

The Commonwealth of Kentucky



**kynect**  
benefits

**Quick Reference Guide**  
**Rescheduling and**  
**Cancelling Appointments**





**This Quick Reference Guide is designed to help kynect benefits users complete the necessary steps to cancel and reschedule an appointment in kynect benefits.**

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**Please note:** Residents who still need help after referencing this Quick Reference Guide may call **1-855-459-6328** for additional assistance.

## Rescheduling and Cancelling an Appointment

Appointments may be rescheduled or cancelled through kynect benefits. Appointments are rescheduled or cancelled from the **Appointments** tab on the **Resident Dashboard**. Clicking the **Appointments** tab opens the **Appointment Summary** screen, where upcoming appointments may be viewed from the **Upcoming Appointments** tab.

Appointments may be rescheduled or cancelled from the **Upcoming Appointments** tab. The kynect benefits users with access to reschedule or cancel appointments include:

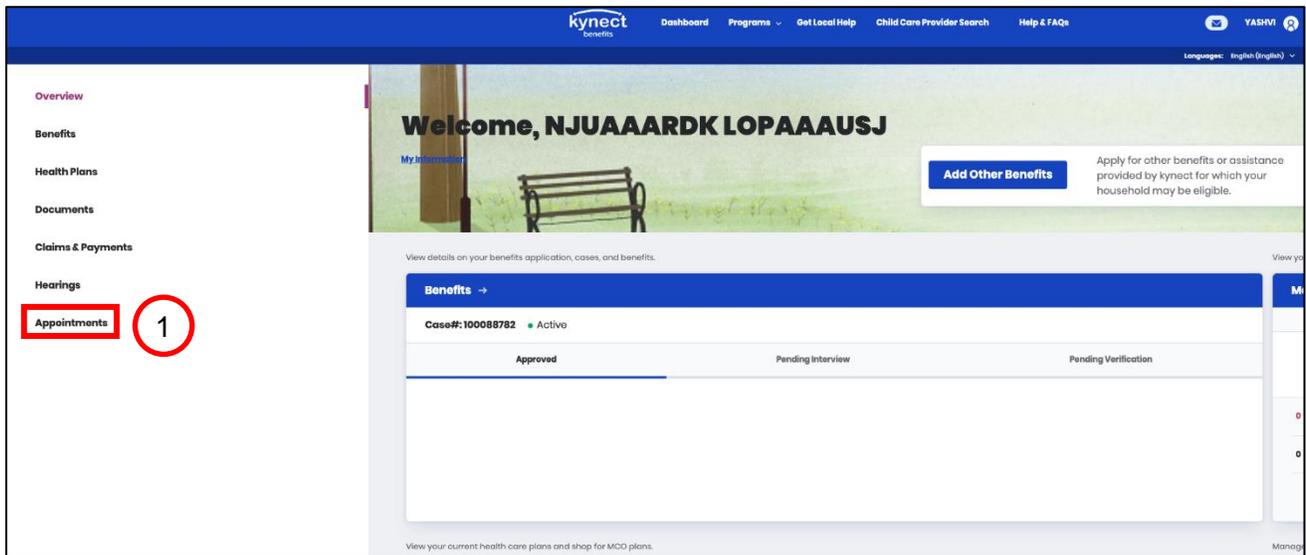
- Residents
- kynectors
- Agents
- Authorized Representatives

A link to reschedule or cancel appointments is available in the *I want to...* section at the bottom of the **Home Dashboard** for additional kynect benefits users such as kynectors, Agents, and Authorized Representatives. Additional kynect benefits users utilize these links to reschedule or cancel appointments for Residents not in the kynect benefits system.

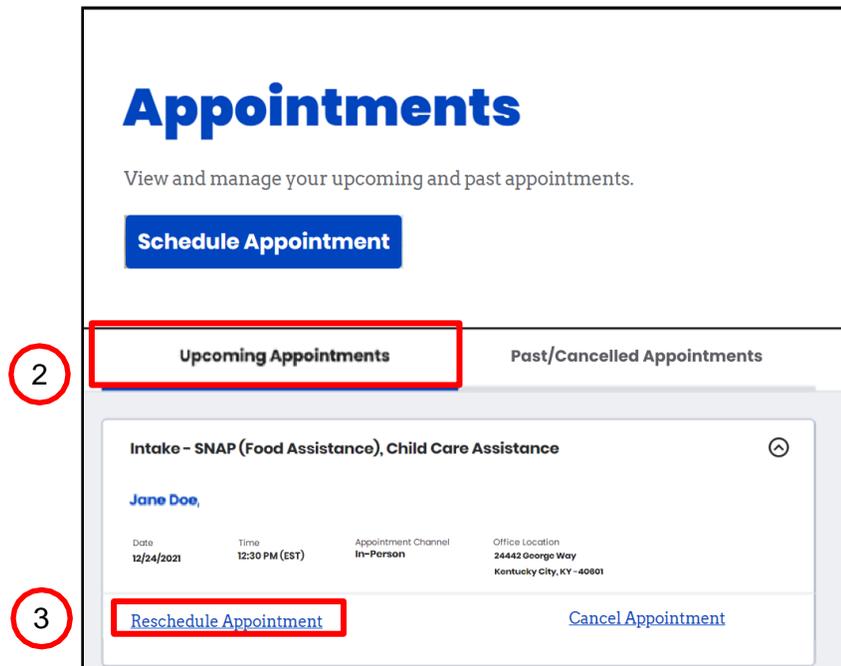
Follow the steps below to reschedule an appointment in kynect benefits.

### Steps to Reschedule an Appointment

1. Click the **Appointments** tab from the **Resident Dashboard's** left-hand navigation panel.



- The **Appointment Summary** screen displays the **Schedule Appointment** button and the **Upcoming Appointments** and **Past/Cancelled Appointments** tabs. These tabs display information for upcoming or past appointments. Click the **Upcoming Appointments** tab to display upcoming appointments.
- Click the **Reschedule Appointment** link to begin rescheduling an appointment.



**Please note:** The **Search Available timeslots from** field does not allow selection of the same date. The field displays dates up to the next 15 business days from the originally scheduled date.

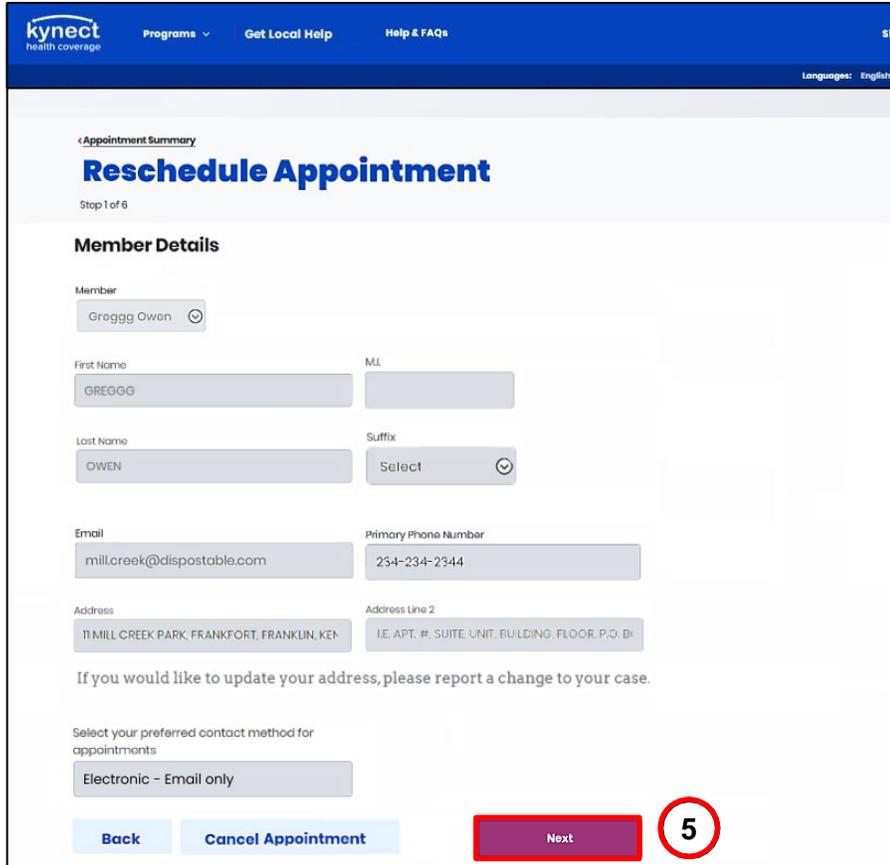


**Please note:** Residents may reschedule FAST appointments from kynect benefits.



**Please Note:** Individuals who are Head of Household (HOH) can create an appointment for all individuals associated with their case that are active/in-household, as well as Authorized Representatives. Individuals who are non-HOH can create and view appointments for themselves.

4. The **Member Details** screen is view-only during the Appointment Rescheduling process.
5. Click **Next**.



**kynect** health coverage Programs Get Local Help Help & FAQs Languages: English

Appointment Summary  
**Reschedule Appointment**  
Step 1 of 6

**Member Details**

Member  
Greggg Owen

First Name: GREGGG ML: [Empty]  
Last Name: OWEN Suffix: Select

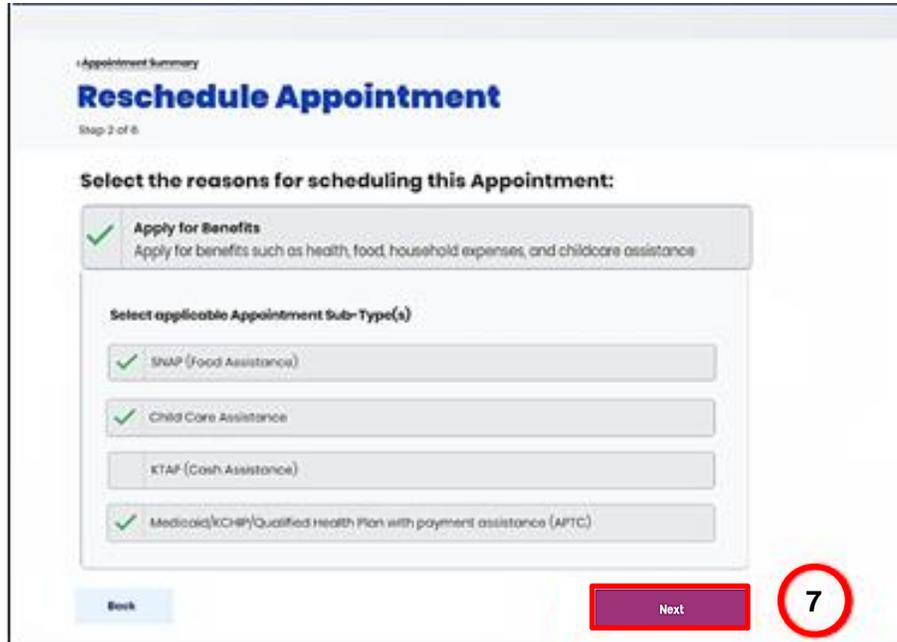
Email: mill.creek@dispostable.com Primary Phone Number: 234-234-2344  
Address: 11 MILL CREEK PARK, FRANKFORT, FRANKLIN, KEN Address Line 2: [Empty]

If you would like to update your address, please report a change to your case.

Select your preferred contact method for appointments  
Electronic - Email only

Back Cancel Appointment **Next** 5

6. The **Appointment Type Selection** screen is view-only during the Appointment Rescheduling process.
7. Click **Next**.



Appointment Summary

## Reschedule Appointment

Step 2 of 6

Select the reasons for scheduling this Appointment:

- Apply for Benefits**  
Apply for benefits such as health, food, household expenses, and childcare assistance

Select applicable Appointment Sub-Type(s)

- SNAP (Food Assistance)
- Child Care Assistance
- KTAF (Cash Assistance)
- Medicaid/CHIP/Qualified health Plan with payment assistance (AFC)

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8. The **Appointment Location** screen is view-only during the Appointment Rescheduling process.
9. Click **Next**.

Appointment Summary

## Schedule Appointment

Step 3 of 6

**Primary Member's Address**

11 Mill Creek Park, Frankfort-KY-40621



**Office mapped for Appointment based on primary member's address**

**Franklin County DCBS** 3.62 miles  
**Family Support**

**Address:** 677 Comanche Trail  
Frankfort, KY 40601  
(855) 306-8959

**Monday:** 08:00 AM - 04:30 PM EST  
**Tuesday:** 08:00 AM - 04:30 PM EST  
**Wednesday:** 08:00 AM - 04:30 PM EST  
**Thursday:** 08:00 AM - 04:30 PM EST  
**Friday:** 08:00 AM - 03:00 PM EST  
**Saturday:**

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10. Click the calendar icon to search for and select a date from the **Search available timeslots from** field.
11. Click **Next**.



**Search Appointments from:**  
Appointments cannot be scheduled for the same day or within the next 24 hours  
If you would like to reschedule your appointment more than 15 business days from your original appointment date, call DCBS.

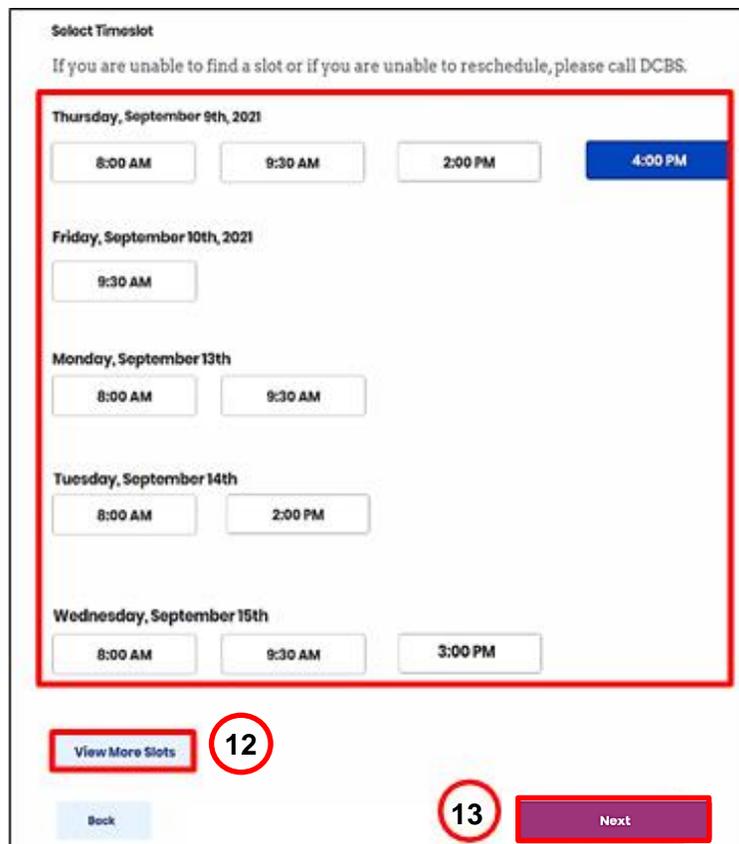
Search available timeslots from:  
mm/dd/yyyy 

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**Please note:** The **Search Available timeslots from** field does not allow same day appointments or appointments in the next 48 hours.

12. Select an available appointment timeslot. Click the **View More Slots** button under the last available appointment date listing to view more timeslots.
13. Click **Next**.



Select Timeslot  
If you are unable to find a slot or if you are unable to reschedule, please call DCBS.

Thursday, September 9th, 2021  
8:00 AM 9:30 AM 2:00 PM **4:00 PM**

Friday, September 10th, 2021  
9:30 AM

Monday, September 13th  
8:00 AM 9:30 AM

Tuesday, September 14th  
8:00 AM 2:00 PM

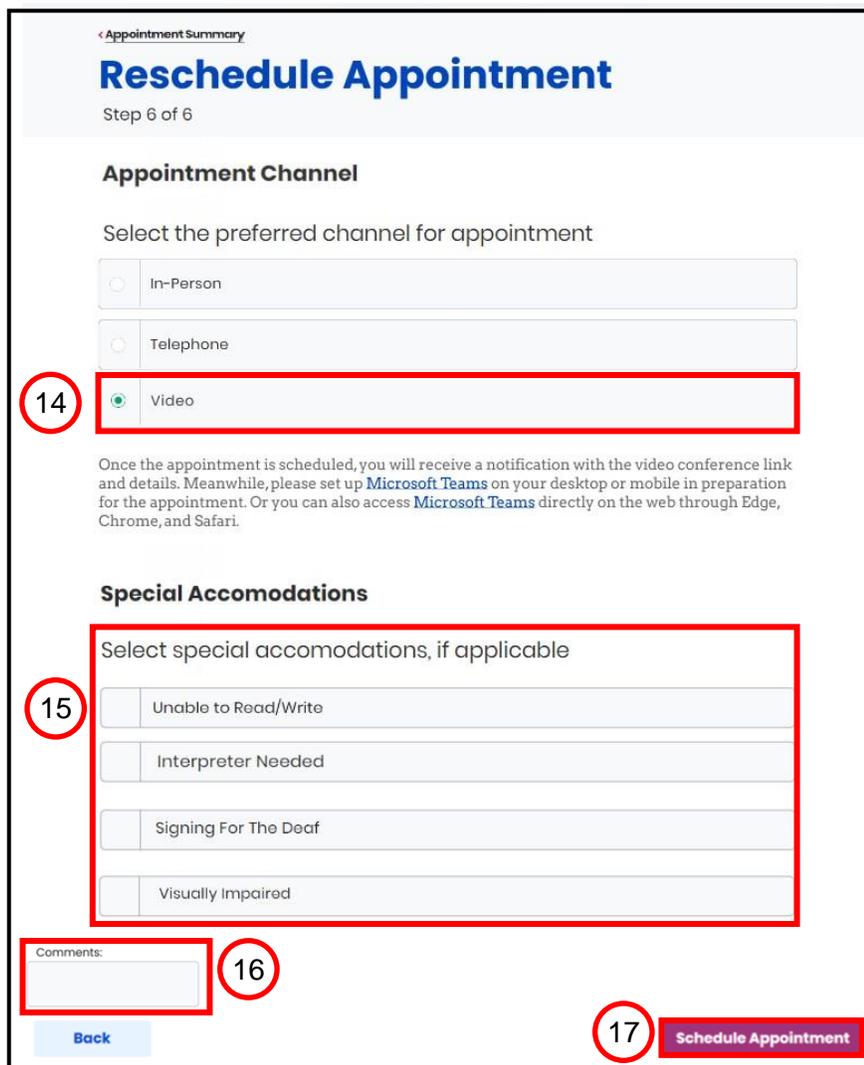
Wednesday, September 15th  
8:00 AM 9:30 AM 3:00 PM

[View More Slots](#) [Next](#)



**Please note:** The **View More Slots** button does not display if there are no more timeslots. The **Select Timeslot** screen does not display appointments in the next 48 hours.

14. Select the **Preferred Channel** from the **Appointment Channel** list.
15. Select any applicable special accommodation from the **Special Accommodations** list if required by the Resident.
16. Enter any **Comments**, if needed.
17. Click **Schedule Appointment** to confirm the rescheduled appointment.



< Appointment Summary

## Reschedule Appointment

Step 6 of 6

### Appointment Channel

Select the preferred channel for appointment

In-Person

Telephone

Video

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Once the appointment is scheduled, you will receive a notification with the video conference link and details. Meanwhile, please set up [Microsoft Teams](#) on your desktop or mobile in preparation for the appointment. Or you can also access [Microsoft Teams](#) directly on the web through Edge, Chrome, and Safari.

### Special Accommodations

Select special accommodations, if applicable

Unable to Read/Write

Interpreter Needed

Signing For The Deaf

Visually Impaired

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Comments:

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17 Schedule Appointment



**Please note:** Residents not active in the kynect benefits system cannot have Video appointments scheduled for them or scheduled on their behalf by additional kynect benefits users.

18. Residents receive an email or text notification based off of their preferred contact method selected in kynect confirming the rescheduled appointment.



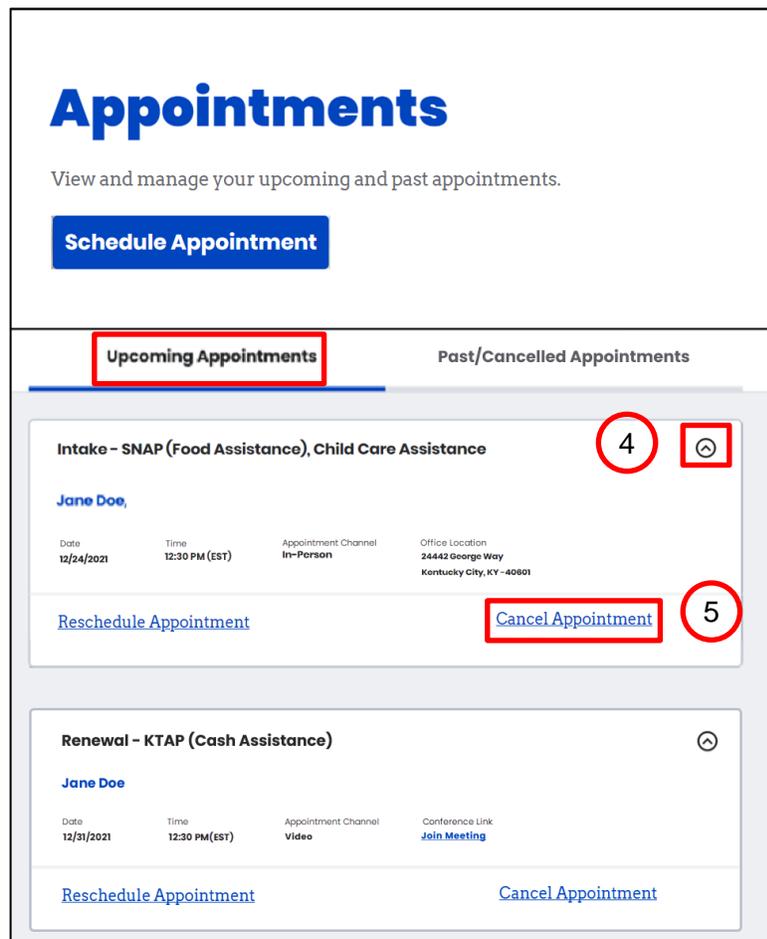
**Please note:** The **Special Accommodations** list displays changes with the preferred channel selected.



**Please note:** kynect benefits users may set up Microsoft Teams on their desktop or mobile in preparation for the appointment. Once the **Video Appointment** is selected and confirmed, links are provided to join the appointment, and to download Teams to a desktop, laptop, or mobile device. Users may also access Microsoft Teams directly on the web through Microsoft Edge, Google Chrome, or Safari.

## Steps to Cancel an Appointment

1. Click the **Appointments** tab in the **Resident Dashboard** left navigation panel.
2. The **Appointment Summary** screen displays the **Schedule Appointment** button and the **Upcoming Appointments** and **Past Appointments** tabs. These tabs display information for upcoming or past appointments.
3. Click the **Upcoming Appointments** tab to display upcoming appointments.
4. Click the drop-down icon next to the upcoming appointment from the **Appointments Summary** screen to display the appointment details and the **Cancel Appointment** link.
5. Click the **Cancel Appointment** link.



**Appointments**

View and manage your upcoming and past appointments.

[Schedule Appointment](#)

**3** [Upcoming Appointments](#) [Past/Cancelled Appointments](#)

**4** Intake - SNAP (Food Assistance), Child Care Assistance 

**Jane Doe,**

Date	Time	Appointment Channel	Office Location
12/24/2021	12:30 PM (EST)	In-Person	24442 George Way Kentucky City, KY - 40801

[Reschedule Appointment](#) [Cancel Appointment](#) **5**

**Renewal - KTAP (Cash Assistance)** 

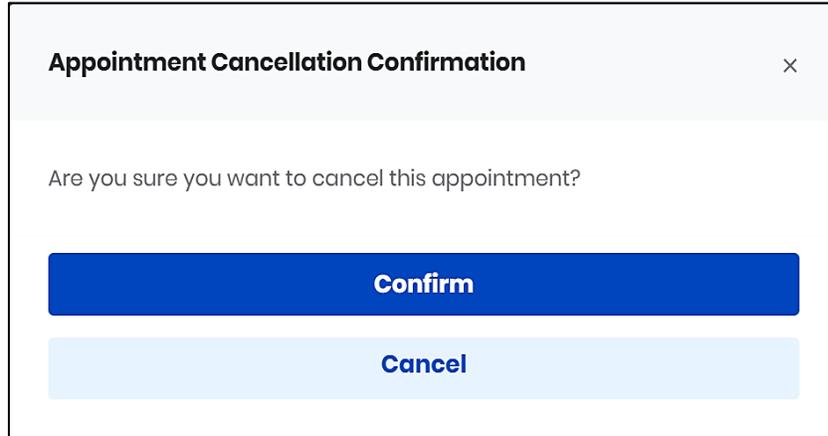
**Jane Doe**

Date	Time	Appointment Channel	Conference Link
12/31/2021	12:30 PM (EST)	Video	<a href="#">Join Meeting</a>

[Reschedule Appointment](#) [Cancel Appointment](#)

6. Click **Confirm** on the **Appointment Cancellation Confirmation** pop-up to cancel the appointment.

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The dialog box is titled "Appointment Cancellation Confirmation" and contains the question "Are you sure you want to cancel this appointment?". Below the question are two buttons: a blue "Confirm" button and a light blue "Cancel" button.

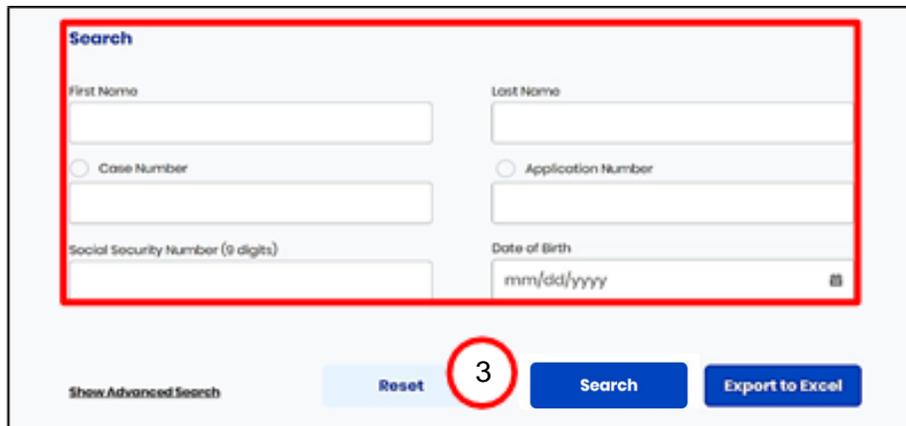


**Please note:** A FAST appointment **cannot** be cancelled from kynect benefits. Residents should contact their local DCBS office if they need to cancel their FAST appointment.

### Steps to Reschedule or Cancel an Appointment for Additional kynect benefits users

1. Search for the Resident from the **Search** feature on the **Home Dashboard**.
2. Enter the Resident's information into each field, such as the **First Name**, **Last Name**, **Case Number**, **Application Number**, **Social Security Number**, or **Date of Birth**.
3. Click **Search**.

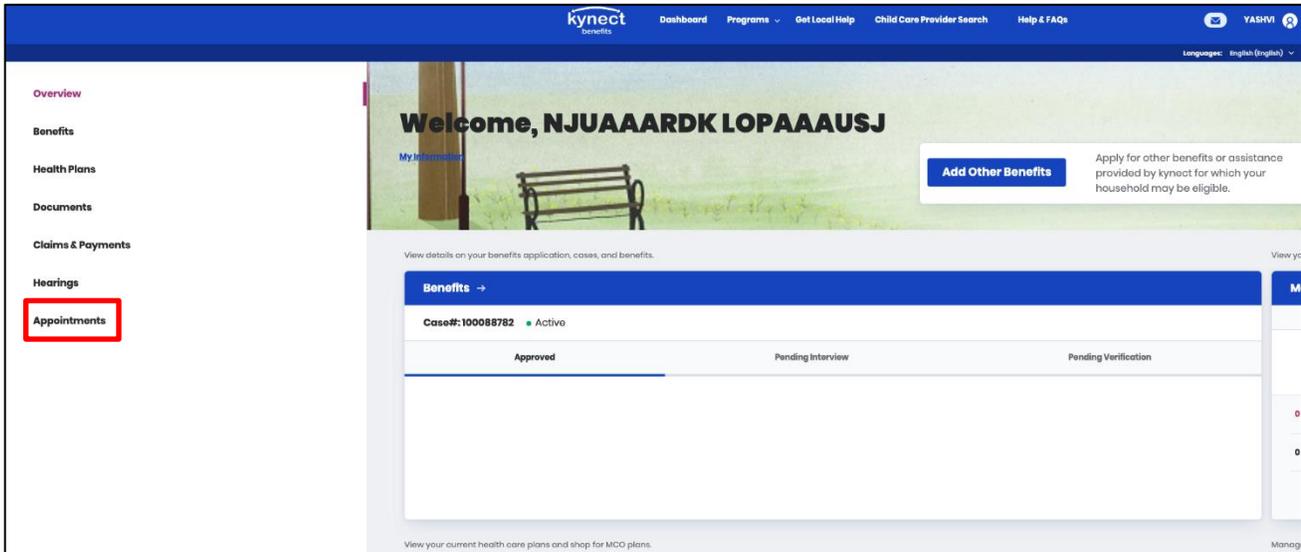
2



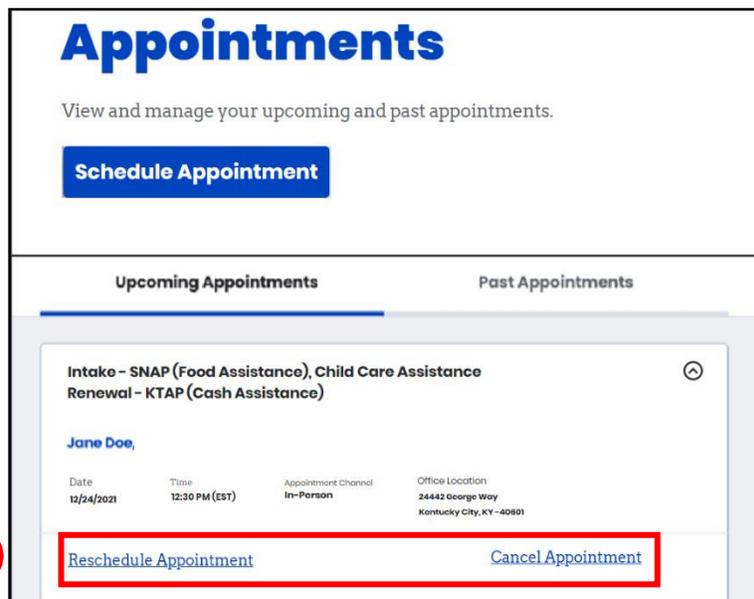
The search form is titled "Search" and contains several input fields: "First Name", "Last Name", "Case Number", "Application Number", "Social Security Number (9 digits)", and "Date of Birth" (with a date picker icon). Below the form are buttons for "Show Advanced Search", "Reset", "Search", and "Export to Excel".

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4. If the Resident displays in the system, click the Resident's name to navigate to the **Resident Dashboard**.
5. Click **Appointments** in the left navigation panel.



6. Click **Reschedule Appointment** or **Cancel Appointment** to reschedule or cancel a Resident's appointment.



**Please note:** Additional kynect benefits users may set up Microsoft Teams on their desktop or mobile in preparation for the appointment. Once the **Video Appointment** is selected and confirmed, links are provided to join the appointment, and to download Teams to a desktop, laptop, or mobile device.

Or, Residents may also access Microsoft Teams directly on the web through Microsoft Edge, Google Chrome, or Safari.

7. If the Resident does not display in the system after clicking **Search** from the **Home Dashboard**, navigate to the *I want to...* section to view the **Reschedule/Cancel Appointment** link.
8. Click **Reschedule/Cancel Appointment**.

**I want to...**

**Prescreening Tool**  
Check for potential eligibility on behalf of a client

**Schedule Appointment**  
Schedule an Appointment for contact not already in system.

**Agent Portal**  
Visit the Agent Portal to search for insurance agents.

**Reschedule/Cancel Appointment**  
Reschedule/Cancel Appointment for contact not already in system

9. Enter the Resident's **First Name** and **Last Name**, or the Resident's **Email**.
10. Click **Search**.

## Appointments

View and manage upcoming and past appointments for contacts not in system.

**Search**

First Name

Last Name

Email

Reset

Search

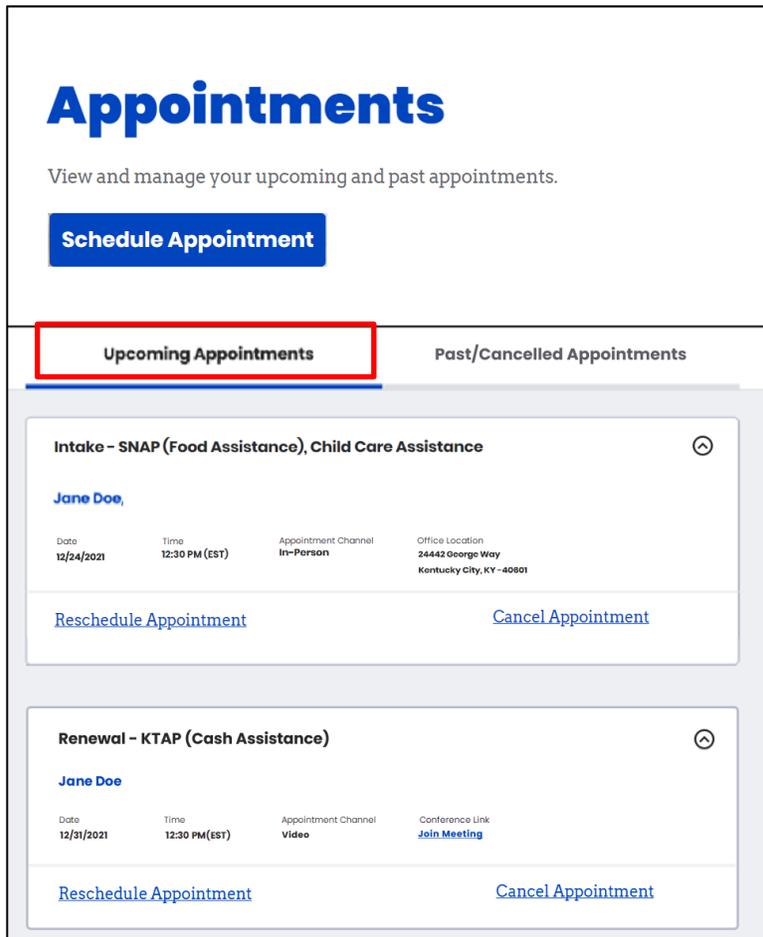


**Please note:** The Resident's first and last name must be entered together for a valid search without an email, however an email can be entered alone for a valid search.



**Please note:** Residents not active in the kynect benefits system cannot have Video appointments scheduled for them or scheduled on their behalf by additional kynect benefits users.

11. Click the **Upcoming Appointments** tab.
12. Click the drop-down icon to display the **Reschedule Appointment** and **Cancel Appointment** links.
13. Click **Reschedule Appointment** or **Cancel Appointment** for a Resident not in the system.
14. Follow Steps 1-17 in the Steps to [Reschedule an Appointment](#) section of this Quick Reference Guide to begin rescheduling an appointment for Residents that are not found in the system. Follow Steps 1-6 in the [Cancel an Appointment](#) section to cancel an appointment for Residents that are not found in the system.



**Appointments**

View and manage your upcoming and past appointments.

[Schedule Appointment](#)

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**Upcoming Appointments** Past/Cancelled Appointments

**Intake - SNAP (Food Assistance), Child Care Assistance**

**Jane Doe**

Date	Time	Appointment Channel	Office Location
12/24/2021	12:30 PM (EST)	In-Person	24442 George Way Kentucky City, KY - 40901

[Reschedule Appointment](#) [Cancel Appointment](#)

**Renewal - KTAP (Cash Assistance)**

**Jane Doe**

Date	Time	Appointment Channel	Conference Link
12/31/2021	12:30 PM (EST)	Video	<a href="#">Join Meeting</a>

[Reschedule Appointment](#) [Cancel Appointment](#)