The Commonwealth of Kentucky

Kynect benefits

Quick Reference Guide
Rescheduling and Canceling 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 on the Appointments tab from the Resident Dashboard’s left-hand navigation panel.
2. 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 on the **Upcoming Appointments** tab to display upcoming appointments.

3. 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.
4. The **Member Details** screen is view-only during the Appointment Rescheduling process.

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

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

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

11. Click **Next**.

**Please Note**: The **Search Available timeslots from** field does not allow same day appointments or appointments in the next 24 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**.
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 24 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. Click Schedule Appointment to confirm the rescheduled appointment.

Please Note: Video Appointments may not be available for all DCBS Offices.
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.

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

**Please Note**: The appointment may also be cancelled by clicking the **Cancel Appointments** button at the bottom of the **Member Details** screen in the Rescheduling Appointment process flow.

### 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**.
4. If the Resident appears in the system, click on the Resident’s name to navigate to the **Resident Dashboard**.

5. Click on **Appointments** in the left navigation panel.

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

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**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 Edge, Chrome, or Safari.
7. If the Resident does not appear 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**.

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

10. Click **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 on the **Upcoming Appointments** tab.

12. Click on the drop-down icon to display the **Reschedule Appointment** and **Cancel Appointment** links.

13. Click on **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 **Steps to Cancel an Appointment** section to cancel an appointment for Residents that are not found in the system.