

The Commonwealth of Kentucky



kynect
benefits

Quick Reference Guide
kynector Search



Searching for kynectors

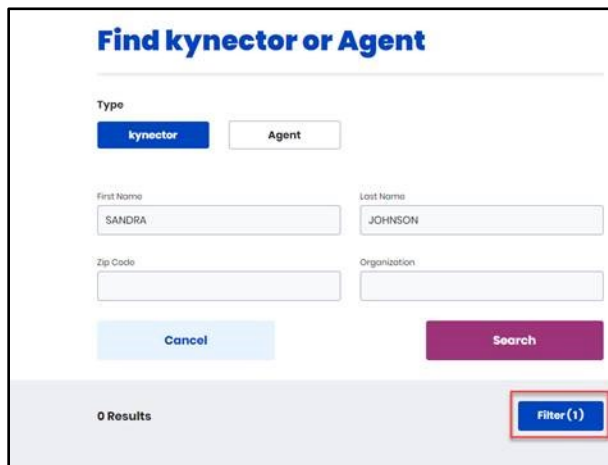
kynectors are key partners in the community that help Kentucky Residents apply for Medicaid and the Kentucky Integrated Health Insurance Premium Payment (KI-HIPP) program. Residents and kynect benefits users can search for kynectors by using the “Find a kynector or Agent” search tool. This search tool can be found by going to the Reps, kynectors, & Agents screen. This screen can be accessed from:

- The Reps, kynectors, & Agents tile on the Resident Dashboard
- The Reps, kynectors, & Agents tab on the top navigational menu
- The Reps, kynectors, & Agent section of the benefits application

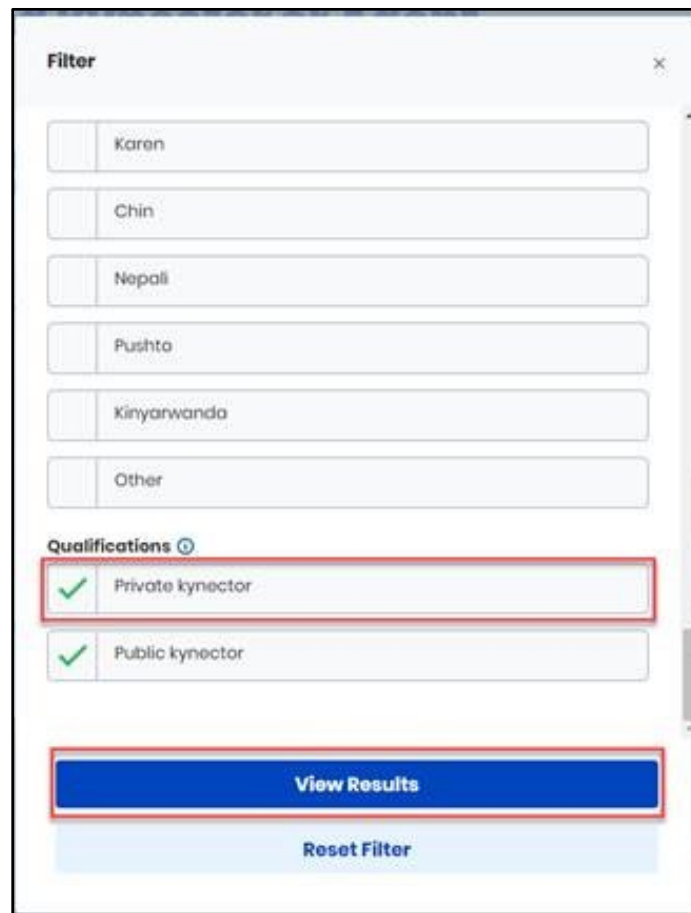
The “Find a kynector or Agent” search tool allows users to enter basic information to find kynectors. The search tool also allows users to sort and filter kynectors by distance, name, language, and private status if searching for kynectors assigned to help patients from a certain facility. Follow the steps below to use the “Find a kynector or Agent” search tool.

Steps to Search for kynectors

1. Click the “Find a kynector” button on the Reps, kynectors & Agents screen.
2. Select “kynector”.
3. If kynector information is known, enter a First Name, Last Name, Zip Code, or Organization. Skip to step 4 if the information is not known.
4. Click “Search”.
5. The search tool returns results based on the information entered. If no kynector information was entered a list of all kynectors is returned.

A screenshot of a web application search interface titled "Find kynector or Agent". At the top, there are two radio buttons for "Type": "kynector" (selected) and "Agent". Below this are four input fields: "First Name" (containing "SANDRA"), "Last Name" (containing "JOHNSON"), "Zip Code", and "Organization". At the bottom of the form are two buttons: "Cancel" and "Search". Below the form, it displays "0 Results" and a "Filter (1)" button, which is highlighted with a red box.

6. Select filter(s) to filter and sort the search results by distance, name, and language.
7. The search results display public kynectors. Public kynectors are kynectors assigned to help any individual in the community apply for Medicaid or KI-HIPP.
 - Private kynectors are kynectors assigned to help patients from a certain facility apply for Medicaid or KI-HIPP. If a user is searching for a private kynector, click “Private kynector” in the “Qualifications” filter to include private kynectors in the kynector search results.



8. Click “View Results” after the necessary filters have been added.



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