

The Commonwealth of Kentucky



kynect
benefits

Quick Reference Guide
Document Upload





This Quick Reference Guide is designed to help users complete the steps required to upload a document into 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.



Document Upload Overview

The updated Document Upload process provides Residents with simple and guided instructions for uploading documents to meet their Requests for Information (RFIs) and required Kentucky Integrated Health Insurance Premium Payment (KI-HIPP) documentation. The Documents screen also provides Residents with a list of needed documents, due dates, recently submitted documents, and submit dates.

Residents can log into kynect benefits and access the Document Center to upload documents for their benefits application in either of the following ways:

- Click “Go to the Document Center” from the Next Steps screen after they have submitted a benefits application if documentation is required
- Click “Documents” from the side menu on the Resident Dashboard or the menu icon on a mobile device.



Please Note: Now, any mobile device with a camera can be used to take a picture of a document and submit it into kynect benefits!

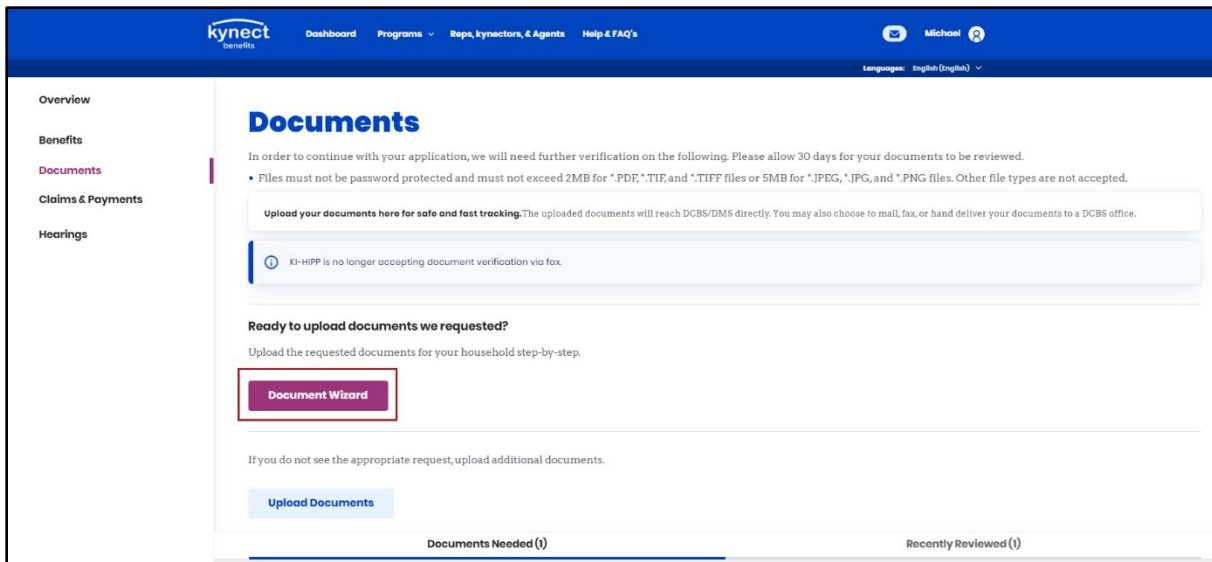
Consider the following tips to ensure that documents are uploaded correctly into kynect benefits.

Tips for Document Upload

1. Make sure the image is clear and it captures all information on the document when taking a picture for a mobile upload.
2. Files must not be password protected.
3. Files must not exceed 5MB. The accepted file types include: *.PDF, *.TIF, *.TIFF, *.JPEG, *.JPG, and *.PNG files. Other file types are not accepted.
4. View required documents under “Documents Needed” in the Document Center before beginning the Document Wizard.

Using the Document Wizard to Upload a Document

The “Document Wizard” walks users through the requested document upload process for each household member. The Document Wizard displays a Proof screen for each required verification, along with the recommended forms for upload. A link is provided to view all accepted forms of proof, in addition to the recommended form.



The Document Wizard guides users to complete the following steps in kynect benefits:

- ✓ Identify the correct documents by viewing the recommended and accepted forms of proof for each request.
- ✓ Upload one or more documents for each RFI
- ✓ Skip a document request and come back later
- ✓ Snap a picture and submit documents on-the-go with any mobile device



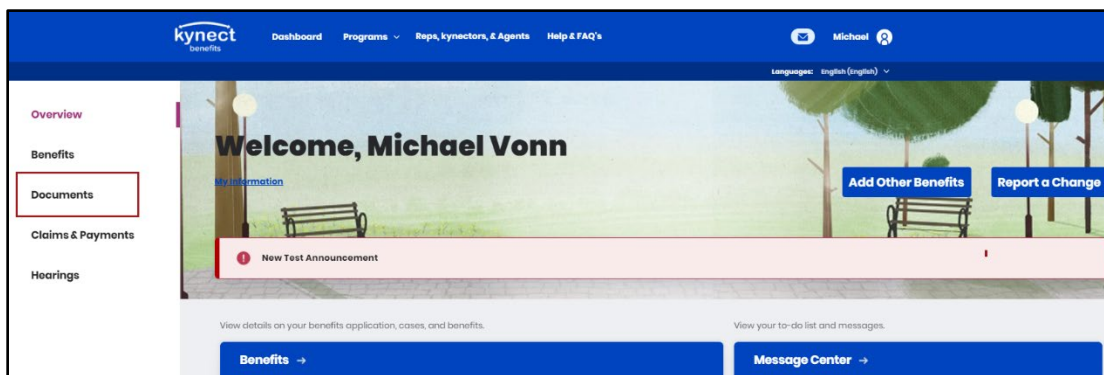
Navigating to the Document Center to Upload a Document

Residents, kynectors, and additional kynect benefits users can begin the Document Upload process from the Resident Dashboard in kynect benefits. A benefits application must be signed and submitted before kynect benefits allows users to submit documents as forms of proof.

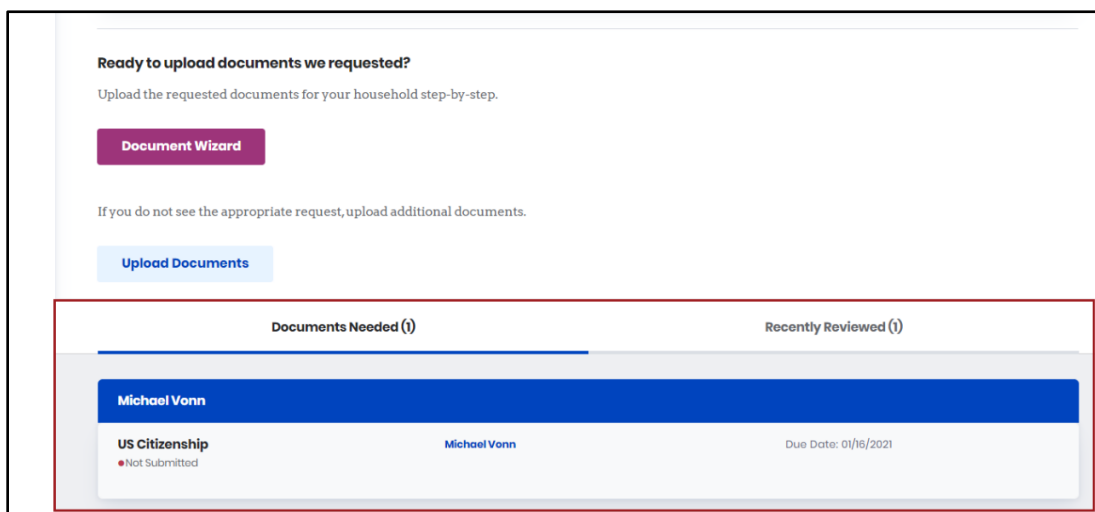
Below are the steps to complete the Document Upload process from the Resident Dashboard.

Steps to Starting a Document Upload

1. Click “Documents” on the side menu of the Resident Dashboard or the menu icon on a mobile device to be taken to the Document Center.



2. View the required documents under the “Documents Needed” tab.



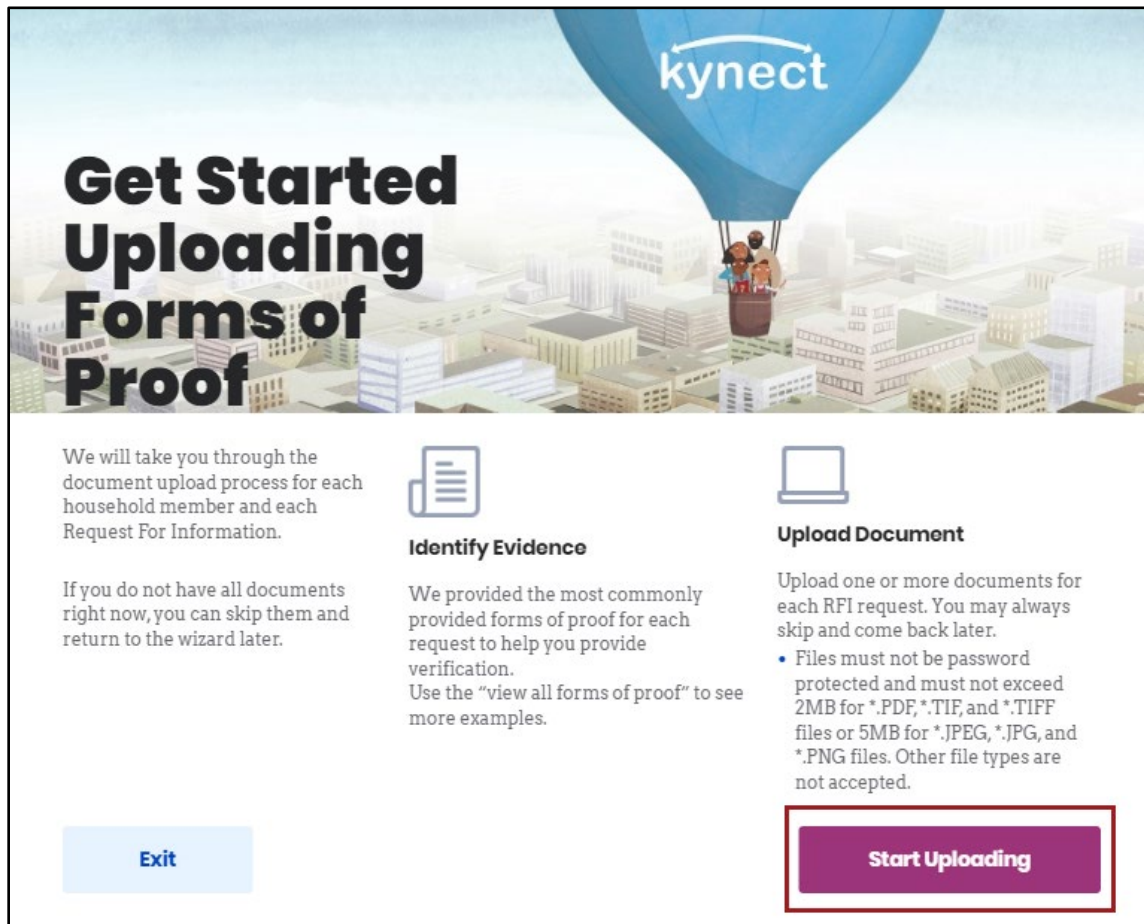


Please Note: Documents remain under Document's Needed as pending until they are accepted. Once they are reviewed and accepted, they appear in the "Recently Reviewed" tab.

3. Click "Document Wizard" to begin uploading documents for open requests or KI-HIPP requirements.



4. Click "Start Uploading" after reviewing the information on the "Get Started Uploading Forms of Proof" screen.



Get Started Uploading Forms of Proof

We will take you through the document upload process for each household member and each Request For Information.

If you do not have all documents right now, you can skip them and return to the wizard later.

Identify Evidence

We provided the most commonly provided forms of proof for each request to help you provide verification. Use the "view all forms of proof" to see more examples.

Upload Document

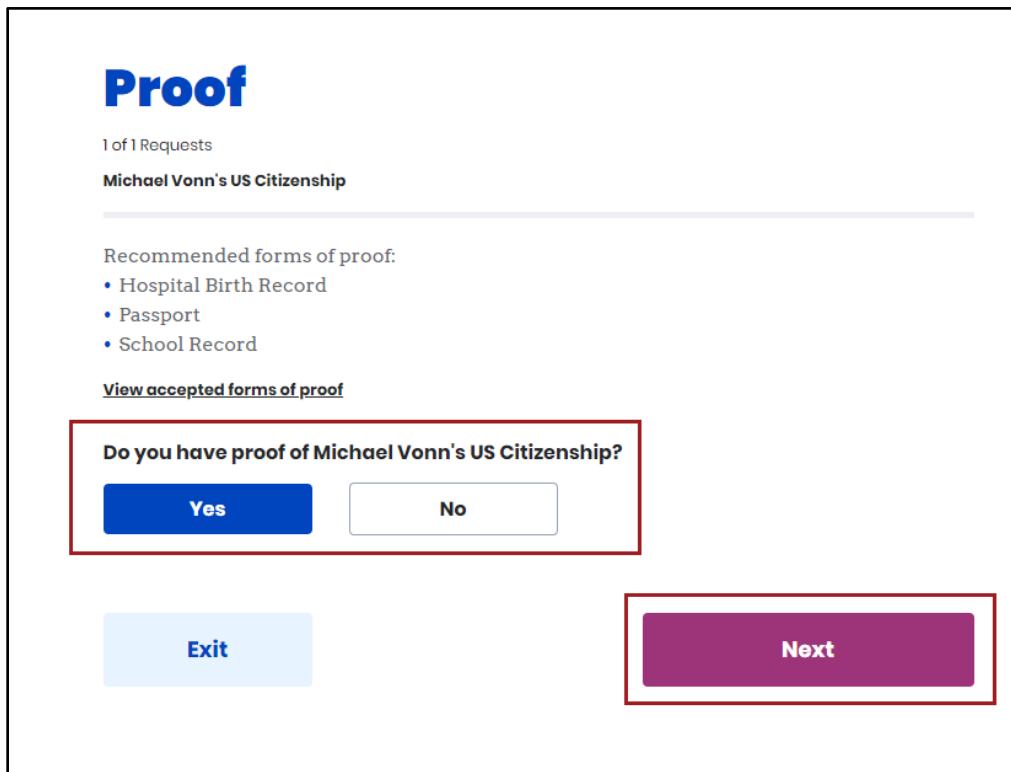
Upload one or more documents for each RFI request. You may always skip and come back later.

- Files must not be password protected and must not exceed 2MB for *.PDF, *.TIF, and *.TIFF files or 5MB for *.JPEG, *.JPG, and *.PNG files. Other file types are not accepted.

Exit

Start Uploading

5. Select “Yes” or “No” to “Do you have proof” question on the Proof screen.
6. Click “Next”.
 - If “Yes” for the proof question, then the document’s Upload screen displays.
 - If “No” was selected for the “Do you have proof” question, then the Proof screen for the next request displays.



The screenshot shows a web interface titled "Proof" for a request labeled "Michael Vonn's US Citizenship". It lists recommended forms of proof: Hospital Birth Record, Passport, and School Record. A question asks "Do you have proof of Michael Vonn's US Citizenship?" with "Yes" and "No" buttons. At the bottom, there are "Exit" and "Next" buttons. A red box highlights the question and its buttons, and another red box highlights the "Next" button.



Please Note: Click “View Accepted forms of proof” to view a list of all accepted documents.

7. Select the type of document being uploaded in the “Form of proof” dropdown menu.



Please Note: A hyperlink to download a template appears if there is a template document to help satisfy the need of the request.


8. Click the upload icon to search and select the document to upload from the computer or mobile device.

Upload

Michael Vonn's US Citizenship: Michael Vonn

Form of proof (i)

Birth Certificate (v)

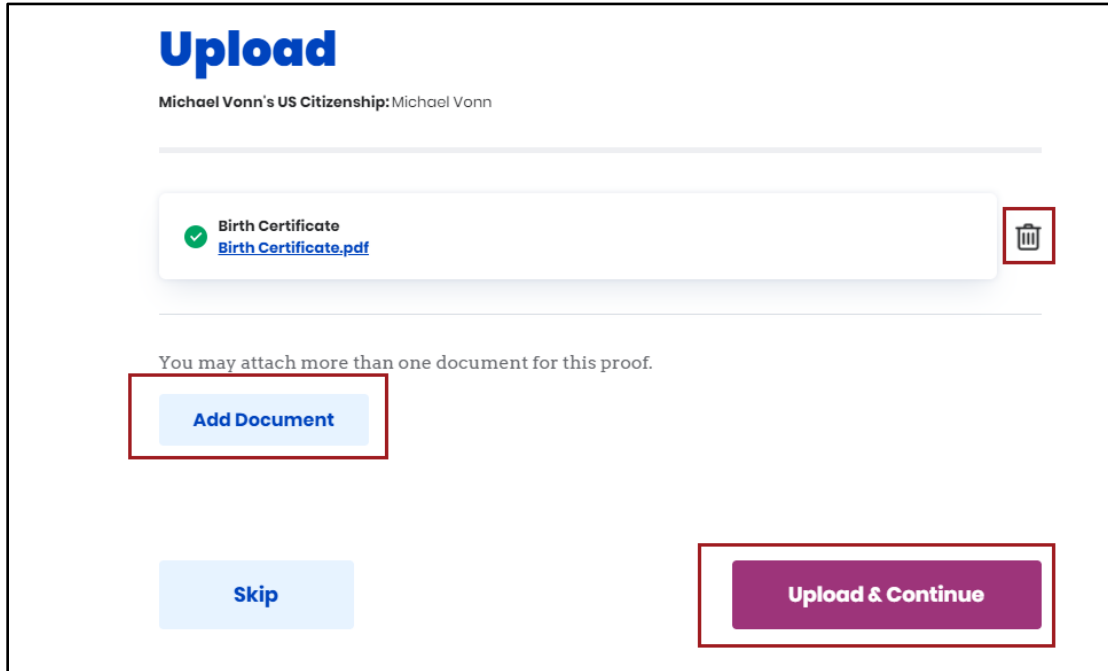


You may attach more than one document for this proof.

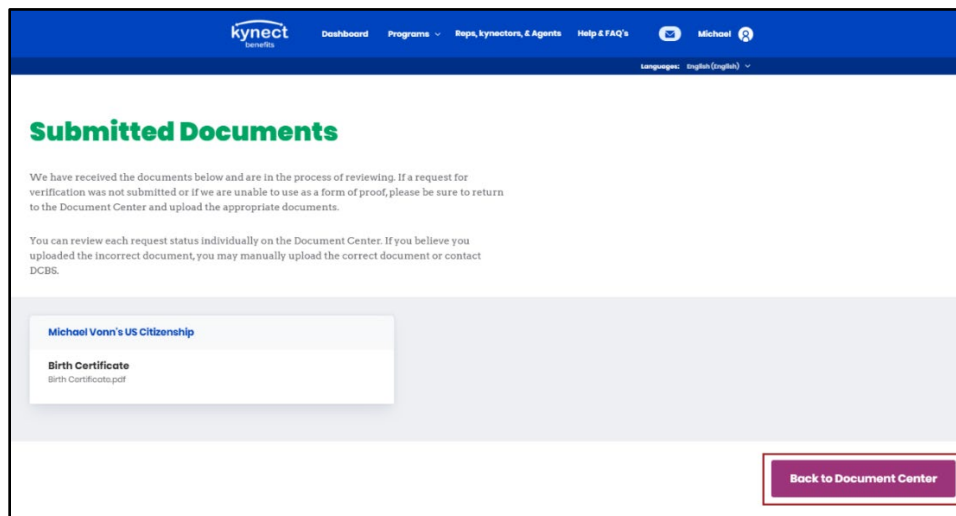
[Add Document](#)

[Upload & Continue](#)

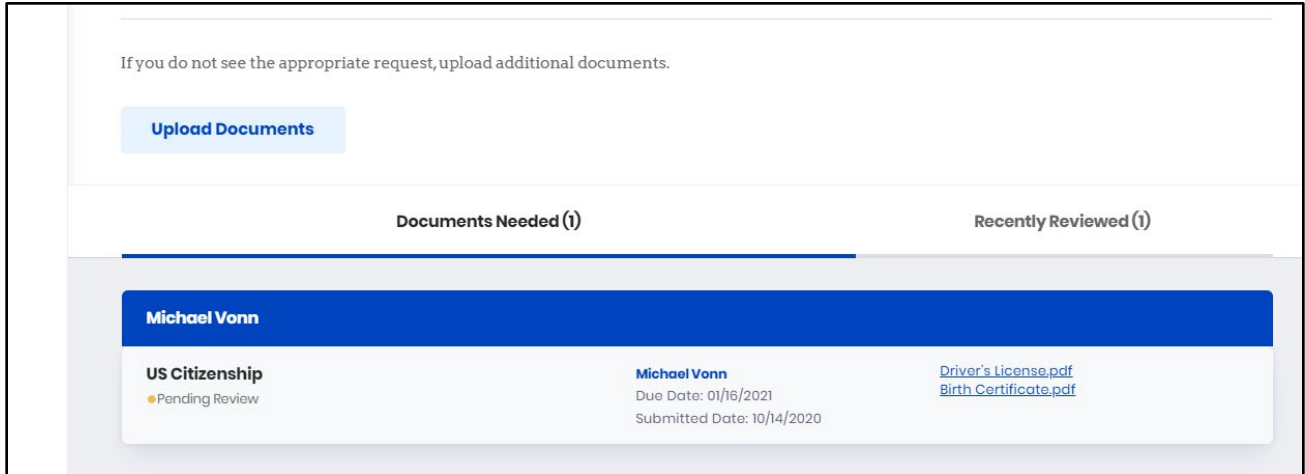
9. Click “Add Document” to add an additional document if there is more than one document for this proof.
10. If the document has not been submitted, click the trashcan icon to remove the document and complete the steps to select a new document.
11. Click “Upload & Continue” to continue to the Proof screen for the next request.



12. The Document Wizard will walk the user through the steps to upload a document for each request. After all documents have been submitted, the Submitted Documents screen displays.
13. Click “Back to the Document Center”.



The Submitted Documents appear under the “Documents Needed” tab as “Pending Review” until they are reviewed.



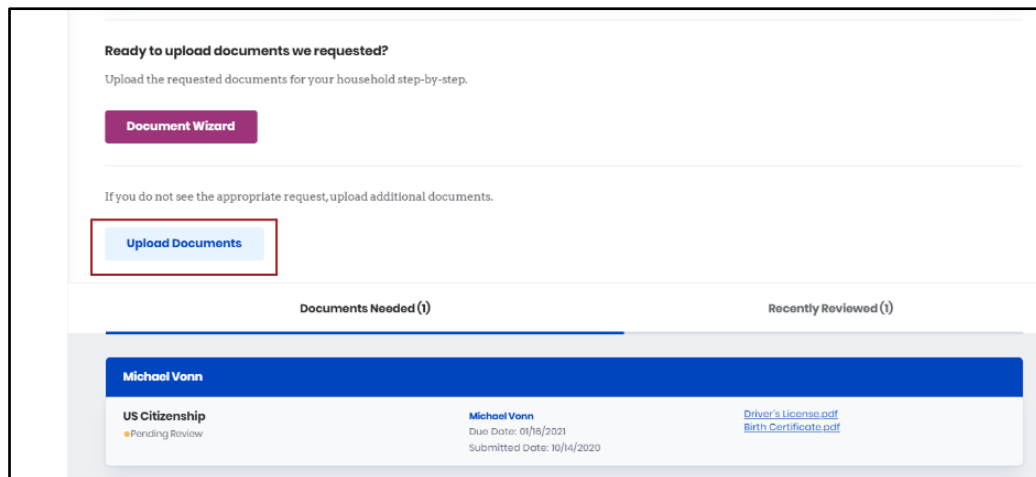
Submitting Additional Documents

Additional documents can be added if the appropriate request for information is not present under the “Documents Needed” tab.

Follow the steps below to add additional documents from the Document Center.

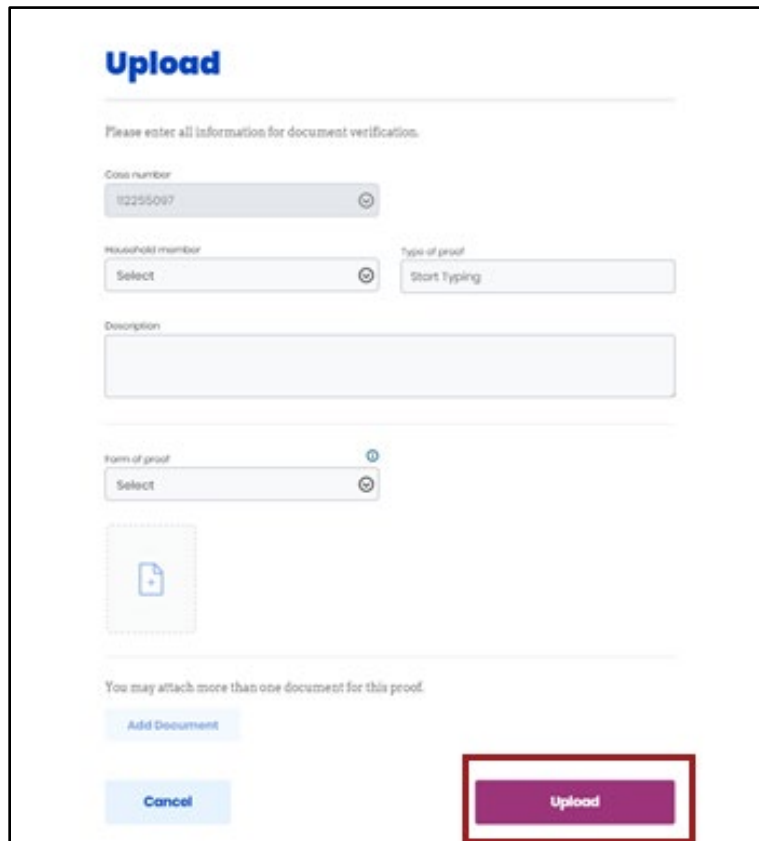
Steps to Add Additional Documents

1. Click “Upload Document”.



2. Select the “Case Number”.
3. Select the “Household Member”.

4. Select "Type of Proof".
5. Enter a "Description".
6. Select a "Form of proof" for the document upload.
7. Click the upload icon to search and select the document to upload.
8. Click "Add Document" to upload if an additional document is required.
9. Click "Upload" to upload the document and return to the Document Center.

A screenshot of a web form titled "Upload". The form is enclosed in a black border. At the top left, the word "Upload" is written in a bold, blue font. Below the title, a horizontal line separates the header from the main content. The text "Please enter all information for document verification." is centered above the first input field. The "Case number" field contains the value "02255097" and has a dropdown arrow on the right. Below it, the "Household member" field has a "Select" dropdown menu with a dropdown arrow, and the "Type of proof" field has a "Start Typing" text input. A large, empty text area for "Description" follows. Below the description area, the "Form of proof" field has a "Select" dropdown menu with a dropdown arrow and a small blue information icon to its right. Underneath is a dashed box containing a document icon. A horizontal line separates this section from the next. The text "You may attach more than one document for this proof." is centered. Below it are three buttons: "Add Document" (light blue), "Cancel" (light blue), and "Upload" (purple). The "Upload" button is highlighted with a red rectangular border.