

The Commonwealth of Kentucky



kynect
benefits

Quick Reference Guide
Client Case Notes





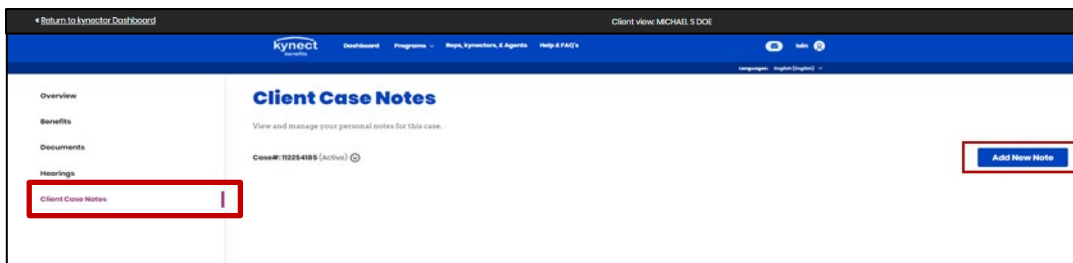
Client Case Notes

kynectors can record Case Notes on an associated Resident's case. Examples of common activities kynectors can document on a Resident's case include completing a Medicaid/KI-HIPP application, uploading documents, or reporting a change for a Resident.

Case Notes allow kynectors to log and view notes about the Residents they serve. kynectors can view previous Case Notes from other kynectors, view their own Case Notes, and add Case Notes. If necessary, kynector Organization Administrators can view a kynector's notes within their organization.

View or Add Case Notes

1. Click "Client Case Notes" from the side navigation menu which takes you to the Client Case Notes screen.
2. Select a case from the case drop down if kynectors have multiple cases for the same Resident.
3. Click "Add New Note" to add a new Case Note.



4. Enter the Case Note text and click "Save" to save the Case Note.
5. To discard the Case Note, click "Discard". You cannot discard a Case Note once it has been saved.
6. To view previous Case Notes, click the down arrow icon to expand a Case Note to review.



Please Note: Case Notes entered by DCBS Staff in Worker Portal are unable to be seen by kynectors, and DCBS Staff are unable to see Case Notes entered by kynectors in kynect benefits.

kynectors who still need help after referencing this Quick Reference Guide can call **(855) 326-4650** for additional assistance.