

The Commonwealth of Kentucky



kynect
benefits

Quick Reference Guide
Resident Dashboard





This Quick Reference Guide is designed to help Residents, kynectors, and other kynect benefit users complete the necessary steps use the Resident Dashboard.

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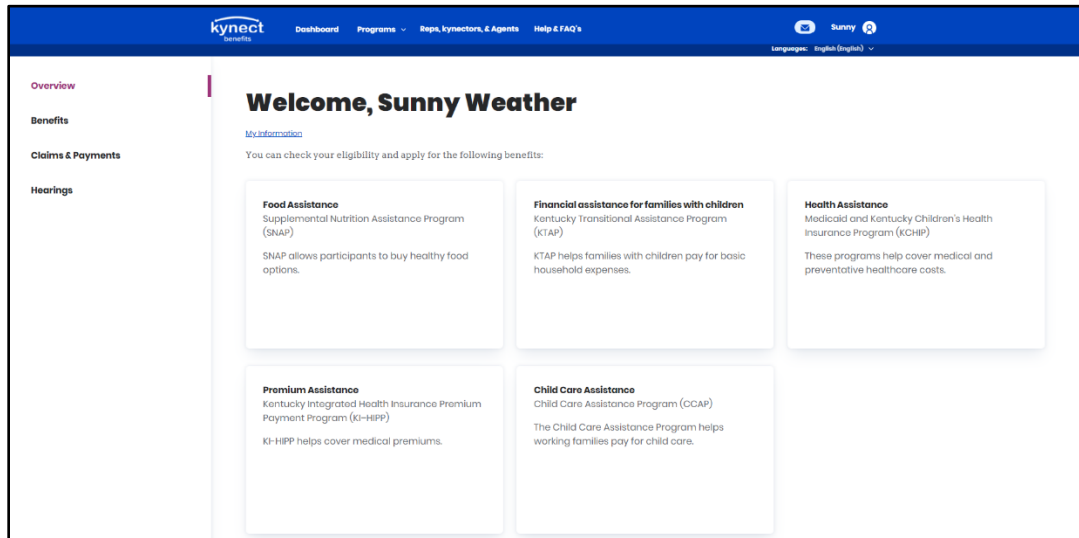
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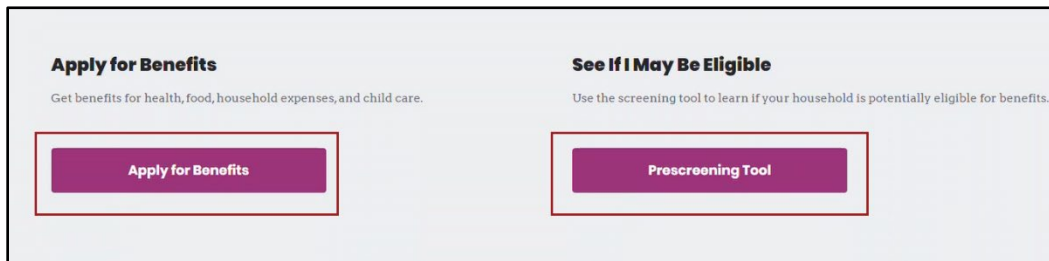
Please Note: Residents who still need help after referencing this Quick Reference Guide can call **(800) 635-2570** for additional assistance.

Resident Dashboard Overview

Residents use their Kentucky Online Gateway (KOG) account information to log into kynect benefits. Residents are presented with the Resident Dashboard when they log into kynect benefits. The Dashboard provides an overview of important benefits 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 see their household’s potential eligibility.



Please Note: After an application has been completed, the Dashboard displays the Benefits, Message Center, Health Plans (for Medicaid), and the Reps, kynectors, & Agents dashboard tiles. It also displays critical notifications near the top, and the “I want to...” section at the bottom.

Basic Navigation Overview

kynect benefits has two important features that help users navigate through the system.

- ✓ The Top Navigation Menu
- ✓ The Side Navigation Menu
- ✓ The top and side menus are found in the menu icon at the top left of the screen on a mobile device.

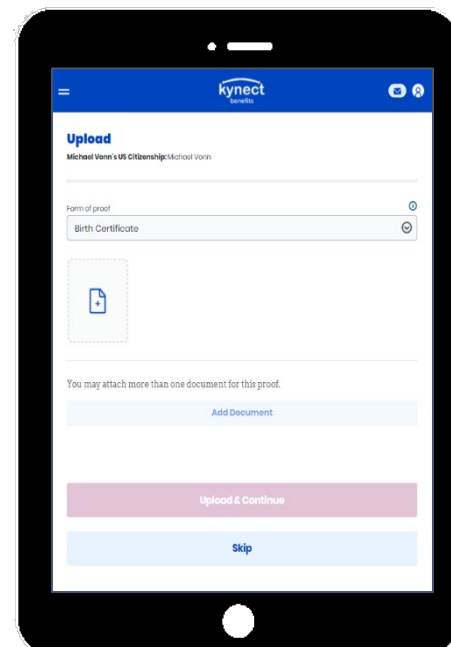
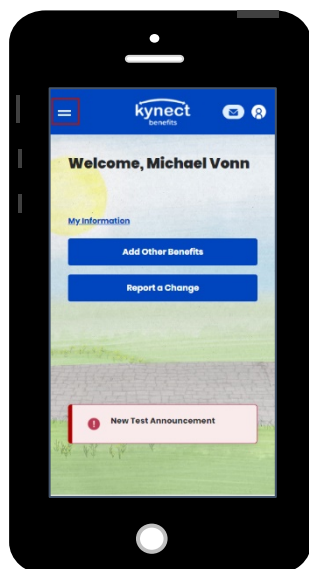


Please Note: The menu icon can be accessed from any screen while logged into kynect benefits on a mobile device. See the **Basic Navigation Quick Reference Guide** for more information.

Mobile-Friendly Design

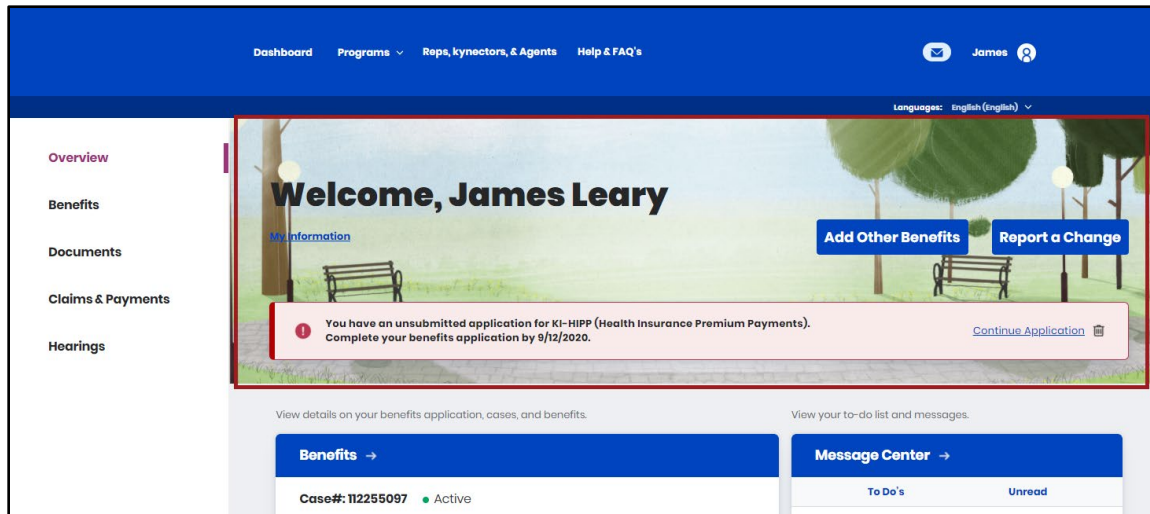
kynect benefits has a new mobile friendly, mobile first design for easy connections to benefits and community resources. Residents, kynectors, and additional users can complete all the available actions in kynect benefits from any mobile device. Some of these actions include:

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



Top of the Dashboard

The top of the Resident Dashboard provides an overview of important benefits information, links to personal information, action buttons, and critical notifications and to-do items.



- Click “My Information” to view the My Info page.
- Click “Apply for Benefits” to start a new benefits application.
 - This button changes to “Add Other Benefits” when a Resident has at least one active case.
 - This button changes to “Continue Application” if there is a benefits application in progress.
- Click “Report a Change” to report a change in information.
- View Announcements, Critical Notifications, and To-Do items when they appear.



Dashboard Tiles

After an application has been submitted, the Resident Dashboard displays the Benefits, Message Center, Health Plans (if there is a Medicaid case), and the Reps, kynectors, & Agents dashboard tiles.

The dashboard is divided into four quadrants, each with a title and a description:

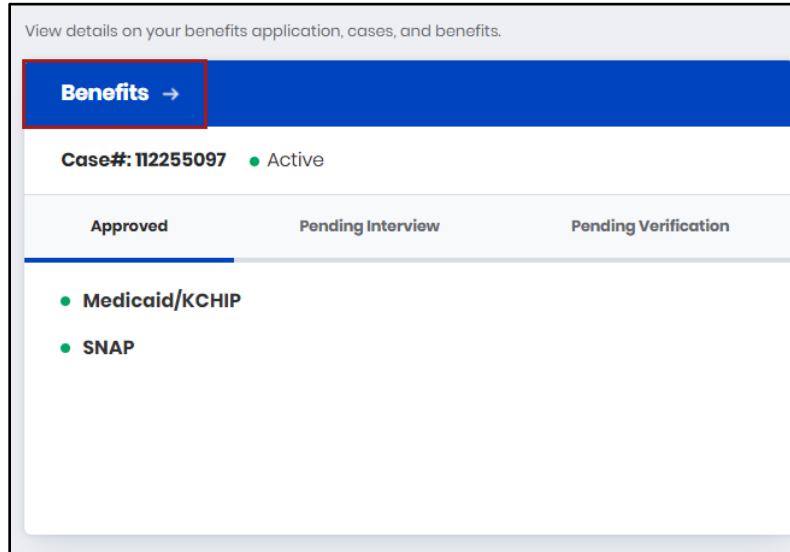
- Top Left: Benefits** (View details on your benefits application, cases, and benefits.)
 - Case#: 112255097 (Active)
 - Approved | Pending Interview | Pending Verification
 - Medicaid/KCHIP
 - SNAP
- Top Right: Message Center** (View your to-do list and messages.)
 - To Do's: 4
 - Unread: 15
 - 1 Due this week
 - 11 Notice
 - 2 New
 - 0 Announcements
 - 1 Notifications
- Bottom Left: Health Plans** (View your current healthcare plans and shop for MCO plans.)
 - Not Enrolled | Enrolled
 - Medicaid Plans (MCOs)
 - Passport Health Plan (James Leary, Jane Leary)
 - Enrollment Manager
- Bottom Right: Reps, kynectors, & Agents** (Manage and view details about your support team.)
 - Authorized Representative: Jane Leary
 - kynector: Aidon Gillan
 - Insurance Agent: Get help applying for Medicaid and selecting your health coverage plans.

Below is additional information for each dashboard tile found in kynect benefits.

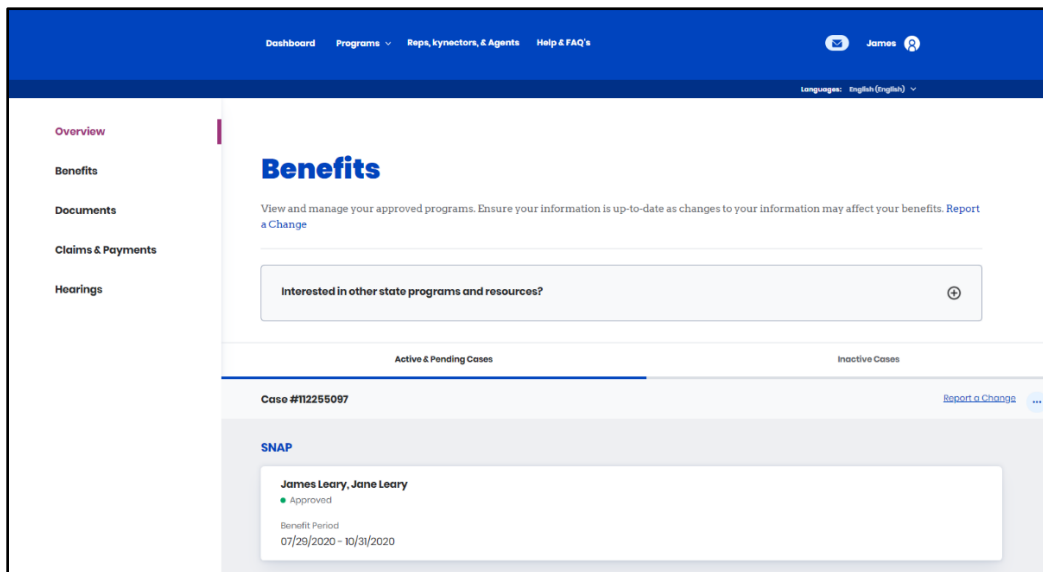
Benefits

The Benefits tile displays the status of Resident benefits and their cases. The case statuses include active, pending, and inactive.

1. Click the “Benefits” tile from the Resident Dashboard to go to the Benefits module.



2. View and manage approved programs. Ensure that information is up-to-date as changes to information may affect benefits.



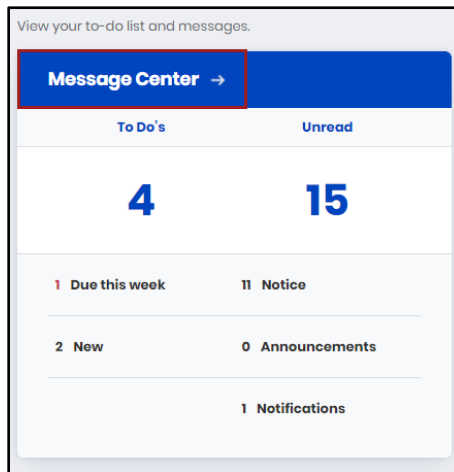
3. Click “Dashboard” on the top menu on a computer or in the menu button on a mobile device to return to the Dashboard.

Message Center

The Message Center tile displays the number of unread messages and To-Do's to complete for the benefits application.

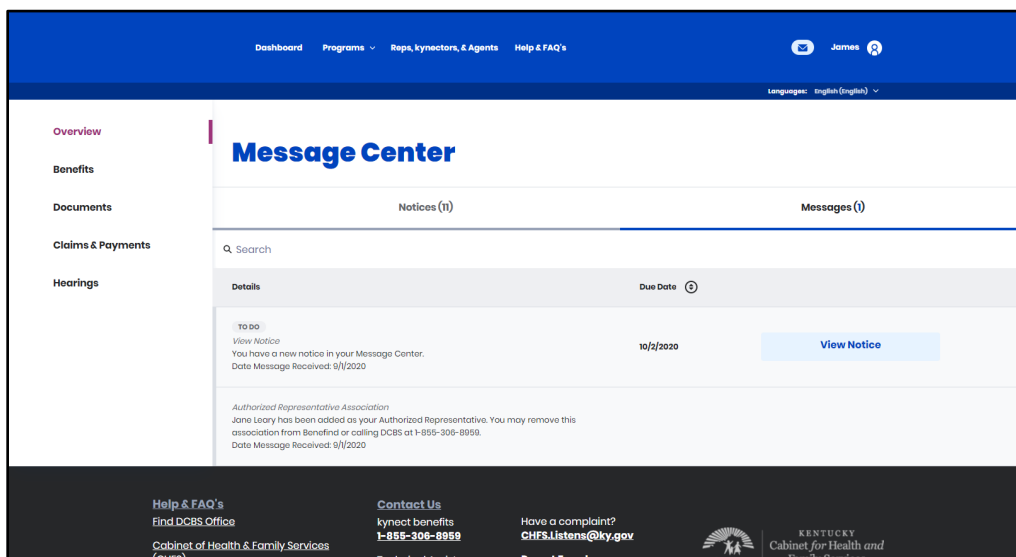
- To-Do's that are new or due this week are displayed below the total To-Do number.
- Messages are divided by message type such as Notices, Announcements, and Notifications.

1. Click the "Message Center" tile to go to the Message Center.



2. Click "Messages" to view messages about updates to benefits and important announcements.

3. Click "Notices" to view notices to see digital copies of mail sent to Residents.



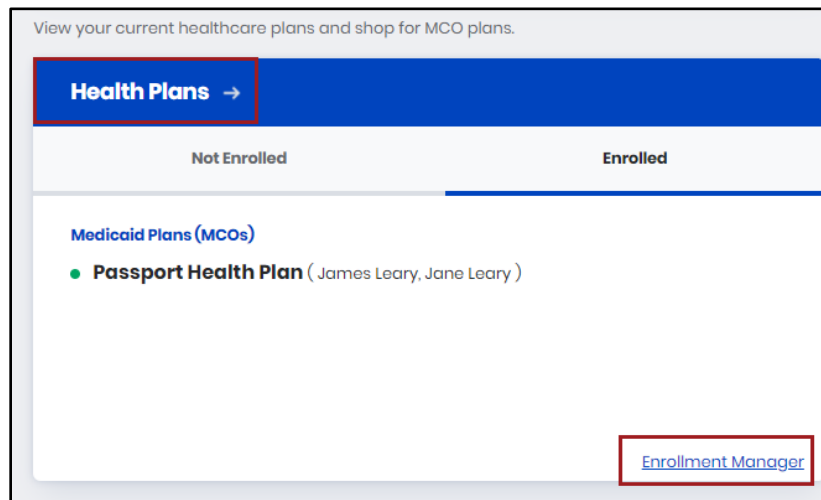
4. Click "Dashboard" on the top menu to return to the Resident Dashboard.

Health Plans

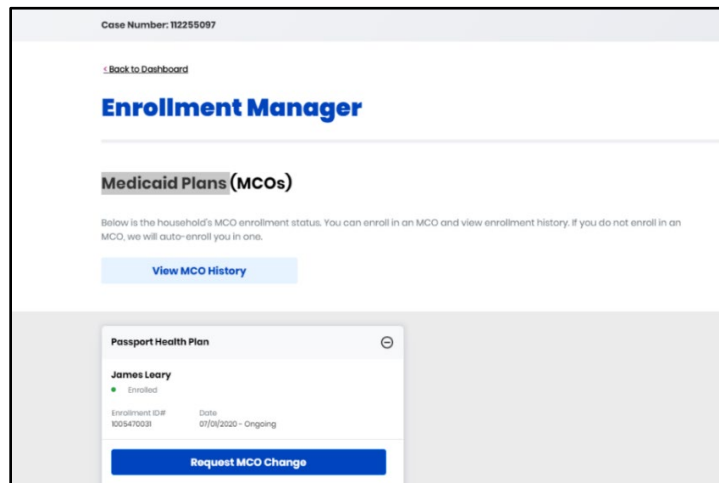
The Health Plans tile only displays for individuals that have applied for Medicaid/KCHIP and have the option to enroll in a healthcare plan with a Managed Care Organization (MCO). The Health Plans tile displays the healthcare plan enrollment status for individuals in the household. The tab options include: “Not Enrolled” and “Enrolled” Residents.

Below are the steps to Request an MCO Change.

1. Click the “Health Plans” tile or “Enrollment Manager” to go to the Enrollment Manager module.



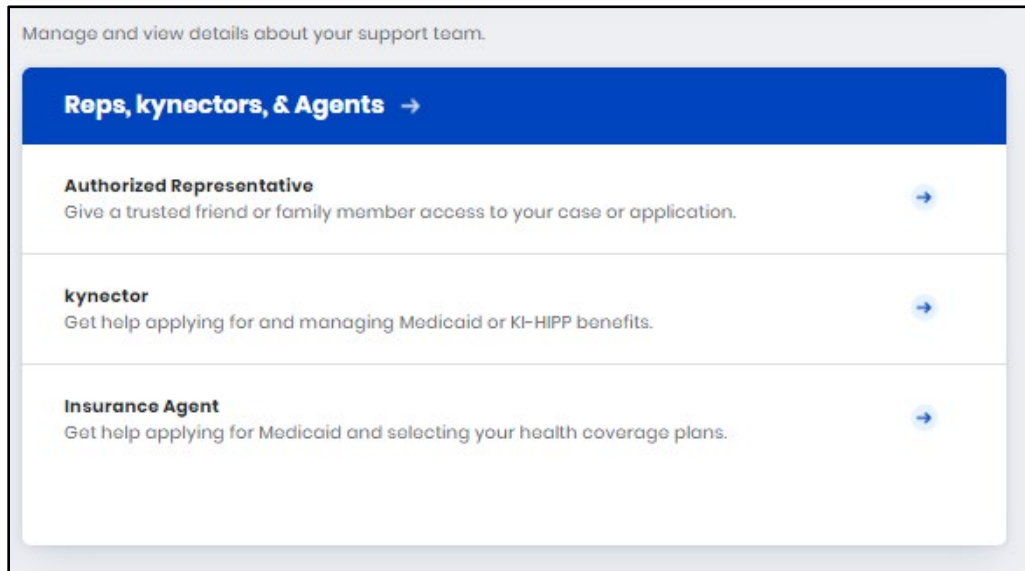
2. Click “Request MCO Change” to start the process to request a change in a Resident’s Managed Care Organization (MCOs).
3. Click “View MCO History” to view past MCO enrollment history.



4. Click “Back to Dashboard” to return to the Resident Dashboard.

Reps, kynectors, & Agents

The Reps, kynectors, & Agents tile connects Residents to their support team that can help them apply for and receive benefits. Residents can click either the Authorized Representative, kynector, or Insurance Agent links to view and manage the support role associations. If Residents have added any of these roles, this information is displayed here.



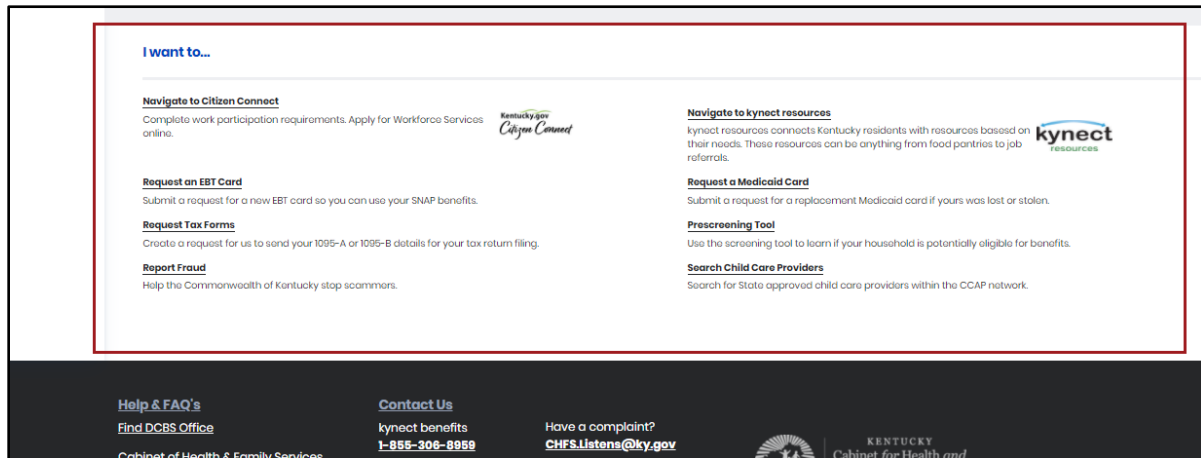
- ✓ Authorized Representatives are a family member, a family friend, or other trusted individual who can access a Resident's case or application.
- ✓ kynectors help Residents apply for Medicaid or KI-HIPP.
- ✓ Insurance Agents help select health coverage plans.



Please Note: See the **Add, Edit, and Remove an Authorized Representative and Adding and Removing kynectors and Agents** Quick Reference Guide for step by step instructions to complete these processes.

“I want to...” Section

The “I want to...” section is located at the bottom of the Resident Dashboard. This section was created to connect Residents to specific actions within kynect benefits. The options that appear in the “I want to...” section are program and role specific.



The “I want to...” section may include links to the following actions:

- **Navigate to Citizen Connect.**
- **Request an EBT Card.**
- **Request Tax Forms.**
- **Report Fraud.**
- **Navigate to kynect resources.**
- **Request a Medicaid Card.**
- **Prescreening Tool.**
- **Search for Child Care Providers.**