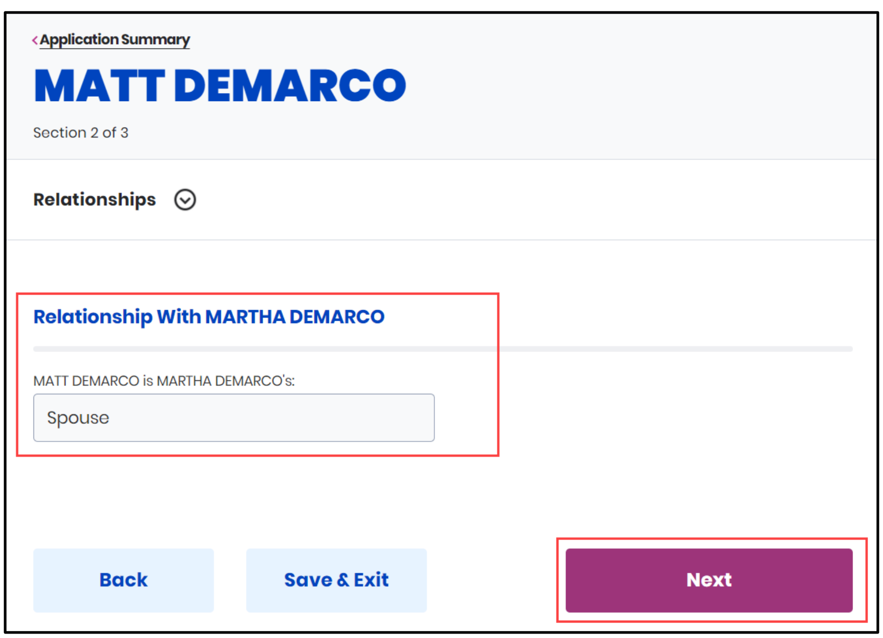
Please Note: The **Submit Application Early** link allows the user to navigate to the *Sign and Submit* section to submit the application as-is. After clicking the link, the Individual will see the *Submit Application Now?* early submission modal pop-up. If the Individual **clicks Continue to Submit Early**, the Individual will be directed to the **Signature** page. This link will appear on every screen after the **Reps, kynectors, and Agents** screen of SNAP, KTAP, and CCAP intake applications and renewals.

Please Note: The following selections on the **Living Arrangement** screen trigger the **Estate Recovery** screen in the *Household Information* section:

- Selecting **In a residence owned/rented by you/ household members** for the current living situation drop-down AND **Waiver** or **Non-institutionalized Hospice** from in-home assistance drop-down
- Selecting **Long Term Care Facility** from the current living situation drop-down

30. Select an option from the *Relationships* drop-down to identify the relationship of the new Household Member to the Resident.

31. Click **Next**.

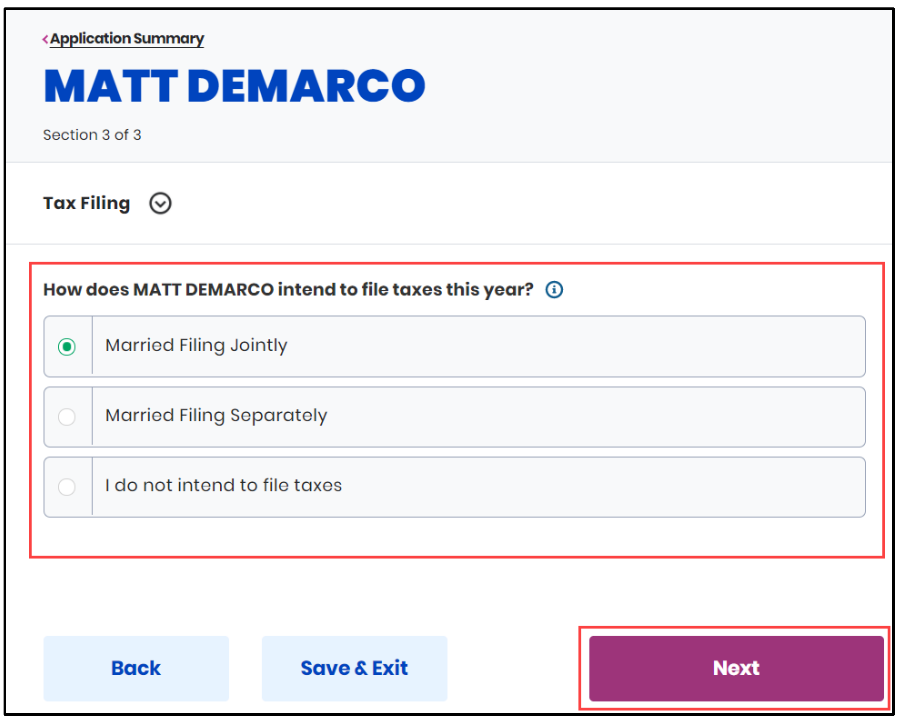


Please Note: If at least one Individual in the relationship pair selected "No Response" for their Sex then the *Relationships* screen will load the following gender-neutral options: Child, Child-in-law, Grandchild (Including Great), Grand Parent (Including Great), Nibling (Including Great), Parent, Parent-in-law, Pibling (Including Great), Sibling, Sibling-in-law, Step Grand Parent (Including Great), Step Grandchild (Including Great), Stepchild, and Stepparent. These values are only applicable to Child Care cases.

Please Note: When applying for CCAP if "Unrelated/Other" is indicated as the Relationship Type for an Individual who is > 17 years old to an individual under 13 years old or 13 years to 19 years with special needs, additional Child Care Relationship questions are displayed on screen.

33. Select the **Tax Filing Status**.

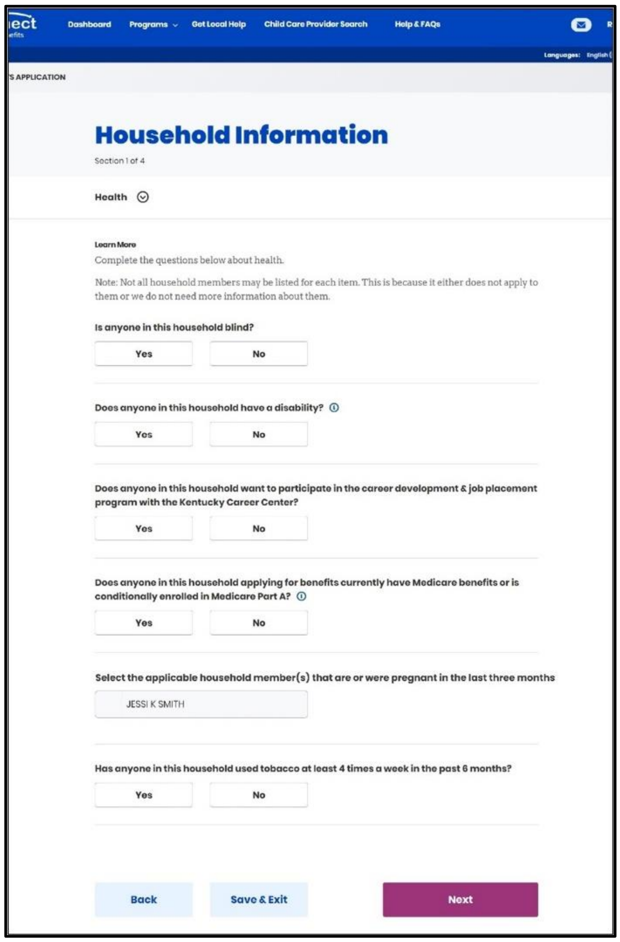
34. Click **Next**.



35. In the **Household Information Screen**, answer questions about the household's health, circumstances, income, expenses, and resources.

Enter the Health Information. Health Information questions may include:

- Is anyone in this household blind?
- Does anyone in this household have a disability?
- Is anyone in this household pregnant or was pregnant in the last three months?



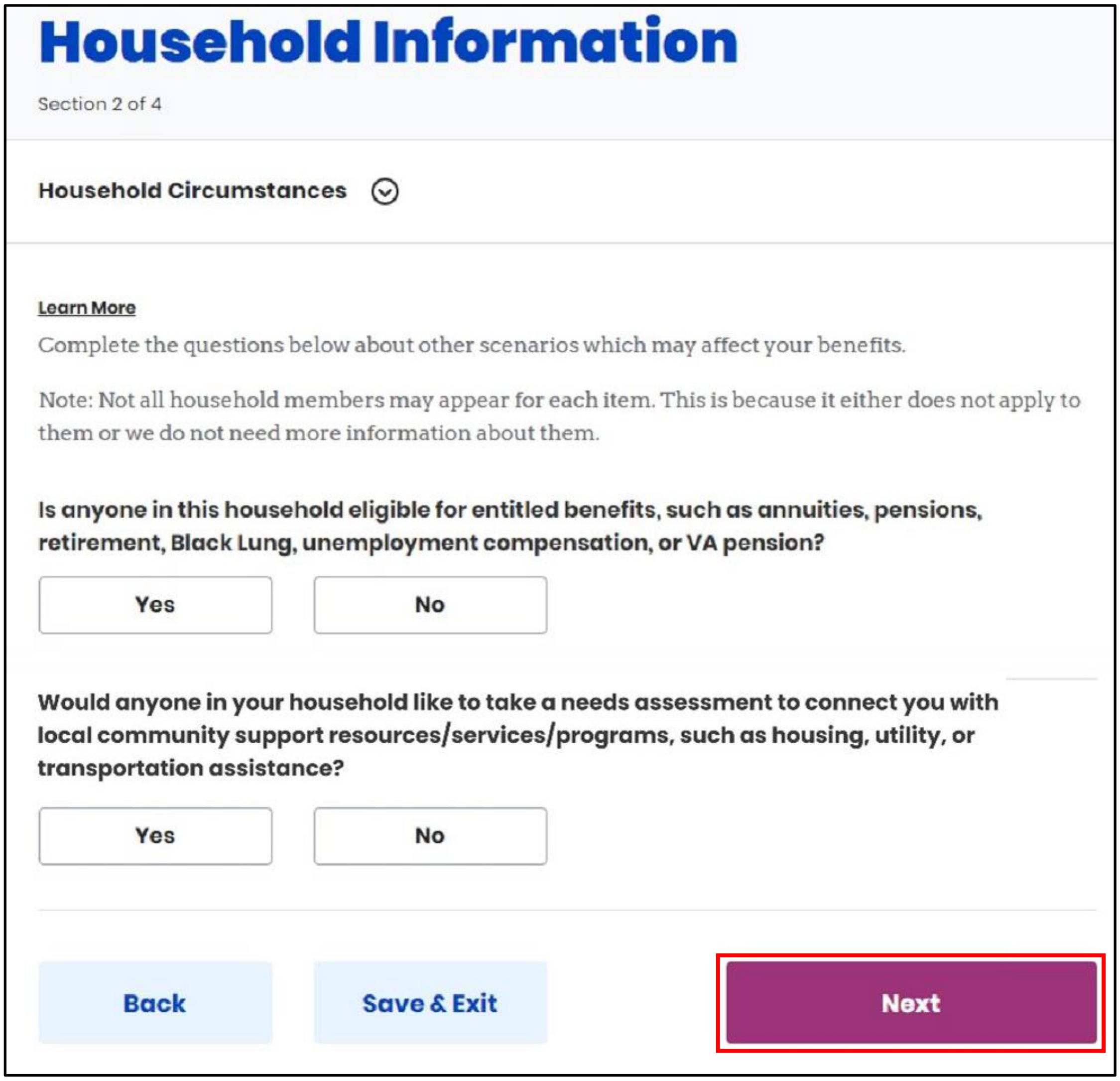
Please Note: Additional questions may appear based on the answers that are selected.

36. Click **Next**.

37. Enter Household Circumstances. Household Circumstances may include:

- Is anyone in this household waiting for Supplemental Security Income (SSI) benefits?

- Is anyone in this household eligible for entitled benefits, such as annuities, pensions, retirement, Black Lung, unemployment compensation, or VA pension?
- Is anyone in this household currently enrolled in school?
- Would anyone in your household like to take a needs assessment to connect you with local community support resources/services/programs, such as housing, utility, or transportation assistance?



Household Information

Section 2 of 4

Household Circumstances

Learn More

Complete the questions below about other scenarios which may affect your benefits.

Note: Not all household members may appear for each item. This is because it either does not apply to them or we do not need more information about them.

Is anyone in this household eligible for entitled benefits, such as annuities, pensions, retirement, Black Lung, unemployment compensation, or VA pension?

Yes No

Would anyone in your household like to take a needs assessment to connect you with local community support resources/services/programs, such as housing, utility, or transportation assistance?

Yes No

Back Save & Exit Next

Please Note: Additional questions may appear based on the answers that are selected.

38. Click **Next** to go to the Resources screen.

39. Enter Resources. Resources questions may include:

    - Does anyone in this household have a checking account, savings account, certificate of deposit, individual retirement account (IRA) or nursing facility resident account?
    - Does anyone in this household have investments such as stocks or bonds?
    - Does anyone in this household have other liquid/spendable resources such as cash, direct express card, or reloadable money card?

Please Note: Additional questions may appear based on the answers that are selected.

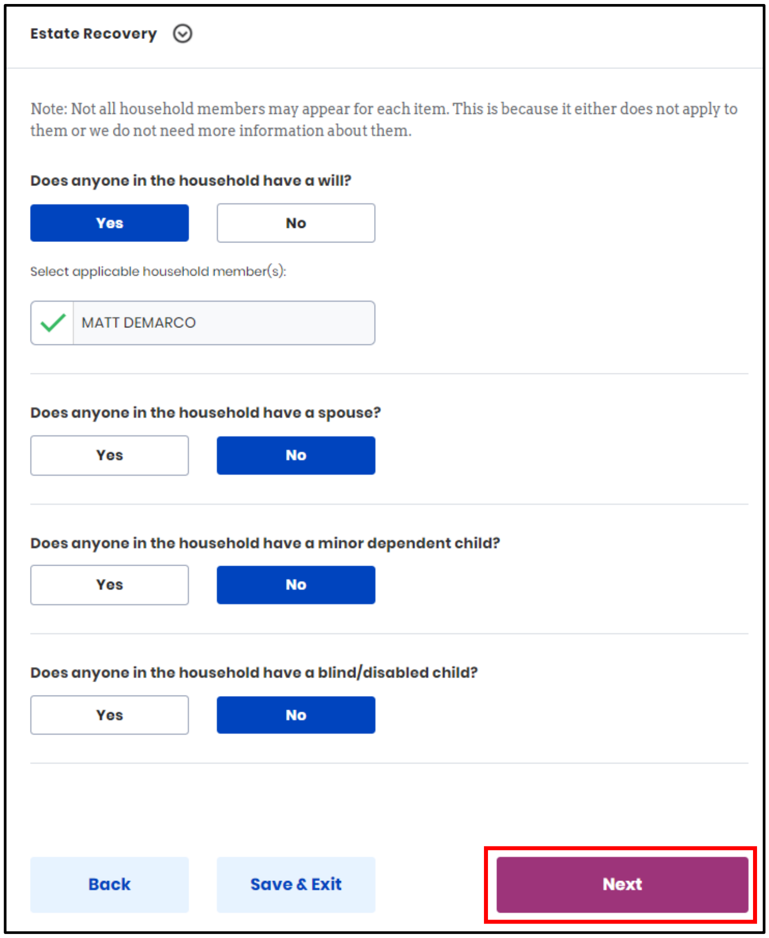
40. Complete the **Estate Recovery** screen. The following selections on the **Living Arrangement** screen trigger the **Estate Recovery** screen in the *Household Information* section:

    - Selecting **In a residence owned/ rented by you/ household members** for the current living situation drop-down AND **Waiver** or **Non-institutionalized Hospice** from in-home assistance drop-down
    - Selecting **Long Term Care Facility** from the current living situation drop-down

    Estate Recovery questions include:

    - Does anyone in the household have a will?
    - Does anyone in the household have a spouse?
    - Does anyone in the household have a minor dependent child?
    - Does anyone in the household have a blind/disabled child?

41. Click **Next** to go to the **Income & Subsidies Selection** screen.



42. Complete the **Income & Subsidies Selection** Screen and click **Next** to go to the **Expenses** screen.
43. Complete the **Expenses** screen.
44. Click **Individual Information** to start **Member Details**.
45. Complete the **Education** screen by clicking **Start** next to the Resident's highest level of education, entering the education level, and clicking **Next**.
46. Select the Resident's preferred MCO plan from the **Preferred MCO Selection** screen and click **Next**.

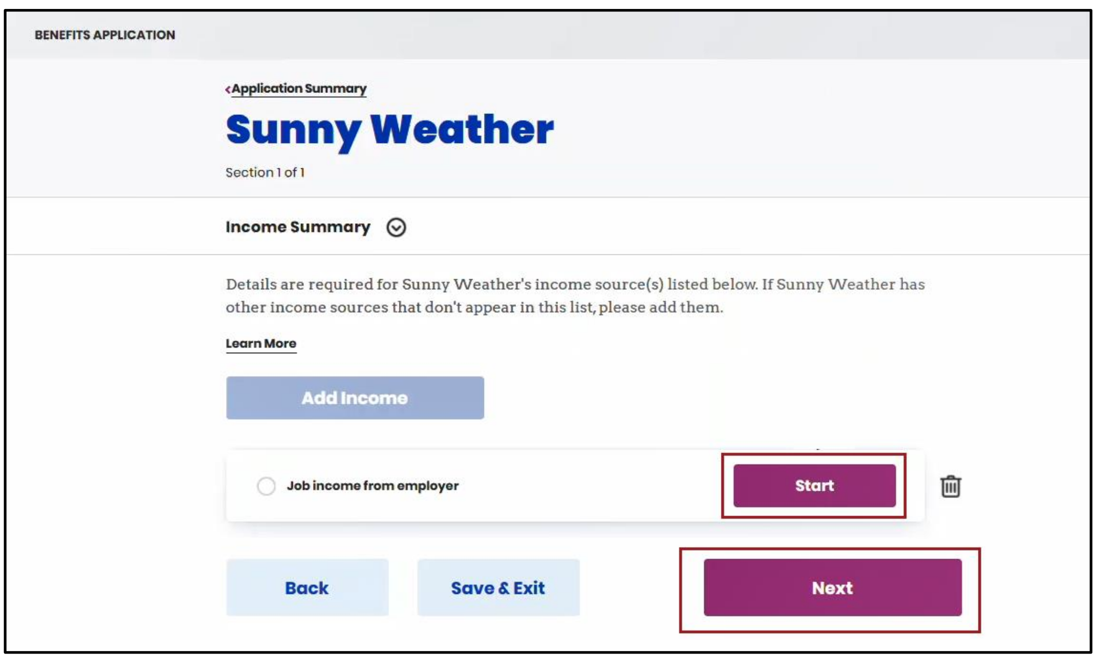
47. Complete the **Estate Recovery Summary** screen by clicking **Start**, entering the contact's information, and clicking **Next**.

Please Note: The **Estate Recovery Summary** screen appears if one of the following options was selected from the **Living Arrangement** screen:

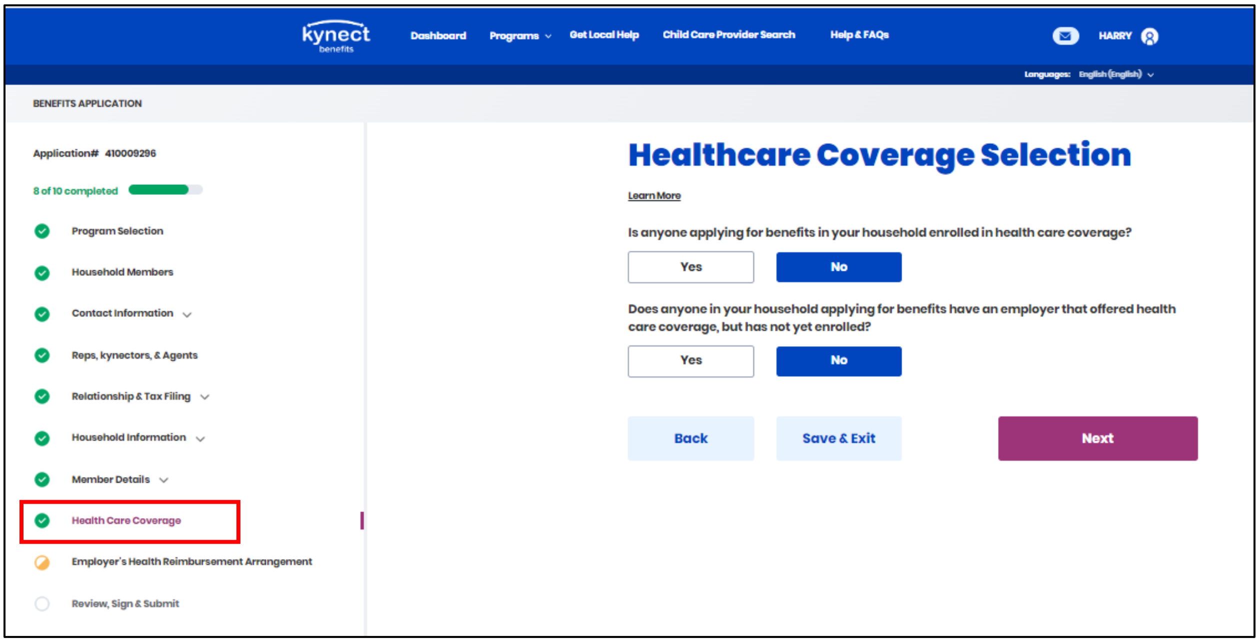
- Selecting **In a residence owned/ rented by you/ household members** from the current living situation drop-down and **Waiver** or **Non-institutionalized Hospice** from the in-home assistance drop-down
- Selecting **Long Term Care Facility** from the current living

48. The Financial Wizard guides the Resident through answering the Income and Expense questions.

Please Note: The *Income & Subsidies Information* and *Expenses Information* subsection only appears under the *Member Details* section if the user indicated they have income and expenses. The Financial Wizard guides Residents through entering their income and expenses information.



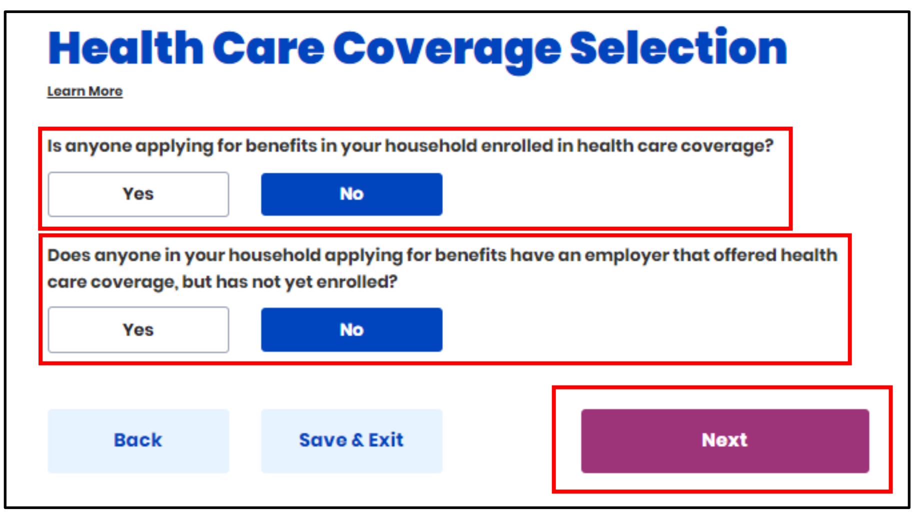
49. If Residents are applying for Medicaid/KCHIP or KI-HIPP, the *Health Care Coverage* Section will automatically appear; Residents will be prompted to complete the section.



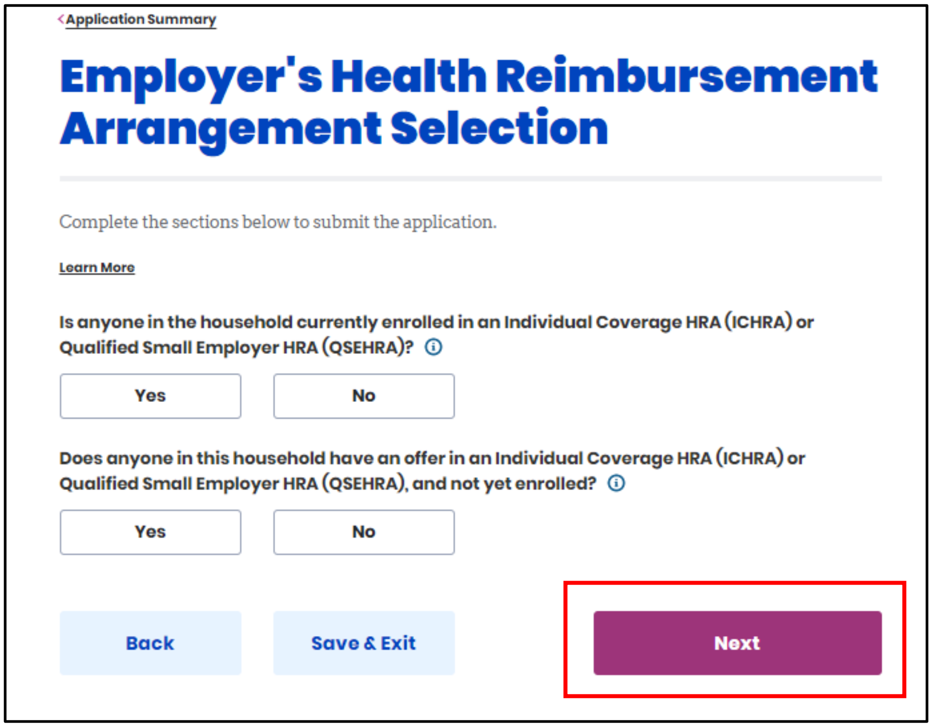
50. Select **Yes** or **No** for *Are any household members currently enrolled in health care coverage?*.

51. Select **Yes** or **No** for *Does anyone in the household have any employer that offers health care coverage but has not enrolled?*.

52. Complete the *Health Care Coverage Selection* by clicking **Next**.



53. The *Employer's Health Reimbursement Arrangement* section appears when information on the household's Individual Coverage HRA (ICHRA) or Qualified Small Employer HRA (QSEHRA) if needed.



54. Select **Yes** or **No** for *Is anyone in the household currently enrolled in an individual Coverage HRA (ICHRA) or Qualified Small Employer HRA (QSEHRA)?*.
55. Select **Yes** or **No** for *Does anyone in this household have an offer in an Individual Coverage HRA (ICHRA) or Qualified Small Employer HRA (QSEHRA), and not yet enrolled?*.
56. Click **Next** to proceed to the *Sign and Submit* section.

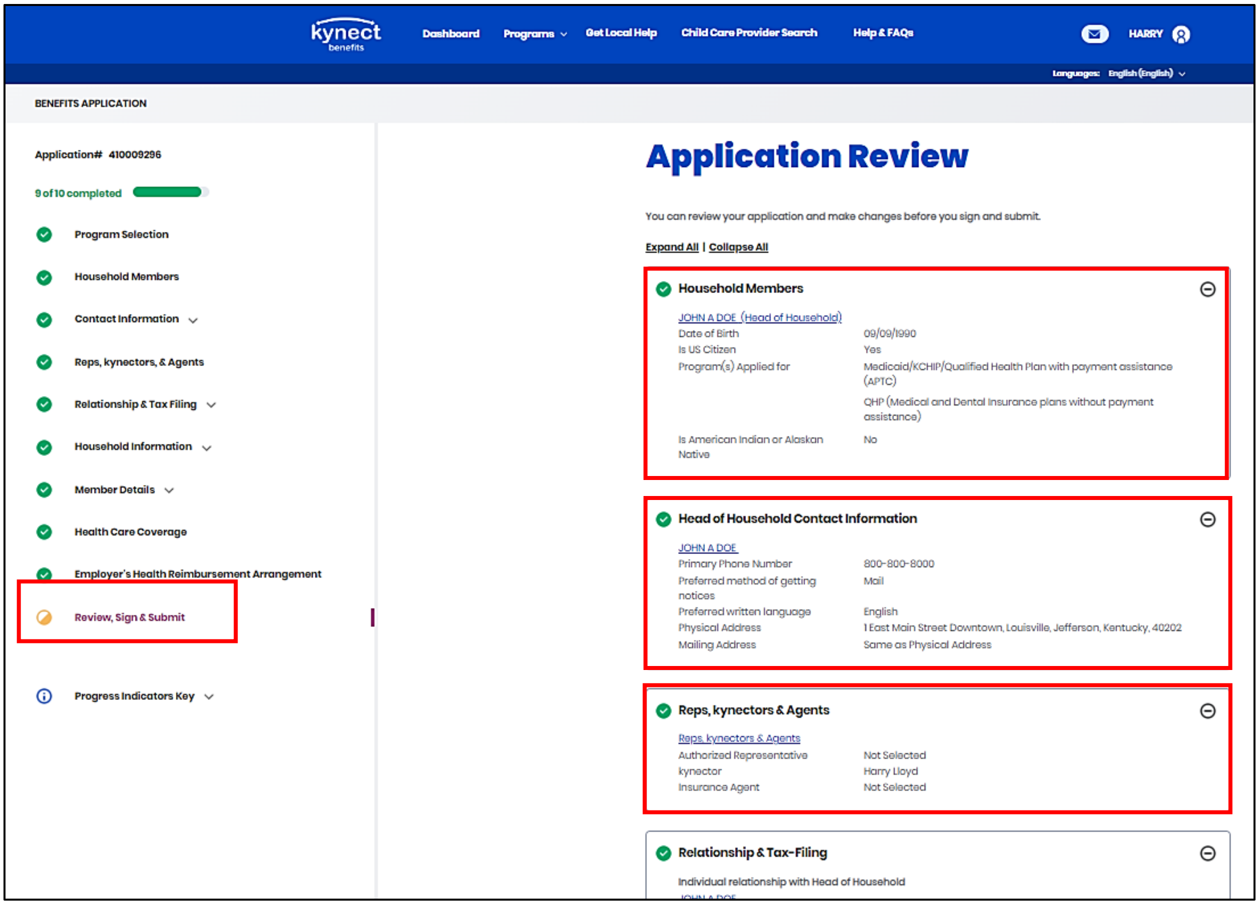
Submitting the Application and Next Steps

Once each section of the application has been completed, the Resident will be prompted to sign and submit.

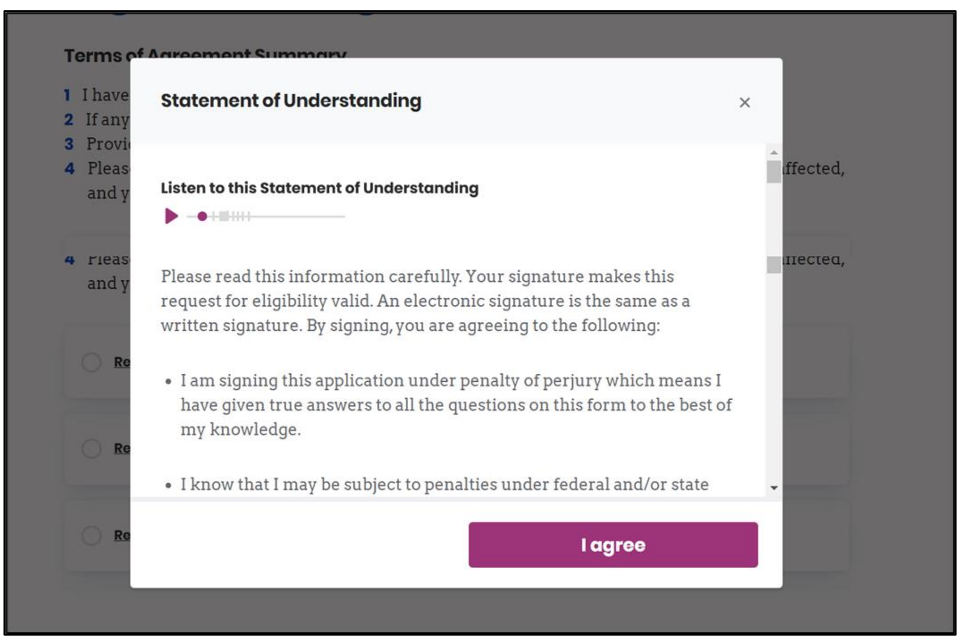
Below are steps to submit an application that has each section completed.

Steps to Submit the Application and Next Steps

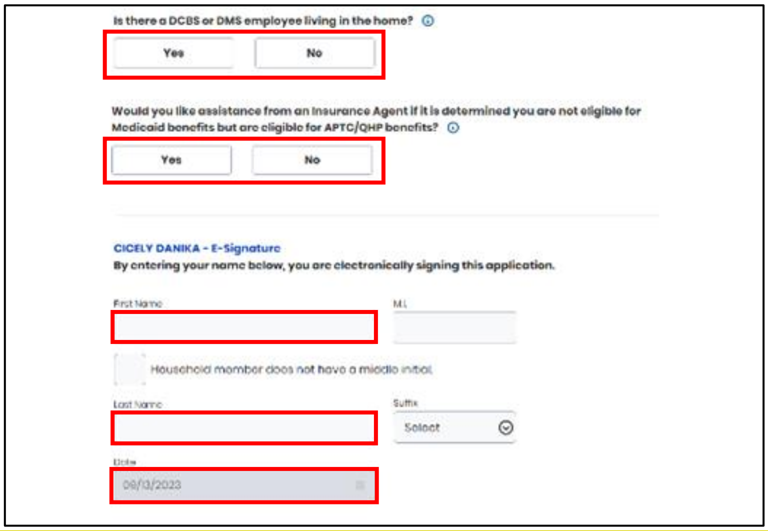
1. Residents are prompted to review all previously completed sections.



2. Read and agree to the *Terms of Agreement Summary* on the **Review, Sign, & Submit Screen**.
3. Residents are able to access recordings for each agreement policy.



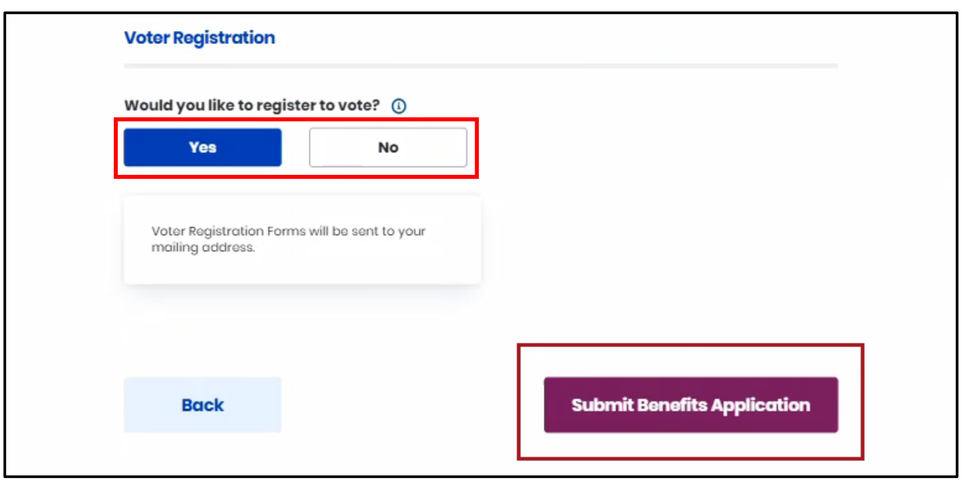
4. Answer the final application questions.
5. Enter *First Name*, *Last Name*, and *Date* to sign the application.



Please Note: The signature must match the Resident's name used on the kynect application or the Resident would not be able to submit the application.

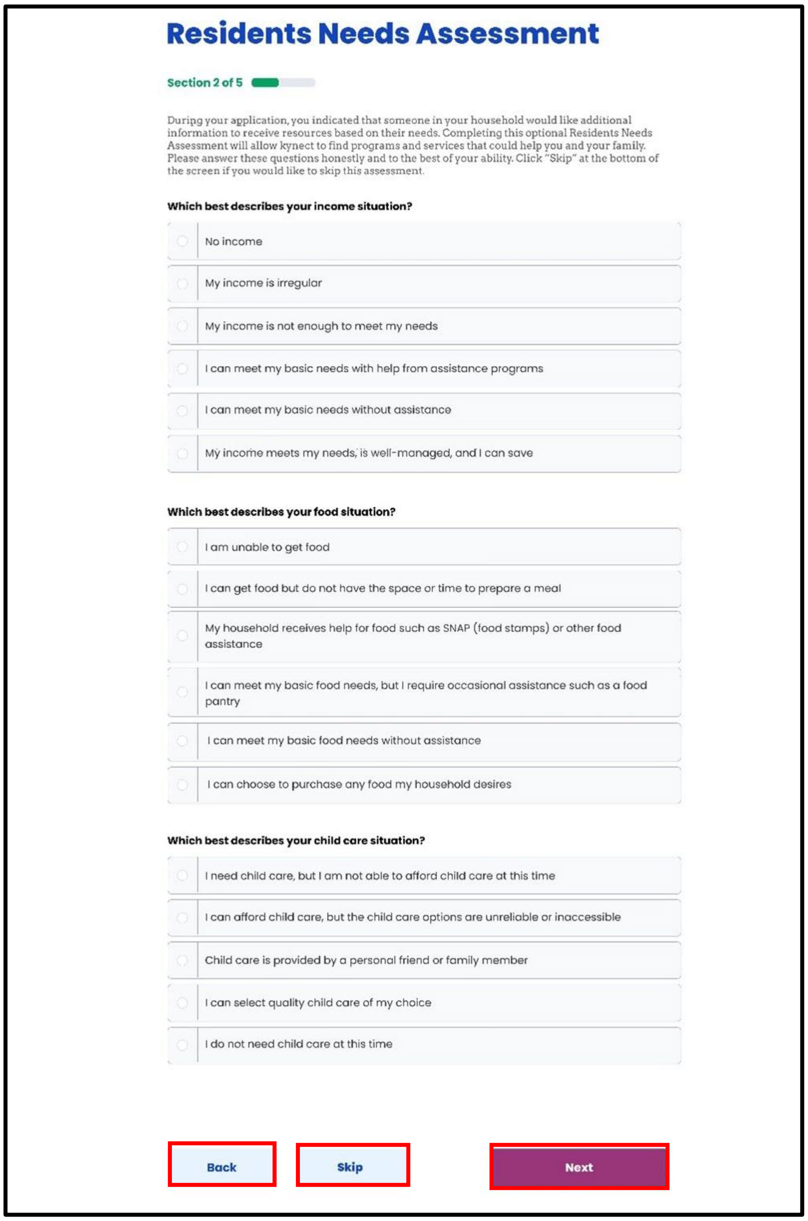
Please Note: When completing an application on behalf of a Resident, Authorized Representatives are expected to provide their own signature before submitting.

6. Select **Yes** or **No** for *Would you like to register to vote?*
7. Click **Submit Benefits Application**.



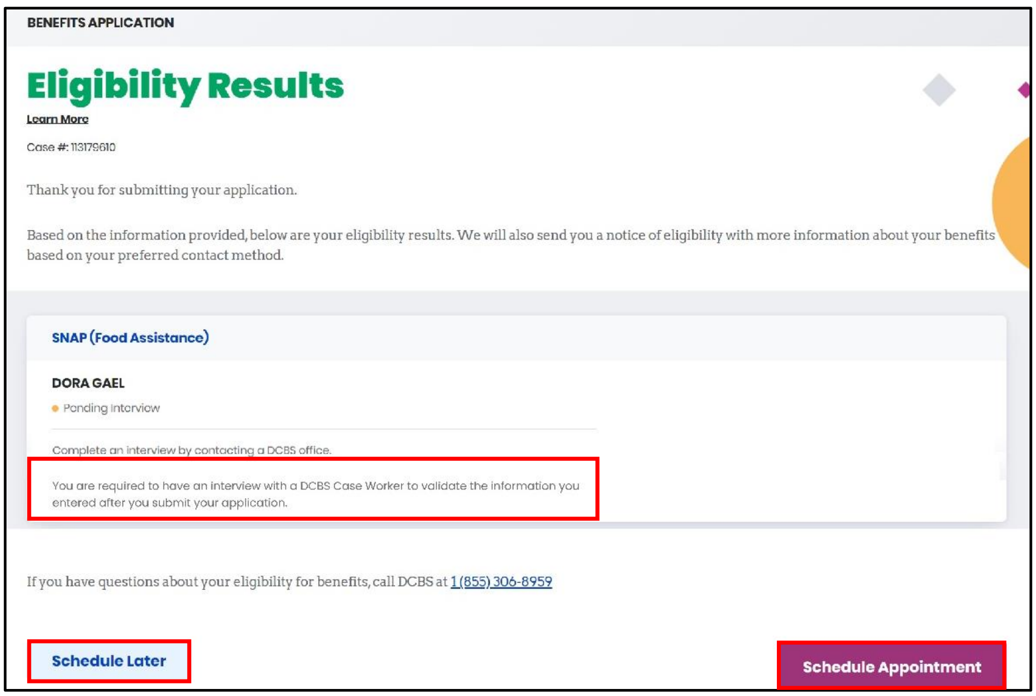
If **Yes** is selected to the question **Would anyone in your household like to take a needs assessment to connect you with local community support resources/services/programs, such as housing, utility, or transportation assistance?** on the **Household Composition** screen, the **Residents Needs Assessment** screen displays at the end of the application. These are 18 assessment questions, with additional questions based on the Resident's responses. All questions are optional.

- For each question, select the appropriate response.
- Click **Back** to be taken to the previous page of the assessment.
- Click **Skip** to skip the entire assessment.
- Click **Next** to move to the next page of the assessment. The **Next** button will be replaced with **Submit Assessment** on the last page of the assessment.



Please Note: If **Skip** is selected, a pop-up will display asking the Resident to verify that they would like to skip the entire assessment, without recording any of the answers provided so far.

8. View the eligibility results from the **Eligibility Results** screen. Two buttons appear on the **Eligibility Results** screen for Food Assistance, Cash Assistance, and Child Care Assistance applications—**Schedule Later** and **Schedule Appointment**. For other application types, see Step 8.
    - Click **Schedule Appointment** to select a preferred appointment location.
    - Click **Schedule Later** to proceed to the **Next Steps** screen.



Please Note: Individuals are required to have an interview with a DCBS Case Worker to validate the information that was entered after application submission.

Please Note: If the Individual's information included in their application potentially matches with an existing Individual on kynect, a notification is displayed on the Eligibility Results screen with the following message:

Medicaid/QHP Partial Match- "Unfortunately, we are unable to give you the results of your application due to additional verification needed. We will review this and resolve it in the next 3 business days. Once resolved, you can come back and continue with next steps. Please do not submit multiple applications for the same members while you wait.

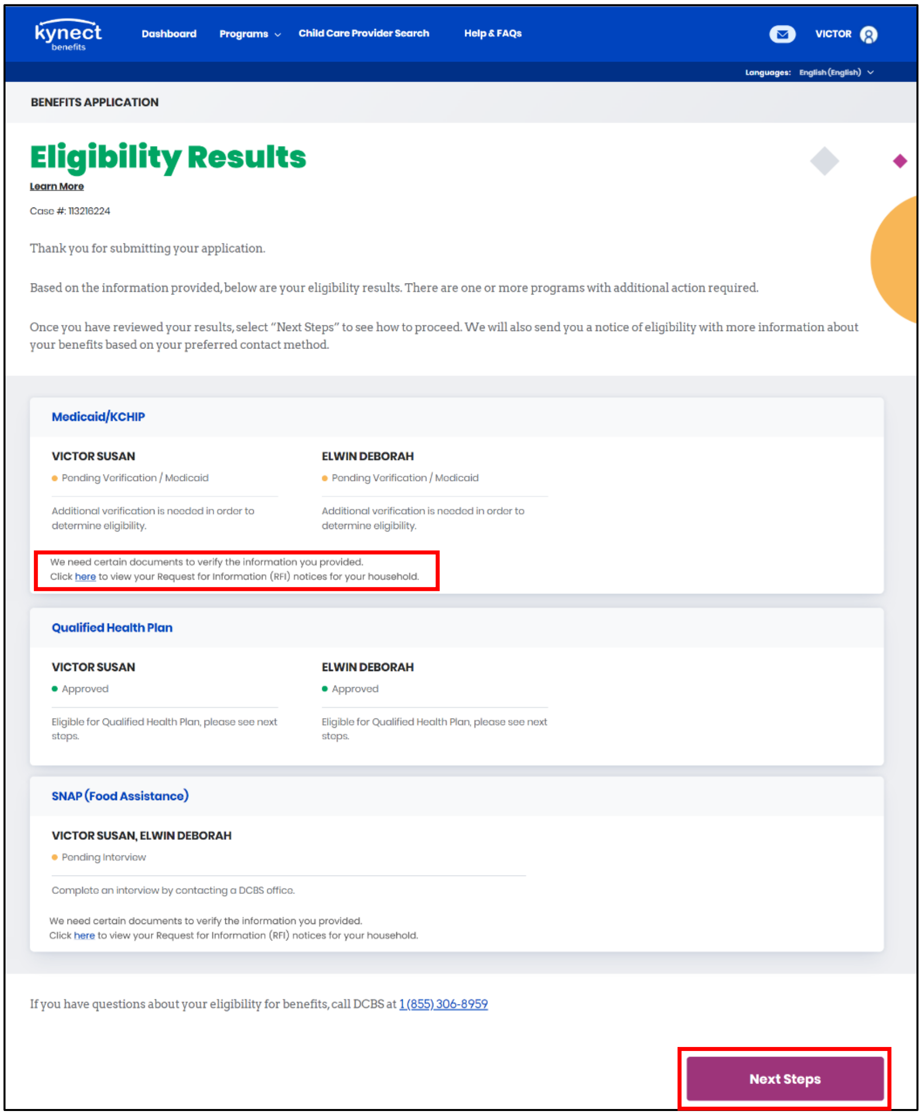
If you are an Insurance Agent or kynector, then you will receive a notification in your Message Center and to your preferred electronic contact method once this has been resolved.

If you are a Citizen, then you will receive a notification in your Message Center and/or a paper notification based on your preferred contact method once this has been resolved."

Non Medicaid/QHP Partial Match- "Unfortunately, we are unable to give you the results of your application. We will review your application and you will receive a notification in the next 30 days."

Please Note: If there is a Request for Information for a specific program, a hyperlink for the RFI is generated and noted for that program. The user sees, "We need certain documents to verify the information you provided. Click here to view your Request for Information (RFI) notices for your household." The RFI notice document opens in a new tab.

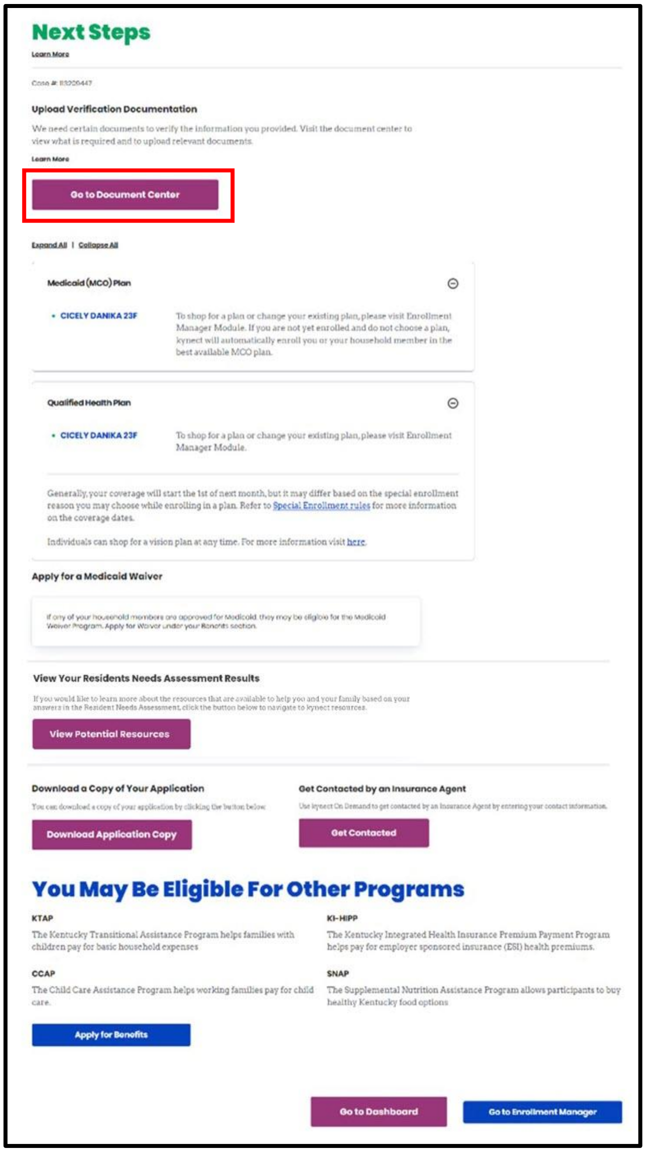
9. Click **Next Steps** to view the Next Steps for the application.



10. View the **Next Steps** to complete the application process. Next Steps give directions to Residents on the necessary actions to complete their application. The Next Steps vary depending on what is needed from the user. Some next steps may include:
    - Upload Verification Documents
    - Complete an Interview
    - Connect with an Insurance Agent
    - Apply for a Medicaid Waiver

11. A link to **Go to Document Center** appears if there is a request for information that requires the Resident to upload a form of proof.

kynect



Please Note: Based on the eligibility results and statuses of the programs applied for, members approved for APTC benefits within a Tax Household group will see verbiage that states, “Your maximum amount of Payment Assistance will be applicable only if all the members in the Tax household choose to enroll in a Medical Plan.”

Please Note: If the Resident took the Resident Needs Assessment during the application, a link to the results will appear on the **Next Steps** screen. The Resident may also access the results by calling 2-1-1.