

The Commonwealth of Kentucky



kynect
benefits

Quick Reference Guide
Report a Change





This Quick Reference Guide is designed to help users complete the steps required to report a change in kynect benefits.

Table of Contents

| | |
|---|---|
| Report a Change Overview | 3 |
| Starting a Report a Change | 4 |
| Modifying Other Information such as Income, Expenses, or Health | 5 |
| Adding or Removing a Household Member | 8 |



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

Report a Change Overview

The Report a Change process in kynect benefits has been updated to easily guide Residents through the Report a Change process. Residents should report all changes in information in a timely manner to avoid interruptions in their benefits or having to repay benefits. Use the Report a Change process to complete the two categories of changes:

- Add or Remove Household Member
- Modify other information such as income, expenses, resources, or health



Please Note: The user will be prompted to resubmit their benefits application if there is an information change that effects their benefits. This process is only used for Residents who have an active case.

When a Resident selects “Modify other information such as income, expenses, resources, or health”, they are prompted to change any of the following information:

- Contact Information (Phone, Email, Address)
- Relationship and Tax filing Status
- Medicare Coverage
- Healthcare Coverage
- Pregnancy
- Education
- Citizenship
- Income (e.g. job, settlements, etc.)
- Resources (e.g. car, house, etc.)
- Expenses (e.g. tax deduction, etc.)
- Living Arrangement
- Emergency Medical Condition and Disability
- Member Information



Please Note: Some Report a Change options may not be available for every case. An example is that pregnancy can only be reported if a woman is on the case. Residents must have at least one active case or the “Report a Change” button does not appear on the Resident Dashboard.

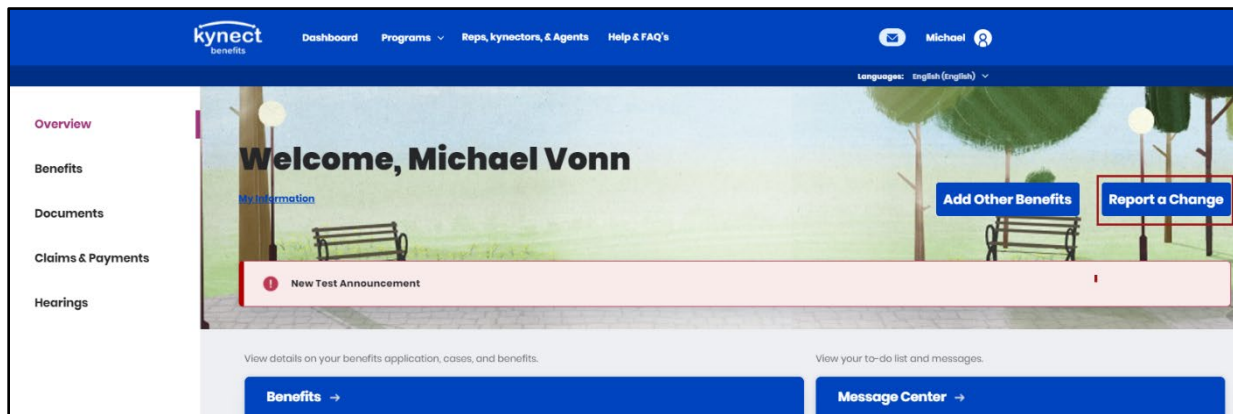
Starting a Report a Change

The user must log into kynect benefits first before they can begin the Report a Change. The Report a Change button is replaced with the Renew Benefits button if the Resident was previously approved for Medicaid/KCHIP and is in the renewal period.

Below are the steps to complete the Report a Change process from the Dashboard.

Steps to Starting a Report a Change

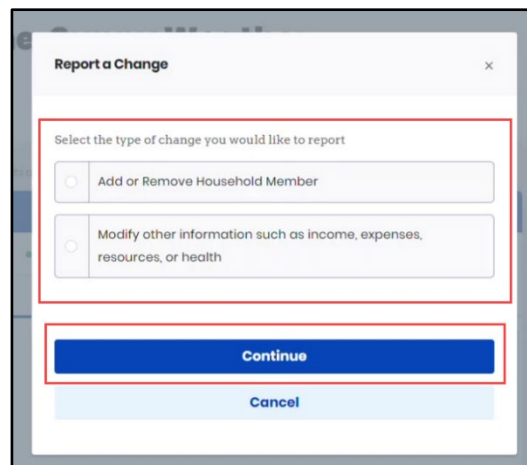
1. Click “Report a Change” at the top of the Resident Dashboard.



2. Select the type of change Residents would like to Report.

- “Add or Remove Household Member”
- “Modify other information such as income, expenses, resources, or health”

3. Click “Continue”.





Modifying Other Information such as Income, Expenses, or Health

If Residents select “Modify other information such as income, expenses, resources, or health”, they are prompted to select the information they would like to update and to which Household Members the change applies.

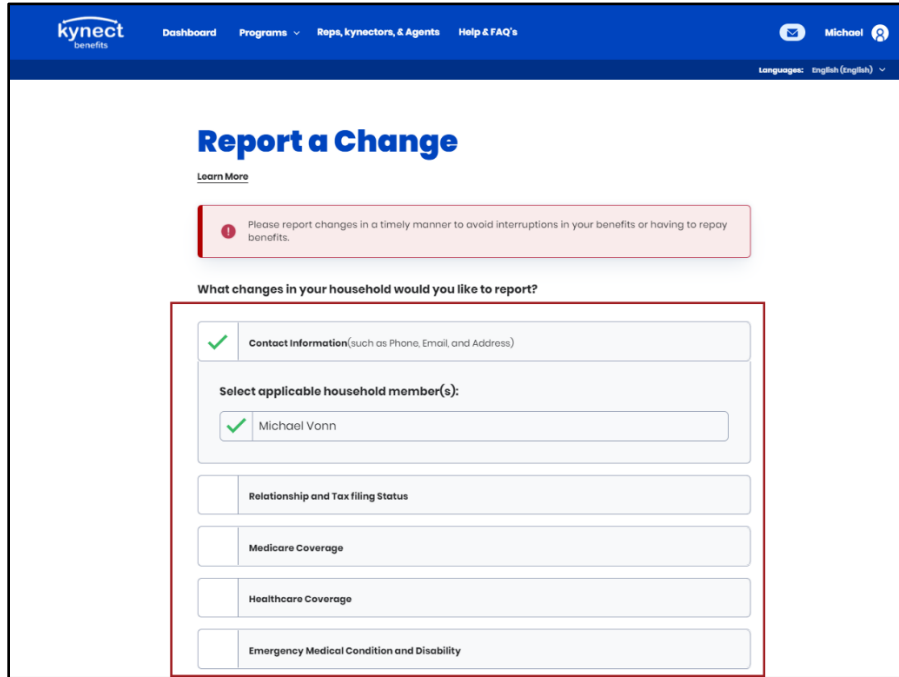
Steps to Modifying Other Information

1. Select the type of change(s) in the household that need to be reported (Residents may select more than one change category at a time).
 - Contact Information (Phone, Email, Address)
 - Relationship and Tax filing Status
 - Medicare Coverage
 - Healthcare Coverage
 - Pregnancy
 - Education
 - Citizenship
 - Income
 - Resource (e.g. car, house, etc.)
 - Expense
 - Living Arrangement
 - Emergency Medical Condition and Disability
 - Member information

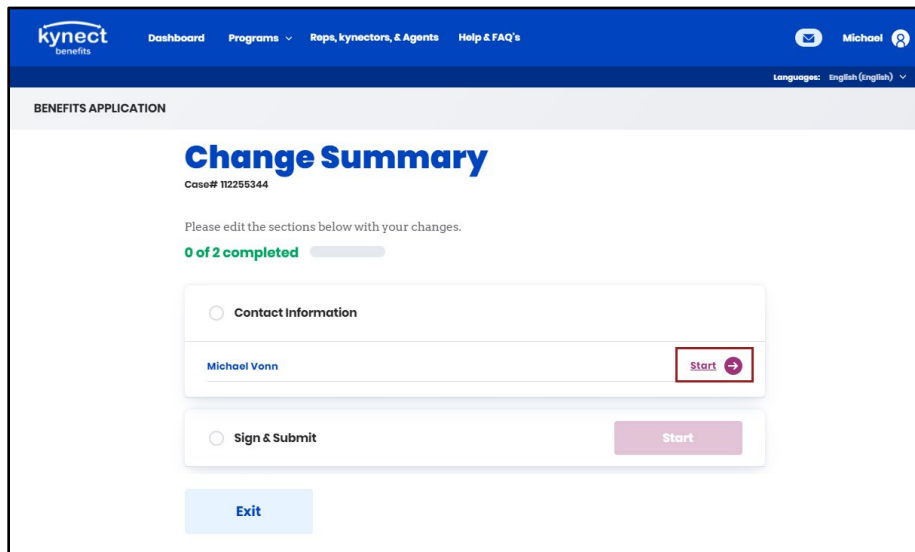


Please Note: Some Report a Change options may not be available for every case.

2. Select the Household Member that the change applies to (Residents may select more than one Household Member at a time).

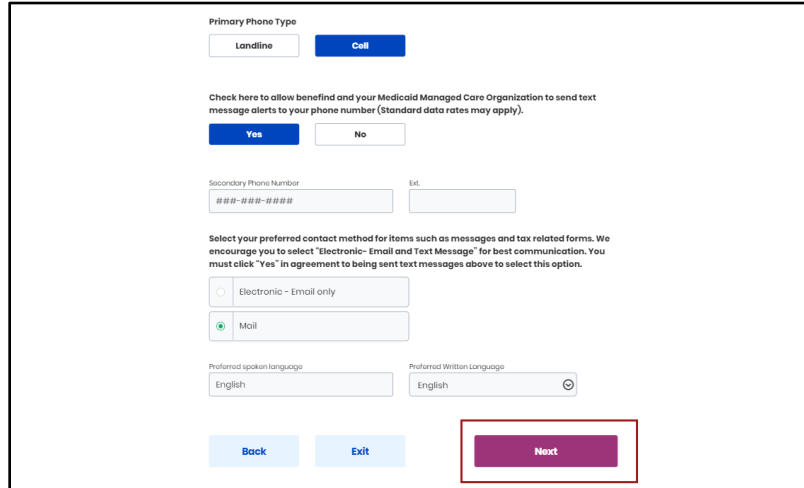


3. Click "Continue" at the bottom of the screen to go to the Change Summary screen.
4. Click "Start" by the Resident's name and section(s) that need to be updated.




Please Note: The updated "Report a Change" process in kynect benefits only presents Residents with the screens that need updating and any corresponding screens based on their change category selection.

5. Update any new information.
6. Click “Next” at the bottom of the page to return to the Change Summary screen.
7. Review and update any sections impacted by the updated information.

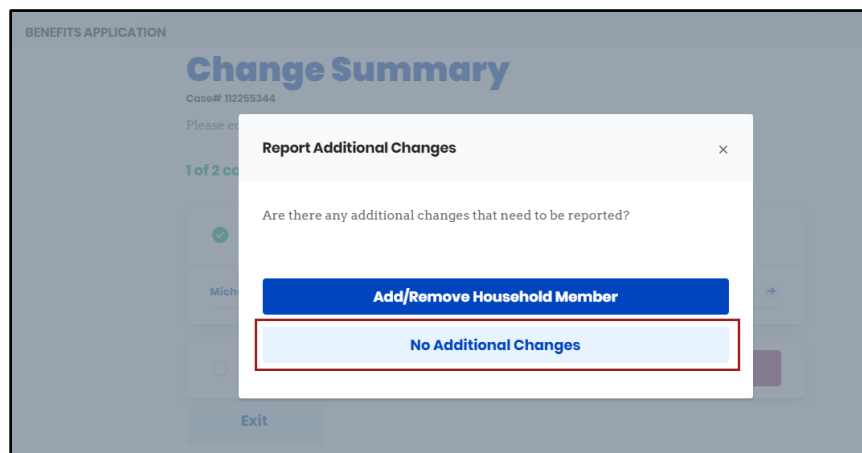


8. Click either “Add/Remove Household Member” if there is a need to add or remove a household member.



Please Note: The user can navigate to the Add or Remove a Household Member section in this document if Residents selected “Add/Remove Household Member”.

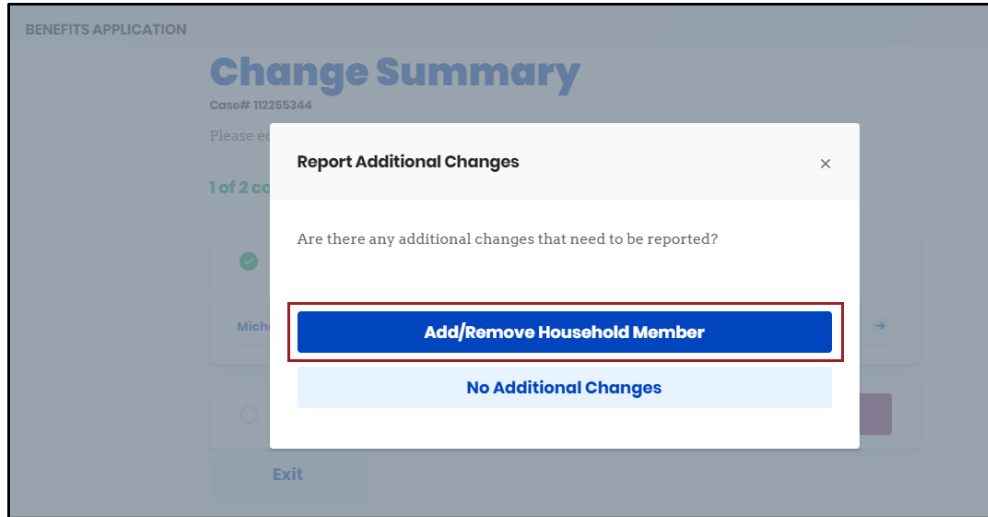
9. Click “No Additional Changes” if there are no additional changes.



10. Click “Start” next to the Sign & Submit section.
11. Click “Next” to go to the Signature Page.
12. Read the Terms of Agreement and answer the final Report a Change questions.
13. Click “Submit Benefits Application”.
14. View the eligibility results from the Eligibility Results screen.

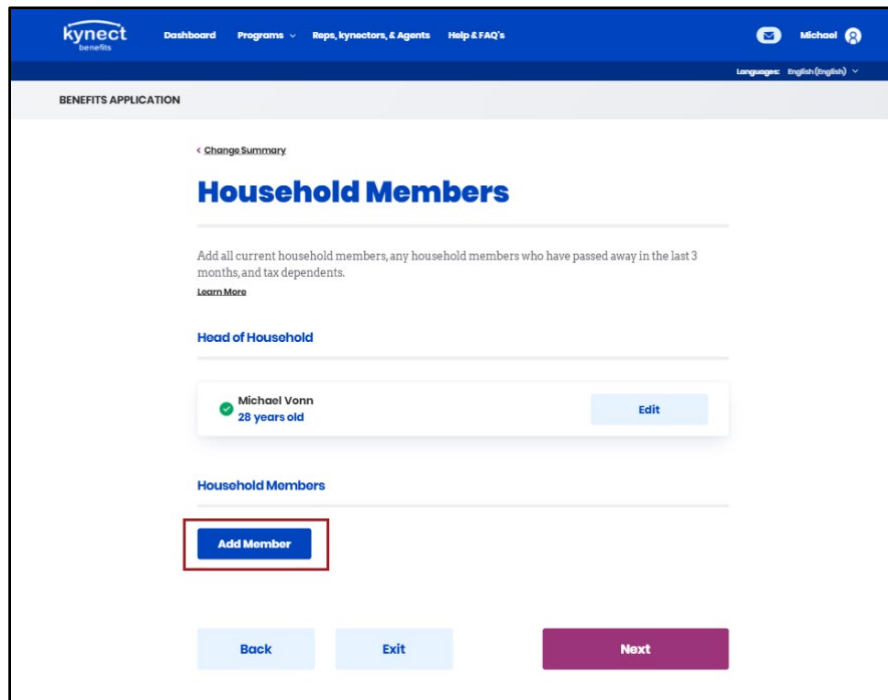
Adding or Removing a Household Member

Residents, kynectors, and other kynect benefits users should select “Add or Remove Household Member” to add or remove a Household Member to the case if they would like to be taken to the Household Members screen.



Steps to Add a Household Member

1. Select “Add Member” from the Household Members screen to navigate to the Household Member Details screen.

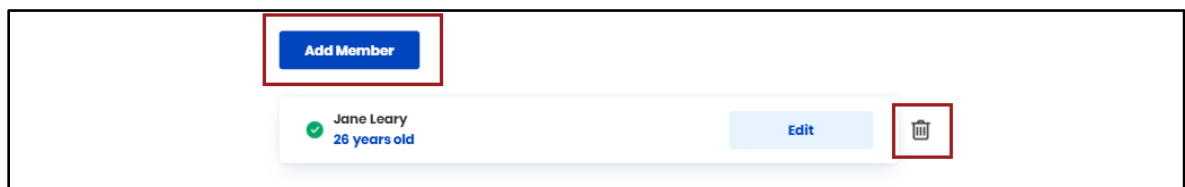


2. Enter First Name, Middle Initial (if applicable), and Last Name.
3. Select Gender.
4. Enter Date of Birth.
5. Select "Yes" or "No" to "Does this individual have a Social Security Number?".
6. Select "Yes" or "No" to "Is this individual a U.S. Citizen?".
7. Select "Yes" or "No" to "Has this individual served in the U.S. military?".
8. Select "Yes" or "No" to "Is this individual a resident of the Commonwealth of Kentucky?".
9. Select the Household Member's Race(s).
10. Click the "This Household Member passed away in the last three months" checkbox, if applicable.
11. Select the programs the Household Member would like to apply for.
12. Click "Next" to return to the Household Members screen.

Steps to Remove a Household Member

After Residents have selected the "Add or Remove Household Member" option, complete the following steps:

1. Click the trashcan icon next to the Household Member from the Household Member Summary screen.



2. Click "Delete" from the pop-up screen to Return to the Household Members screen.

Completing a Report a Change after Adding or Removing a Household Member

After Residents have added or removed a Household Member, complete the following steps from the Household Members screen:

1. Click "Next" to go to the Change Summary screen.
2. Review and update any sections impacted by the updated information.



3. Click "Modify Other Information such as Income, Expenses, or Health" if additional changes need to be made.



Please Note: The user can navigate to the Modify Other Information such as Income, Expenses, or Health section in this document if selected.

4. Click "No Additional Changes" if there are no additional changes.
5. Click "Start" next to the Sign & Submit section.
6. Complete the optional Collateral Contact screen by entering a Contact Name, Contact Phone number, and Relationship.
7. Click "Next" to go to the Signature Page.
8. Read the Terms of Agreement and answer the final Report a Change questions.
9. Click "Submit Benefits Application".
10. View the eligibility results from the Eligibility Results screen.