The Commonwealth of Kentucky

kynect ability

Together for a better Kentucky

kynect ability Appointments Module for E&T Providers

Frequently Asked Questions

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kynect ability General Information

Q1. How do E&T Providers schedule an appointment in kynect ability?

To schedule an appointment, E&T Providers should follow these steps:

1. Navigate to an E&T Participant's **Individual Details** screen using the top search bar to enter the E&T Participant's name and selecting the E&T Participant's name.
2. Click the **Schedule Appointment** tab from the **Individual Details** screen.
3. Click the **Schedule Appointment** button to begin scheduling an E&T Participant's appointment.
4. Select the Appointment **Type**, **Location**, **Date**, **Timeslot**, **Appointment Channel**, and **Special Accommodations**.
5. Confirm the appointment by clicking the **Confirm Appointment** button on the **Appointment Details** screen.

Please Note: E&T Providers are sent a task in kynect ability when initiating SNAP E&T Assessment Appointments. Na vigate to an E&T Participant's **Individual Details** screen to start the task and close it out when ready.

Please Note: E&T Providers may need to click the **More** tab on an E&T Participant's **Individual Details** screen to be shown the **Schedule Appointment** tab if it isn't displayed.

Q2. How can E&T Providers view appointments and appointment details?

E&T Providers can view appointments and appointment details by following these steps:

1. Navigate to an E&T Participant's **Individual Details** screen using the top search bar to enter the E&T Participant's name and selecting the E&T Participant's name.
2. Select the **Schedule Appointment** tab to view an E&T Participants' appointment records. The **Schedule Appointment** tab displays a E&T Participant's appointment records and details, including the appointment type, date and time, channel, and status.
3. Click either the **Name** or **View** buttons from the appointment record drop-down to be taken to the **Appointment Details** screen to view an appointment's details. The **Appointment Details** screen displays the E&T Participant's appointment details. The **Appointment Details** screen is read-only except for the **Appointment Status** field that is editable on the day of the appointment.
4. Reschedule or cancel an appointment by clicking the **Reschedule Appointment** or **Cancel Appointment** buttons at the top of the **Appointment Details** screen.

Please note: Past appointments cannot be cancelled or rescheduled.

Please Note: E&T Providers may need to click the **More** tab on an E&T Participant's **Individual Details** screen to be shown the **Schedule Appointment** tab if it isn't displayed.

Q3. How do E&T Providers cancel or reschedule an appointment through kynect ability?

E&T Providers can cancel an appointment by following these steps:

1. Navigate to an E&T Participant's **Individual Details** screen using the top search bar to enter the E&T Participant's name and selecting the E&T Participant's name.
2. Click the **Schedule Appointment** tab from an E&T Participant's **Individual Details** screen.
3. E&T Providers should then navigate to the **Appointments Details** screen by clicking the **Appointment ID** or the **View** button from the appointment record drop-down.
4. Click the **Cancel Appointment** button at the top of the **Appointment Details** screen to display the **Appointment Cancellation Confirmation** pop-up screen.
5. Click **Confirm** to cancel the appointment. Alternatively, E&T Providers can cancel an appointment by clicking the **Cancel Appointment** button at the bottom of the **Member Details** screen while rescheduling an appointment.

E&T Providers can reschedule an appointment by following these steps:

1. Navigate to an E&T Participants' **Individual Details** screen using either the top search bar or by selecting the **Name**.
2. Click the **Schedule Appointment** tab from an E&T Participant's **Individual Details** screen.
3. Click the **Appointment ID** or **View** button from the appointment record drop-down to navigate to the **Appointment Details** screen.
4. Click the **Reschedule Appointment** button at the top of the **Appointment Details** screen.
5. While rescheduling, E&T Providers can update the **Preferred Date**, **Timeslot**, **Appointment Channel**, and **Special Accommodations**.

Q4. What appointments are scheduled through kynect ability?

The SNAP E&T Assessment and the SNAP E&T Program – General appointments can be scheduled through kynect ability. E&T Providers can schedule appointments by going to an E&T Participant's **Individual Details** screen and clicking the **Schedule Appointment** button under the **Schedule Appointment** tab.

> **Please Note:** E&T Providers may need to click the **More** tab on an E&T Participant's **Individual Details** screen to be shown the **Schedule Appointment** tab if it isn't displayed.

Q5. How do E&T Providers view their appointments?

E&T Providers can view their appointments by navigating to the **My Appointments** widget from the **Home** screen. This widget is the starting place for an E&T Provider's assigned appointments. The widget shows:

- Current and upcoming appointments are sorted by earliest start time.
- Appointments with a start time in the next two hours or that are currently in their timeslot are shown with the start time in red and an exclamation point icon.
- Displays **Start** and **Release** action links to begin or release an appointment.

Once **Start** is selected, the appointment status is automatically marked as **Show**. Past appointments not marked as Show are updated to **No Show** at the end of the day.

Q6. What Appointment Channels are available for an E&T Appointment?

Appointment Channels are modes in which an E&T Appointment is conducted. The Appointment Channels available for an E&T Appointment include the following:

- In-Person
- Phone
- Video

Please Note: Appointment Channel options may vary based on an E&T Office's availability and capacity to accept appointments.

Q7. How can E&T Providers accept Video Appointments?

E&T Providers can accept Video Appointments from the kynect ability **Home** screen to connect E&T Participants to their SNAP E&T benefits.

To accept a Video Appointment, an E&T Provider must follow these steps:

1. Navigate to the My Appointments Dashboard.
2. Assigned appointments display on the **My Appointments** section of the screen.
3. Click the **Start** hyperlink next to the displayed appointment to start the appointment. The **Start** hyperlink appears only if the appointment has the status of **Scheduled**.
4. The **Appointment Details** screen displays all related details to the E&T Participant's appointment. Navigate to the **Location** section of the screen underneath the **Appointment Channel** field.
5. From the Conference Link field, click **Join Meeting** to accept and join the Video Appointment.

Q8. How are E&T Providers able to assign or reassign appointments?

To assign or reassign appointments, E&T Providers should navigate to the My Appointments and Unassigned Appointments widgets on the **Home** screen.

E&T Providers can assign or release an appointment by:

- Clicking the **Assign** button from the **Unassigned Appointments** widget to assign the appointment to themselves.
- Clicking the **Release** link from the **My Appointments** widget to release an appointment. This moves the appointment back into the **Unassigned Appointments** widget. Another E&T Provider can assign the appointment to themselves by clicking the **Assign** link from the **Unassigned Appointments** widget.

E&T Provider Supervisors have an additional checkbox on the **Unassigned Appointments** widget to display all assigned appointments. E&T Provider Supervisors assign or release an appointment from by:

- Clicking the **Assign** link from the **Unassigned Appointments** widget and searching for the E&T Providers' name to assign an appointment.
- Checking the checkbox to view all assigned appointments and clicking the **Release** link to release an appointment.

Q9. Why do E&T Providers not see the Schedule Appointment button for an Individual?

The **Schedule Appointment** button is **only** displayed for E&T Providers when the Individual Status is Active in SNAP E&T. The **Schedule Appointment** button is found at the top of the **Schedule Appointment** tab on an E&T Participant's **Individual Details** screen. The **Individual Status** can be viewed from the **Details** tab on the **Individual Details** screen.

Q10. How do E&T Providers set up an E&T Office to accept appointments?

Setting up an E&T Office to accept appointments is completed by E&T Provider Supervisors from the **Appointment Location** tab on the **Office Details** screen. Supervisors can set up the Appointment Location of an E&T Office, set up **Appointment Channels**, set up the office capacity, and update the office location's **Appointment Capacity** for specific dates.

Q11. What to do I do if a person does not show up for a Video Appointment?

If an E&T Participant does not show up for their Video Appointment, E&T Providers can reschedule their missed Video Appointment by:

1. Navigate to an E&T Participants' **Individual Details** screen using either the top search bar or by selecting the **Name**.
2. Click the **Schedule Appointment** tab from an E&T Participant's **Individual Details** screen.
3. Click the **Appointment ID** or **View** button from the appointment record drop-down to navigate to the **Appointment Details** screen.
4. Click the **Reschedule Appointment** button at the top of the **Appointment Details** screen.

If an E&T Provider does not show up for their Video Appointment, E&T Participants may call the Department of Community Based Services (DCBS) Service line or visit kynect benefits to reschedule the missed Video Appointment.

Q12. What do I do if the audio does not work for the Video Appointment?

If an E&T Provider experiences audio problems during a Video Appointment, they may:

- Call the E&T Participant at their designated phone number to complete the appointment.
- End the Video Appointment and reschedule the appointment if the E&T Participant is unable to do a telephone appointment.

Appointments Configuration

Q1. How can E&T Provider Supervisors set up the Appointment Location of an E&T Office?

E&T Provider Supervisors can set up the Appointment Location of an E&T Office by navigating to the **Appointment Location** tab on the E&T **Office Details** screen. Supervisors can follow these steps to set up an E&T Office's Appointment Location:

1. Go to the **Home** screen after logging into kynect ability.
2. Select the **Office** tab from the top navigation panel.
3. Click the office name to be taken to the **Office Details** screen.
4. Click the **Appointment Location** tab to view the Appointment Location records or create an Appointment Location by clicking the **New** button.
5. The **Appointment Location** screen appears once the **New** button is clicked.
6. Look up the office from the **Office** search field. The Appointment Location details are populated from the office record.
7. Enter the office hours from the editable fields and click **Save**.
8. From the **Appointments Configuration** tab, enter the Appointment Channel and Appointment Location Capacity can be entered.

Please note: Only one Appointment Location setup can be defined per office. Once an Appointment Location is set up, Supervisors are instead prompted to update the existing Appointment Location.

Q2. How can E&T Provider Supervisors configure the Appointment Channels for an Appointment Location?

Appointment Channels are how an E&T Office can accept appointments, for example, by **Telephone**, **In-Person**, or **Video**. E&T Provider Supervisors can configure the Appointment Channels for an Appointment Location for each appointment type by navigating to the **Appointments Configuration** tab on the **Appointment Location Setup** screen.

Supervisors can follow these steps to configure the Appointment Channel for an Appointment Location:

1. Go to the **Home** screen after logging into kynect ability.
2. Select the **Office** tab from the top navigation panel.
3. Click the office name to be taken to the **Office Details** screen.
4. Click the **Appointment Location** tab to view the Appointment Location records.
5. Click the **Name** or the **View** button from the Appointment Location drop-down to be taken to the **Appointment Location Setup** screen.
6. Click the **Appointments Configuration** tab.
7. Locate the **Appointment Channel** section that displays the Appointment Channels and their details, including the location, appointment type, and appointment channel.

8. Update the Appointment Channel by:
    - Clicking **New** from the **New Appointment Chanel Setup** screen
    - Clicking the **Name** or the **View** button from the channel record drop-down
    - Navigating to the **Appointment Channel Setup Details** screen
    - Updating the Appointment Channel record.

Supervisors can update the Appointment Channel to include Telephone, In-Person, Video, or all three. Supervisors set up the Appointment Channel location and type when setting up a new Appointment Channel. Supervisors cannot update the appointment type or location from the **Appointment Channel Setup Details** screen after an Appointment Channel is created.

Q3. How do E&T Provider Supervisors configure the capacity of each Appointment Location?

Appointment Location Capacity is the E&T Office Staff's availability to accept appointments. E&T Provider Supervisors can configure an Appointment Location's capacity by navigating to the **Appointment Configuration** tab on the **Appointment Location Setup** screen. Supervisors can follow these steps to configure the capacity for an Appointment Location:

1. Go to the **Home** screen after logging into kynect ability.
2. Select the **Office** tab from the top navigation panel.
3. Click the office name to be taken to the **Office Details** screen.
4. Click the **Appointment Location** tab to view the Appointment Location records.
5. Click the **Name** or the **View** button from the Appointment Location drop-down to be taken to the **Appointment Location Setup** screen.
6. Click the **Appointments Configuration** tab.
7. Locate the **Appointment Location Capacity** section that displays an Appointment Location's capacity details, including the start date and capacity configuration.
8. Configure the Appointment Capacity by:
    - Clicking the **New** button to set up a new Appointment Location Capacity from the **New Appointment Location Capacity** screen
    - Clicking the **Appointment Capacity ID**
    - Clicking the **View** button from the record drop-down
    - Navigating to the **Appointment Location Capacity Setup Details** screen
    - Updating the Appointment Location Capacity.

During office capacity setup, Supervisors enter the appointment configuration and select the effective start date. After the effective start date, the capacity configuration is not editable. To change the office capacity moving forward from a specific date, Supervisors should create a new configuration record. Supervisors configure the office capacity in 30-minute timeslots for Monday through Saturday from the Appointment Location's start time to its end time by entering the number of E&T Office Staff available during each timeline.

Q4. How do E&T Provider Supervisors set up an Appointment Location's capacity for the days an E&T Office is closed?

E&T Provider Supervisors can set up an Appointment Location's capacity for days that an E&T Office is not open within business hours.

On the **Appointment Location Setup** screen, all start and end time fields in the **Appointment Location Hours** screen are made optional to reflect days that an E&T Office is not in operation. For a day that an E&T Office is closed, E&T Provider Supervisors should leave the timeslot field blank.

Q5. How do E&T Provider Supervisors update an Appointment Location's capacity for a specific date?

Appointment Location Capacity can be updated, also called being overridden, for specific dates. E&T Provider Supervisors can update an Appointment Location's capacity for specific dates by navigating to the **Appointment Configuration** tab on the **Appointment Location Setup** screen. Supervisors can follow these steps to update an Appointment Location's capacity for a specific date:

1. Go to the **Home** screen after logging into kynect ability.
2. Select the **Office** tab from the top navigation panel.
3. Click the office name to be taken to the **Office Details** screen.
4. Click the **Appointment Location** tab to view the Appointment Location records.
5. Click the **Name** or **View** button from the Appointment Location drop-down to be taken to the **Appointment Location Setup** screen.
6. Click the **Appointments Configuration** tab.
7. Locate the **Appointment Location Capacity Override** section that displays an Appointment Location's updated capacity dates called overridden dates.
8. Click the **New** button to set up an Appointment Location's capacity for a specific date from the **New Appointment Location Capacity Override** screen.

Once created, the updated **Appointment Location Capacity** replaces the existing office capacity for the specific date.