

The Commonwealth of Kentucky



kynect
benefits

Quick Reference Guide
Resident Basic Navigation





This Quick Reference Guide is designed to help Residents navigate the Resident Dashboard in kynect benefits.

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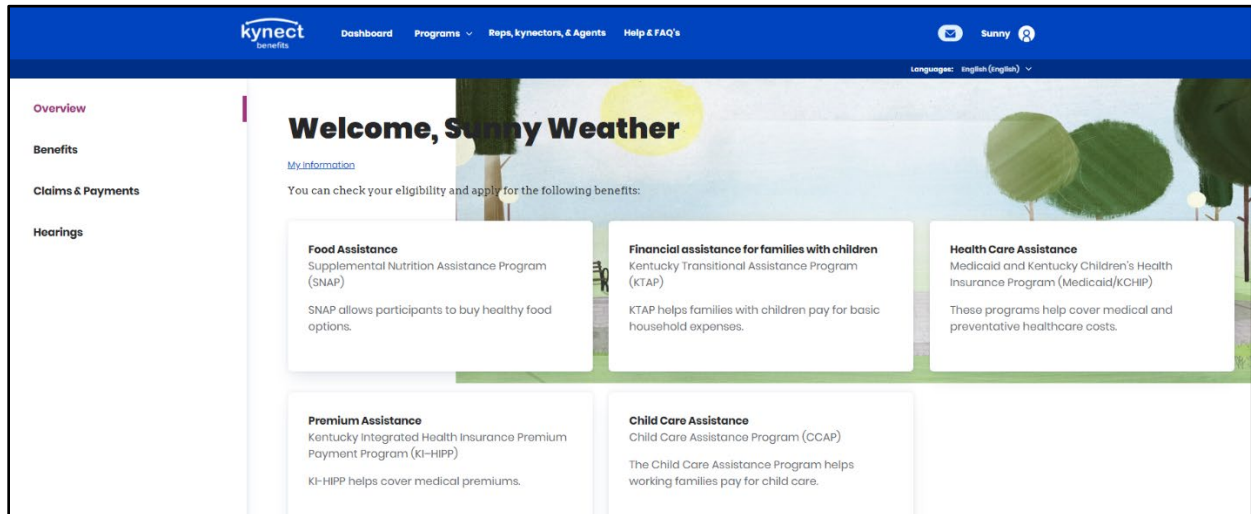
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Please Note: Residents who still need help after referencing this Quick Reference Guide can call **(800) 635-2570** for additional assistance.

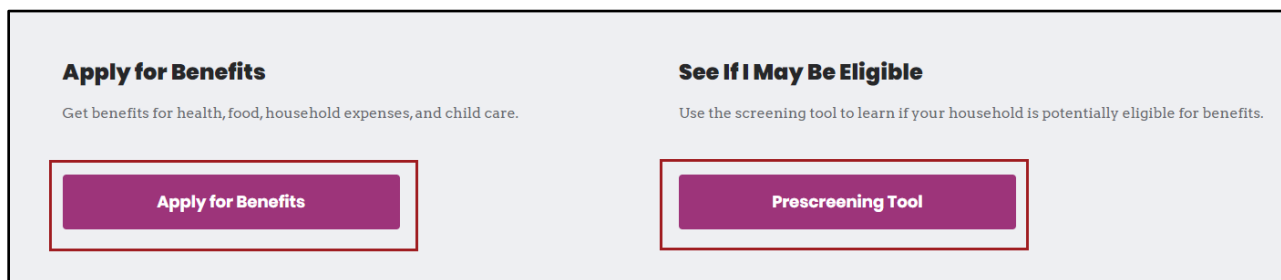
Resident Dashboard Overview

Residents use their Kentucky Online Gateway (KOG) account information to log into kynect benefits. When Residents log into kynect benefits, they are presented with the Resident Dashboard. The Resident Dashboard provides an Overview of important benefits information.



Please Note: After a Benefits Application has been completed, the Resident Dashboard displays the Benefits, Message Center, Health Plans, and Authorized Representatives, kynectors, & Agents dashboard tiles. Reference the **Resident Basic Navigation Quick Reference Guide** for more information.

- If the Resident is new to kynect benefits and does not have a case, the Dashboard displays a link to “Apply for Benefits” at the bottom of the page.
- Residents can also click “Prescreening Tool” to take a quick survey to learn if their household is potentially eligible for benefits before they submit an application.





Basic Navigation

When using kynect benefits, there are two important features that help users successfully use the kynect benefits system.

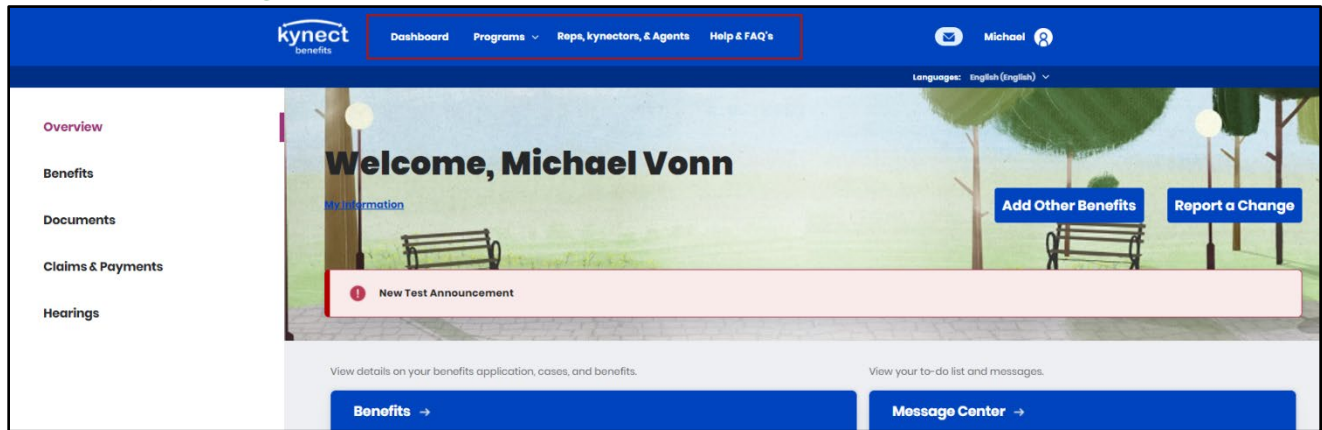
- ✓ The Top Navigation Menu
- ✓ The Side Navigation Menu



Please Note: If you are using a mobile device the top and side menus are found in the menu icon in the top left of your screen. The menu icon can be accessed from any screen while logged into kynect benefits on a mobile device.

The Top Navigation Menu can be accessed from any screen in kynect benefits. Below are the features found on the top menu on a computer or from the menu button on a mobile device.

Top Navigation Menu

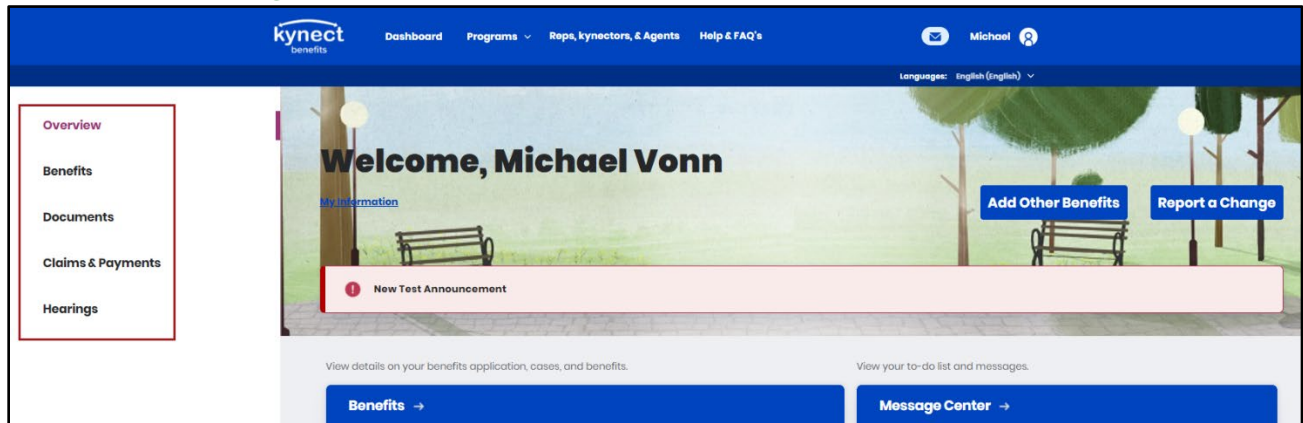


- ✓ Click “Dashboard” to return to the Resident Dashboard.
- ✓ Click “Programs” to find more information about the Benefit Programs offered.
- ✓ Click “Reps, kynectors, & Agents” to use the Find an Authorized Representative, kynector, and Agent search tools.
- ✓ Click “Help & FAQ’s” to view general kynect benefit information and find answers to Frequently Asked Questions.
- ✓ Click the mail icon to view messages and notifications.
- ✓ Hover over the profile icon and click “My Info” to complete the following:
 - View and Edit Personal Contact Information
 - View and Edit Communication Preferences
 - View Local DCBS Office
- ✓ Hover over the profile icon and click “Sign Out” to log out of kynect benefits.



The Side Navigation Menu can be accessed from any screen in kynect benefits. Below are the features found on the side menu on a computer or from the menu button on a mobile device.

Side Navigation Menu



- ✓ Click "Overview" to return to the Resident Dashboard.
- ✓ Click "Benefits" to view and manage your approved programs.
 - Report a Change is also available from this screen.
- ✓ Click "Documents" to visit the Document Center
 - The Document Wizard is a tool that helps Residents identify correct forms of proof when there is a Request for Information. The Document Wizard gives a step by step walk through to complete a document upload for every request.
- ✓ Click "Claims & Payments" to review Amount Owed for claims.
- ✓ Click "Hearings" to Request a Hearing with CHFS to appeal eligibility, enrollment and benefit decisions for any kynect benefits program.

Mobile-Friendly Design

kynect benefits has a new mobile friendly, mobile first design for easy navigation and connections to benefits and community resources. Residents, kynectors, and additional users can complete all available actions in kynect benefits from any mobile device. Some of these actions include:

- ✓ Apply for Benefits
- ✓ Upload Documents
- ✓ Report a Change

