The Commonwealth of Kentucky



# 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.

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**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.

benefits		
		Languages: English (English
Overview		
Benefits	E&T Participation	
Documents	View and manage your Employment and Training Participation related to your St that the information you report is accurate as incorrect data reporting may affect	AP benefits.Ensure : your SNAP benefits
Claims & Payments		
Hearings	Activity Progress	
E&T Participation	August	20 of BC hours completed
	July	
		60 of 90 hours completed
	Juna	
		50 of 80 hours completed
	septometrications 🔛 intercing rangeleronents. 📕 Did Not Not Not Regularmenta	
	* Reported Hours(hours indicated in yellow) for a month are evaluated after the 7th of next m you have mell your and/r requirements. **The graph shows your participation progress in work requirement. This does not indicate y status.	onth to determine if our benefit/enrollment

3. Click "Good Cause Report" at the bottom of the E&T Participation screen to go to the Good Cause Report Summary screen.



kynect Dashboard	Programs 🗸 🛛 Reps, kynectors, & Ag	jents Help & FAQ's			💌 вонді 🔗
	< Back to E&T Participation			L.	anguages: English (English) 🗸
	Good Cause Re	port Sum	nmary 🗖	eport Good Ca	use
I Y c	f you feel that you have a good reason for rour requirement for a month, you can re an be reviewed. This can be done by clici	missing an appointmer quest good cause so tha king Request Good Caus	at or not meeting t your situation e.		
	Reports Summary				
	Good Cause Details	Hours 💿	Comments	Status 💿	Rejection Reason
	MAY 2020 Hospitalization or Illness	1	Doctor's Statement	Pending	
	APRIL 2020 Hospitalization or Illness	2	Doctor's Statement	Rejected	Insufficient document

4. Click the "Report Good Cause" button on the Good Cause Report Summary screen to go to the Report Good Cause screen.

			congradies, regime (regime)
<b>Report Go</b>	od Caus	se	
Which month did you fail to co requirements?	imply with		
July 2017	ø		
What was your reason for not i	complying?	How many hours were you unable to complete due to the selected reason?	
Select	0		
Put in comments to justify your is	iquest which will help us de	termine whether or not you had a good cause.	
And any additional con	inners of informatio		
Piease provide supporting do	ocument to help evalua	ite your request(e.g. Doctor's Note)	
Upload Docu	uments		
The information I have	provided on this form is	true to the best of my knowledge.	

- 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

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				L	anguages: English (English) 🗸
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G	ood Cause Rep	port Sum	mary Rep	oort Good Ca	use
If yo your can	u feel that you have a good reason for r r requirement for a month, you can req be reviewed. This can be done by clicki	nissing an appointment uest good cause so that y ing Request Good Cause.	or not meeting your situation		
	Reports Summary				
	Good Cause Details	Hours 🕥	Comments	Status 🔅	Rejection Reason
	MAY 2020 Hospitalization or Illness	1	Doctor's Statement	Pending	
	APRIL 2020 Hospitalization or Illness	2	Doctor's Statement	Rejected	Insufficient document

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.



 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.

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July 2017	$\odot$	
hat was your reason for no	t complying?	How many hours were you unable to complete due to the selected reason?
Select	$\odot$	
t in comments to justify your	request which will help us de	termine whether or not you had a good cause.
Add any additional co	mments or informatic	on
Add any additional co	mments or informatic	on
Add any additional co	document to help evalu	ate your request(e.g. Doctor's Note)
Add any additional co doctomote.png lease provide supporting	document to help evalu	ate your request(e.g. Doctor's Note)

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