The Commonwealth of Kentucky

kynect
benefits

SNAP E&T

Quick Reference Guide

Good Cause Reports

This Quick Reference Guide is designed to help SNAP E&T Participants learn how to submit, view, and edit a Good Cause Report.

Table of Contents

Please Note: Participants who still need help after referencing this Quick Reference Guide can call **(855) 459-6328** for additional assistance.

Submitting a Good Cause Report

Good Cause begins when events beyond control prevent SNAP E&T Participants from completing their required hours. Participants may report Good Cause to avoid a bad month.

Steps to Submit a Good Cause Report
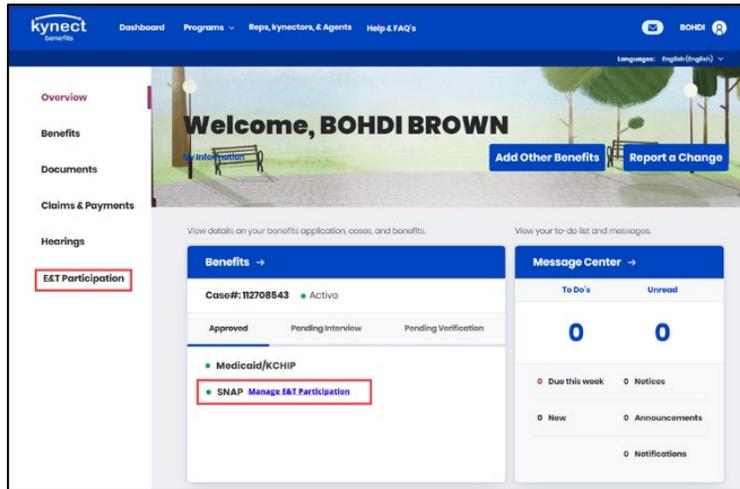
1. Navigate to the **kynect benefits** Resident Dashboard.
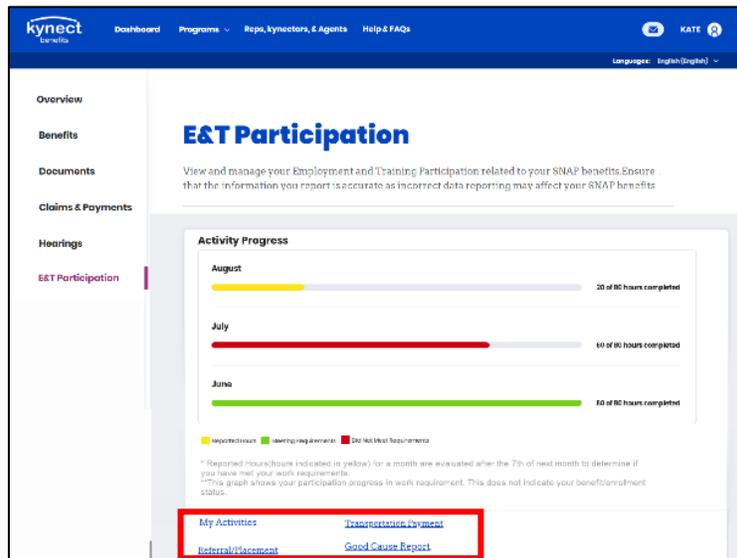
3. Click "Good Cause Report" at the bottom of the E&T Participation screen to go to the Good Cause Report Summary screen.
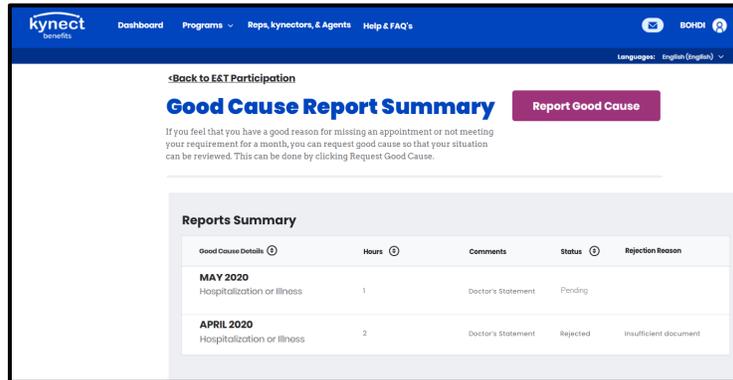
4. Click the "Report Good Cause" button on the Good Cause Report Summary screen to go to the Report Good Cause screen.
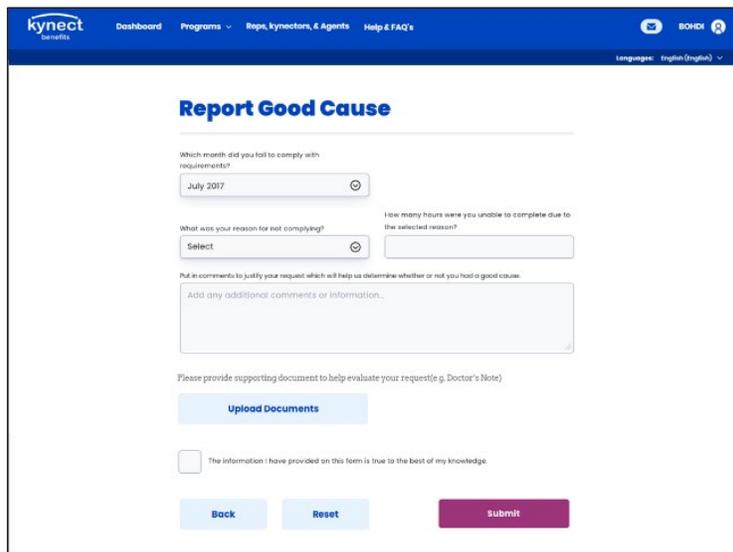
5. On the Report Good Cause screen, complete the following information:

- ✓ Select the reason for not complying
- ✓ Enter the number of hours you were unable to complete
- ✓ Enter any comments
- ✓ Upload supporting documents (e.g. a doctor's note) by clicking "Upload Documents"

6. Check the "Consent Checkbox."

7. Click "Submit" to report Good Cause.

Steps to View and Edit Good Cause Reports
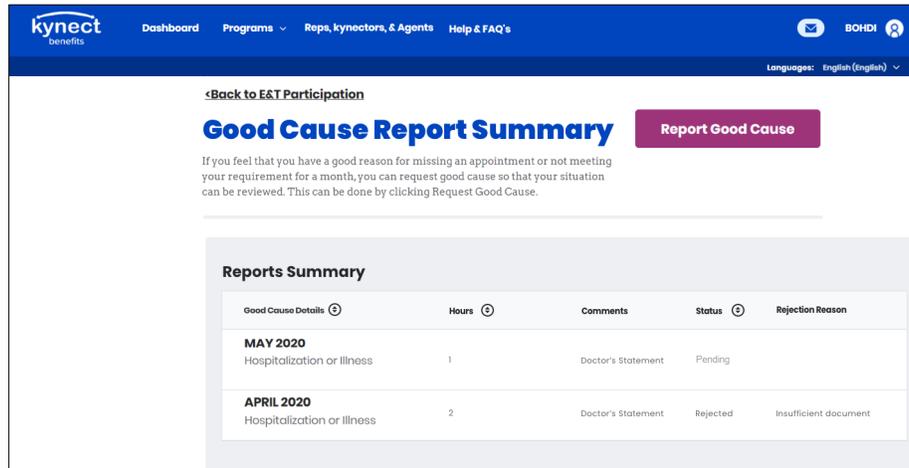
After submitting a Good Cause Report, you are directed to the Good Cause Report Summary screen. The Good Cause Report Summary screen displays all of your Good Cause Reports and displays a status of Pending, Rejected, Approved, or Reviewed by Provider Staff.

> 💡 **Please Note**: E&T Participants receive a notification in their **kynect benefits** message center letting them know the result of their Good Cause Report.

1. Click the month and year of the Good Cause Report to view and/or edit its details. Only Good Cause Reports that have not been approved or rejected may be edited.

Good Cause Report Details

Which month did you fail to comply with requirements?

July 2017

What was your reason for not complying?

Select

How many hours were you unable to complete due to the selected reason?

Put in comments to justify your request which will help us determine whether or not you had a good cause.

Add any additional comments or information...

✓ doctornote.png

Please provide supporting document to help evaluate your request(e.g. Doctor's Note)

Upload Documents

☐ The information I have provided on this form is true to the best of my knowledge.

Back   Submit

2. Make any necessary edits to the details of the Good Cause Report and click "Submit" to confirm.