

The Commonwealth of Kentucky



kynect
benefits

Quick Reference Guide
Adding and Removing kynectors
and Insurance Agents





This Quick Reference Guide is designed to help users complete the steps required to add and remove kynectors and Insurance Agents in kynect benefits.

Table of Contents

kynectors Overview	3
Adding a kynector or Insurance Agent.....	4
kynect on Demand Overview.....	11
Removing a kynector or Agent.....	16



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



kynectors Overview

kynectors are individuals in the community who can help Residents apply for Medicaid/KCHIP, Kentucky Integrated Health Insurance Premium Payment (KI-HIPP) program, Qualified Health Plan, SNAP, and Child Care Assistance Program benefits. Residents can log into kynect benefits to add a kynector who can help them complete the processes below:

- Apply for Medicaid or KI-HIPP
- Apply for Advance Premium Tax Credit (APTC) or Qualified Health Plan (QHP)
- Apply for SNAP or CCAP
- Report changes in information
- Recertify Medicaid benefits

To add a kynector or agent through kynect benefits, Residents must first log in and navigate to the **Get Local Help** screen by using one of the options below.

Ways to Access the Get Local Help Screen

1. Click **Get Local Help** on the menu icon found on the top left of a mobile device or click **Get Local Help** on the top menu while using a computer.
2. Click the **Reps, kynectors, & Agents** tile on the **Resident Dashboard**.
3. Complete the *Reps, kynectors, & Agents* section in the **Benefits Application**.
4. Click the Get Local Help hyperlink below the programs listed on the Program Selection screen if the user selects that they are applying for Medicaid/KCHIP/Qualified Health Plan with payment assistance (APTC), QHP, CCAP, and/or SNAP.



Please note: Users can use the **Find kynector or Agent** search tool without logging into kynect benefits by clicking **Get Local Help** in the menu. Residents must log into kynect benefits to add kynectors and Agents to their account.



Please note: Users who are on the Program Selection screen of the Benefits Application who have selected Medicaid, KCHIP/APTC, QHP, CCAP, and or SNAP, see the message below:

“You have selected to apply for Medicaid/KCHIP/APTC, QHP, SNAP and/or CCAP. If you would like assistance with your application, help is available to you by clicking [Get Local Help](#). For SNAP/CCAP benefits, please note that kynectors can only provide limited assistance and Insurance Agents cannot provide assistance.”

Clicking [Get Local Help](#) redirects the user to the Get Local Help page.



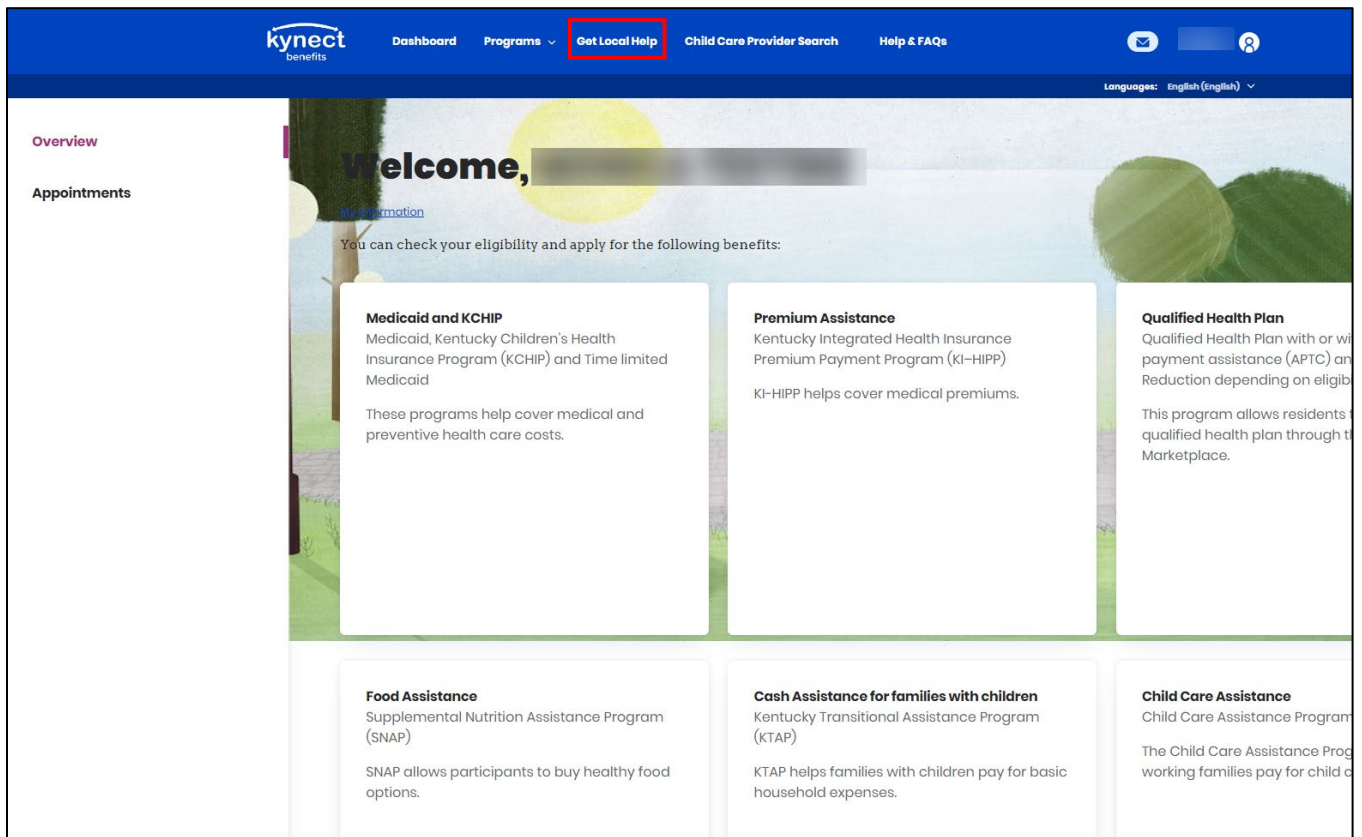
Adding a kynector or Insurance Agent

Residents must log into kynect benefits to add a kynector or an Insurance Agent. The **Find kynector or Agent** search tool helps Residents connect to a kynector or Agent depending on the type of search that is selected.

Below are the steps to add a kynector or agent in kynect benefits from the Dashboard.

Steps to Add a kynector or Agent

1. Click **Get Local Help** on the top menu of the **Resident Dashboard** or the menu icon on a mobile device.





2. Click either **Find a kynector** or **Find an Insurance Agent** to continue to the **Find a kynector or Agent** search tool.

kynector

A kynector can help you with your benefits in the following ways:

- Apply for Medicaid or KI-HIPP
- Apply for APTC or QHP
- Apply for SNAP or CCAP
- Report Changes in your information
- Recertify your benefits

Find a kynector

Insurance Agent

An Insurance Agent can help you with your benefits in the following ways:

- Apply for a Qualified Health Plan and APTC
- Report Changes in your information
- Recertify your benefits
- May Apply for Medicaid

Get Contacted by an Insurance Agent

Use kynect On Demand to get contacted by an Insurance Agent by entering your contact information.

Get Contacted

Find an Insurance Agent

Find an Agent who can help you apply for benefits.

Find an Insurance Agent



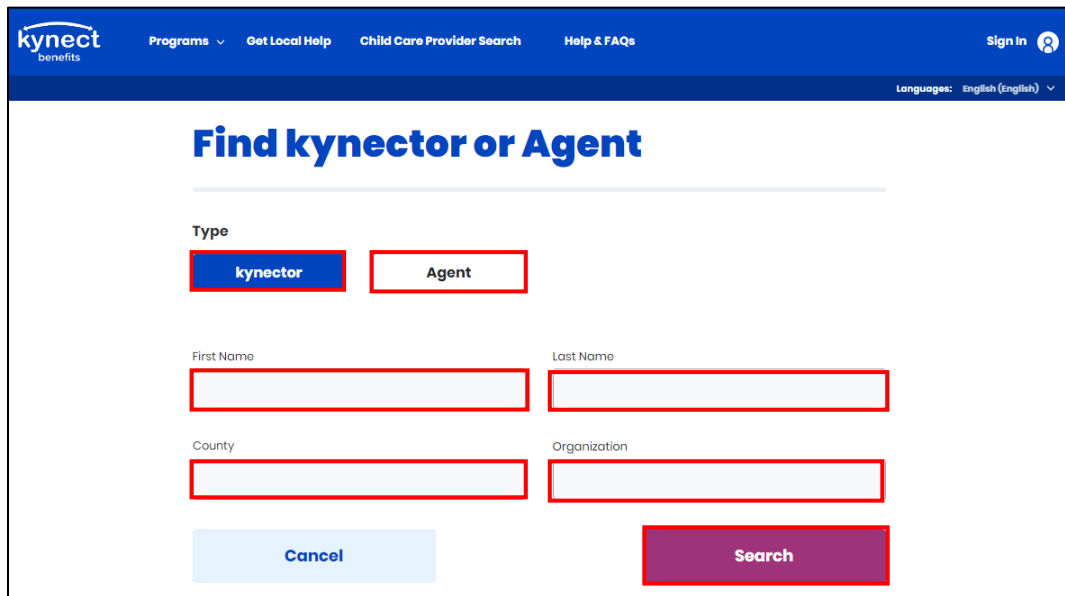
Please note: Residents can also click **Get Contacted** and are navigated to the **kynect On Demand** screen. Filling out the information there allows residents to be contacted by an available Insurance Agent to assist them with selecting a plan. Instructions on how to complete the **kynect On Demand** form is available in a later section in this QRG.

3. Select **kynector** or **Agent** for **Type**.
4. Enter **First Name** and **Last Name**.
5. Enter a **Zip Code**.
6. Enter an **Organization**, if applicable.



Please note: The **kynector** and **Agent information** fields are optional while searching for kynectors or Agents.

7. Click **Search**.



The screenshot shows the 'Find kynector or Agent' search form on the kynect benefits website. The form is titled 'Find kynector or Agent' and includes the following fields and buttons:

- Type:** Two radio buttons labeled 'kynector' and 'Agent'.
- First Name:** A text input field.
- Last Name:** A text input field.
- County:** A text input field.
- Organization:** A text input field.
- Buttons:** A light blue 'Cancel' button and a purple 'Search' button.

8. After clicking the **Search** button, the search criteria collapses, and a **Modify Search** button displays at the top of the screen above a Google Map that displays search results based on the values entered.

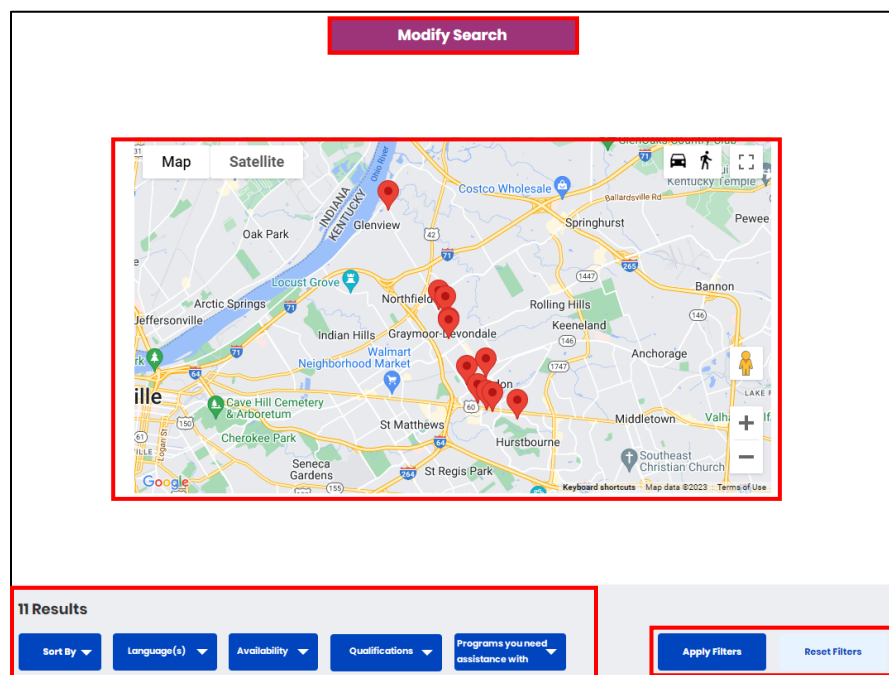
9. In the grey *Search Results* section, filters display to sort the returned search results. The filters include the following:
 - **Sort By**
 - **Language(s)**
 - **Availability**
 - **Qualifications**
 - **Programs you need assistance with**
10. The search results section displays one result in each row, and up to ten search results display by default.
11. The *Search Results* section also features **Apply Filters** and **Reset Filters** buttons to either use or clear the selected options.
12. Select the desired criteria from the available filters.
13. Click **Apply Filters**.
14. If applicable, click **Modify Search**.



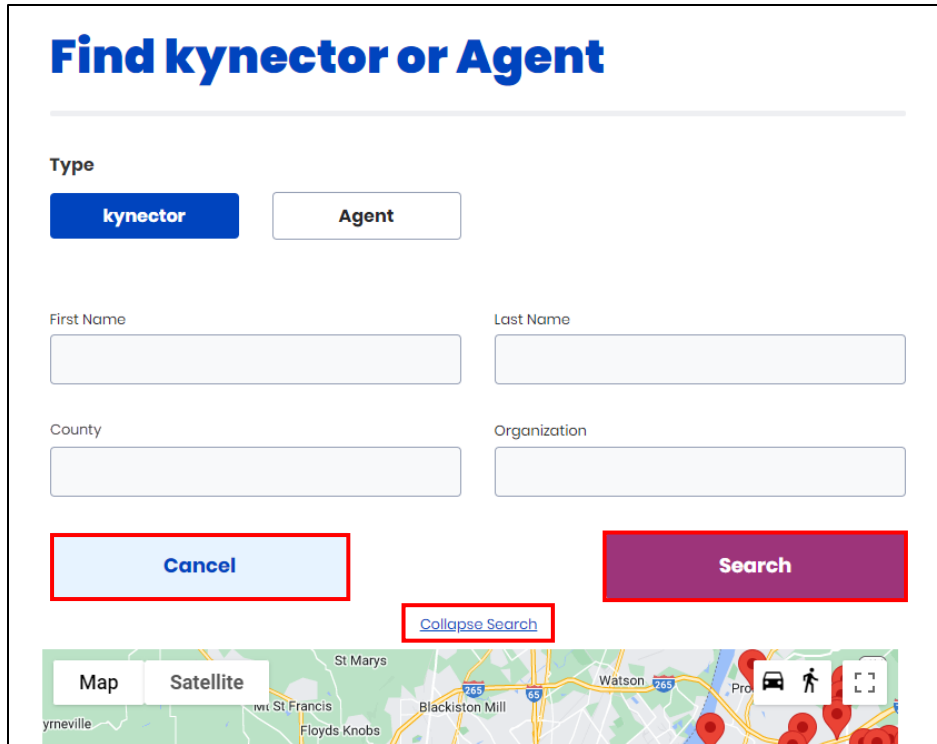
Please note: Click **View More** to reveal the remaining search results when applicable.



Please note: Click **Reset Filter** to remove all the filters and expand the search results.



- After clicking the **Modify Search** button, the updated search criteria display, and a **Collapse Search** hyperlink displays below the **Cancel** and **Search** button.



Find kynector or Agent

Type

kynector Agent

First Name

Last Name

County

Organization

Cancel **Search**

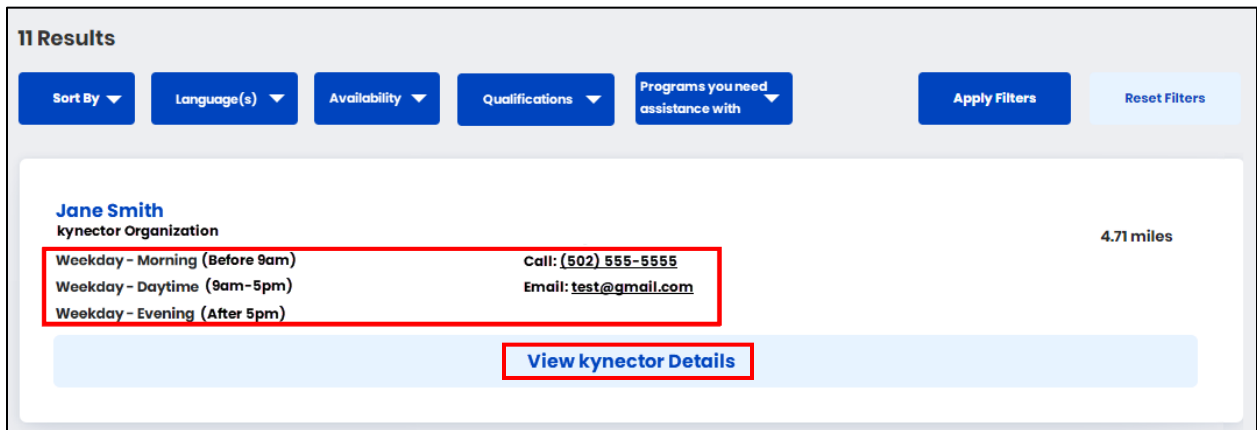
[Collapse Search](#)

Map Satellite

St Marys Watson 265 65 Blackiston Mill Floyd's Knobs St Francis Pro

- Below the available filters, the kynector's availability and contact information displays.

- Click **View kynector Details**.



11 Results

Sort By Language(s) Availability Qualifications Programs you need assistance with Apply Filters Reset Filters

Jane Smith
kynector Organization 4.71 miles

Weekday - Morning (Before 9am) Call: (502) 555-5555
Weekday - Daytime (9am-5pm) Email: test@gmail.com
Weekday - Evening (After 5pm)

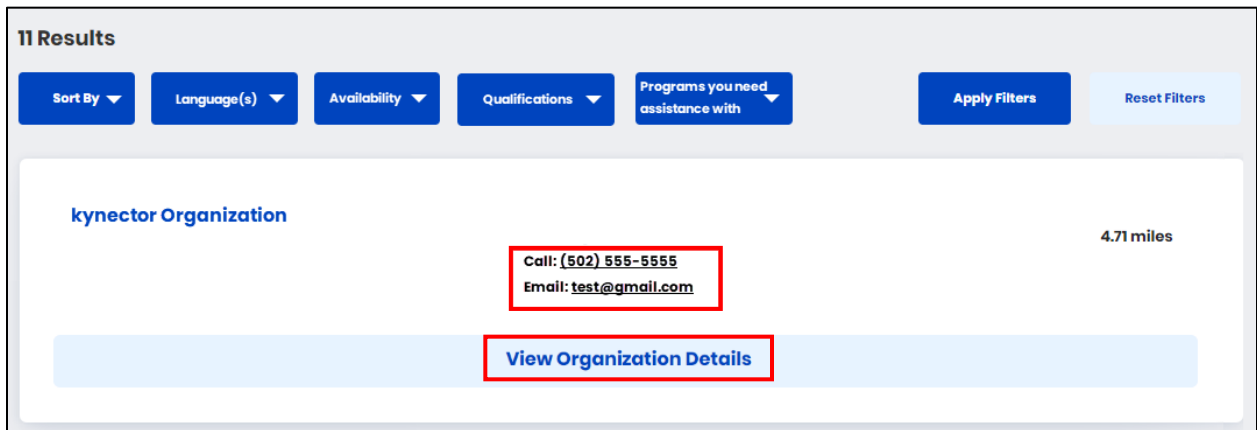
View kynector Details



Please note: If a user, other than an agent, clicks the **View Agent Details** hyperlink when trying to add an agent to a case with approved Medicaid or Qualified Health Plan programs, a question displays that states "Is this case linked to a kynect On Demand Referral?" This question only appears if no kynect On Demand response has been previously captured for the case. The question defaults to **No**. Select **Yes** if you have requested help from an insurance agent through kynect On Demand previously. When **Select Agent** is clicked, the response to the question is saved.

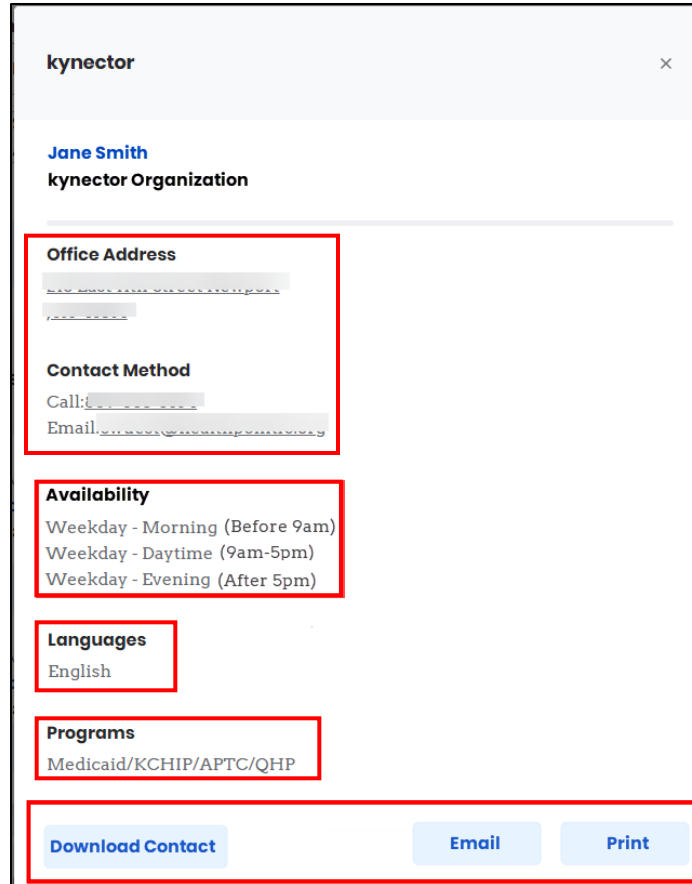
18. The **kynector Details** pop-up display the kynector's organization and contact details.

19. If applicable, click **View Organization Details**.



The screenshot shows a web interface titled "II Results". At the top, there are several filter buttons: "Sort By", "Language(s)", "Availability", "Qualifications", and "Programs you need assistance with". To the right of these are "Apply Filters" and "Reset Filters" buttons. Below the filters, a card displays "kynector Organization" with a distance of "4.71 miles". A red box highlights the contact information: "Call: (502) 555-5555" and "Email: test@gmail.com". Another red box highlights a "View Organization Details" button at the bottom of the card.

20. The kynector's **Office Address, Contact Method, Availability, Languages** spoken, and **Programs** for which they offer assistance for displays.
21. At the bottom of the screen, the **Download Contact, Email, and Print buttons** displays.



The screenshot shows a web interface for a 'kynector' profile. At the top, the name 'Jane Smith' and 'kynector Organization' are displayed. Below this, several sections are highlighted with red boxes: 'Office Address' (with a redacted address), 'Contact Method' (with redacted 'Call:' and 'Email:' fields), 'Availability' (listing 'Weekday - Morning (Before 9am)', 'Weekday - Daytime (9am-5pm)', and 'Weekday - Evening (After 5pm)'), 'Languages' (listing 'English'), and 'Programs' (listing 'Medicaid/KCHIP/APTC/QHP'). At the bottom, three buttons are visible: 'Download Contact', 'Email', and 'Print'.



Please note: An asterisk displays to the right of **Facility-Based kynectors**. **Facility-Based kynectors** display the following verbiage in a red notification banner when selected:

“Public kynectors are assigned to help any individual apply for Medicaid, in most cases you will want to choose a Public kynector. As Facility-Based kynectors are assigned to help individuals that are patients of a particular facility, you will normally be told by the facility if you need to search for a Facility-Based kynector.”



kynect on Demand Overview

The **kynect on Demand** form allows residents to submit a request to be called back by a licensed Insurance Agent to assist them with enrolling in a health plan. Follow the instructions below to submit a kynect On Demand request.

Completing the kynect on Demand Screen

1. At the top of the **kynect On Demand** screen, the following message displays:

“A kynect Insurance Agent will contact you in 30 minutes or less* to help you enroll in health coverage. Insurance Agents may not be able to assist with other programs. Insurance Agents’ services are free to you. Insurance Agents are paid by insurance companies with no impact on the price.

The information you enter will be sent to a licensed Insurance Agent who will contact you by email, text, or phone to help you enroll. Do NOT click “Submit” if you do not agree to this condition.

Please fill in your contact information below.”

2. The **kynect on Demand** screen collects information from the Individual needed to process the assistance request.
3. Enter your **First Name** and **Last Name**.
4. Select **Cell Phone** or **Email** as the **Preferred Contact Method**.
5. Enter your **Email** if **Email** was selected as the **Preferred Contact Method**.
6. Enter your **Cell Phone Number** if **Cell Phone** was selected as the **Preferred Contact Method**.
7. Enter your **Zip Code**.
8. Select your **Preferred Language**.

kynect On Demand

A kynect Insurance Agent will contact you in 30 minutes or less* to help you enroll in health coverage. Insurance Agents may not be able to assist with other programs. Insurance Agents' services are free to you. Insurance Agents are paid by insurance companies with no impact on the price.

The information you enter will be sent to a licensed Insurance Agent who will contact you by email, text, or phone to help you enroll. Do NOT click "Submit" if you do not agree to this condition.

Please fill in your contact information below.

First Name

Last Name

Preferred Contact Method

Cell Phone

Email

Email

Cell Phone Number

Zip Code

Preferred Language

Select 

[Read and agree to Terms and Conditions/Privacy Policy](#)

Cancel

 I'm not a robot



Submit



9. Click the **Read and agree to Terms and Conditions/Privacy Policy** hyperlink to review all Terms and conditions on kynect On Demand. Once reviewed, select the radio button.
10. Click the **'I'm not a robot'** reCAPTCHA to confirm you are a person requesting the call back.
11. Click **Cancel** to cancel your request to receive a call back from an Insurance Agent.
12. Click the **Submit** button.
 - a. Clicking the **Submit** button triggers a pop-up response based upon the information provided.

kynect On Demand

A kynect Insurance Agent will contact you in 30 minutes or less* to help you enroll in health coverage. Insurance Agents may not be able to assist with other programs. Insurance Agents' services are free to you. Insurance Agents are paid by insurance companies with no impact on the price.

The information you enter will be sent to a licensed Insurance Agent who will contact you by email, text, or phone to help you enroll. Do NOT click "Submit" if you do not agree to this condition.

Please fill in your contact information below.

First Name

Last Name

Preferred Contact Method

Cell Phone

Email

Email

Cell Phone Number


Zip Code

Preferred Language

Select 

[Read and agree to Terms and Conditions/Privacy Policy](#)

Cancel

 I'm not a robot



Submit



Please note: At the bottom of the **kynect On Demand** screen, a notice appears advising there is a 30 minute or less response time from Insurance Agents from 9 a.m. – 5 p.m. EST daily based on Insurance Agent availability. It also clarifies that response times during weekends, holidays, and after business hours will depend on Insurance Agent availability.

13. On the **kynect On Demand** screen, an accompanying pop-up screen displays. The **kynect On Demand** screen is greyed out and all fields are disabled.



Please note: There are several different messages that an Individual may receive on the pop-up screen. The potential messages includes:

- On Demand Request is successfully submitted during Insurance Agent working hours (9 a.m. – 5 p.m. daily EST)
- kynect On Demand Request is successfully submitted outside of Insurance Agent working hours (9 a.m. – 5 p.m. daily EST)
- kynect On Demand Request is submitted, but the email or cell phone number provided match a kynect On Demand Request that was submitted in the last 60 minutes during Insurance Agent working hours (9 a.m. – 5 p.m. daily EST)
- kynect On Demand Request is submitted, but the email or cell phone number provided match a kynect On Demand Request that was submitted in the last 60 minutes outside of Insurance Agent working hours (9 a.m. – 5 p.m. daily EST)

14. After the pop-up displays, click the **X** in the upper right-hand corner to close it out.
 - a. Clicking the **X** navigates Users to the Dashboard.



Removing a kynector or Agent

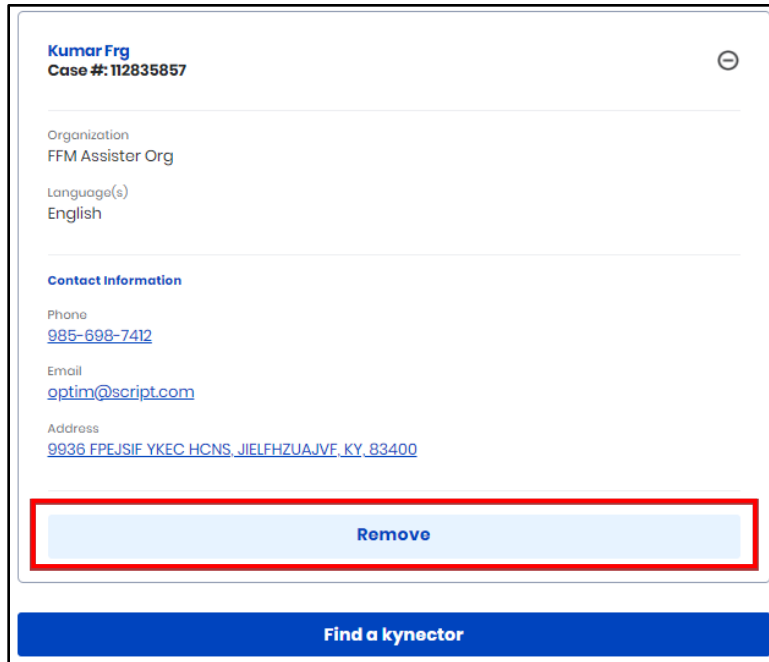
Below are the steps to remove a kynector or Agent.

Steps to Remove a kynector or Agent

1. Click **Get Local Help** on the top menu of the **Resident Dashboard** to navigate to the **Get Local Help** screen.
2. Click the **Expand** icon by the kynector or Agent name.

A screenshot of a web interface for "kynector". At the top left, the word "kynector" is displayed in bold. Below it, a line of text reads "A kynector can help you with your benefits in the following ways:". Underneath this text is a bulleted list of five items: "Apply for Medicaid or KI-HIPP", "Apply for APTC or QHP", "Apply for SNAP or CCAP", "Report Changes in your information", and "Recertify your benefits". Below the list is a white rectangular box with a thin border. Inside this box, on the left, is the text "Christopher A Ward" in blue and "Case #: 112987824" in black. On the right side of this box is a small square icon containing a plus sign (+), which is highlighted with a red square border. Below the white box is a solid blue horizontal button with the white text "Find a kynector".

3. Click **Remove**.



Kumar Frg
Case #: 112835857

Organization
FFM Assister Org

Language(s)
English

Contact Information

Phone
[985-698-7412](tel:985-698-7412)

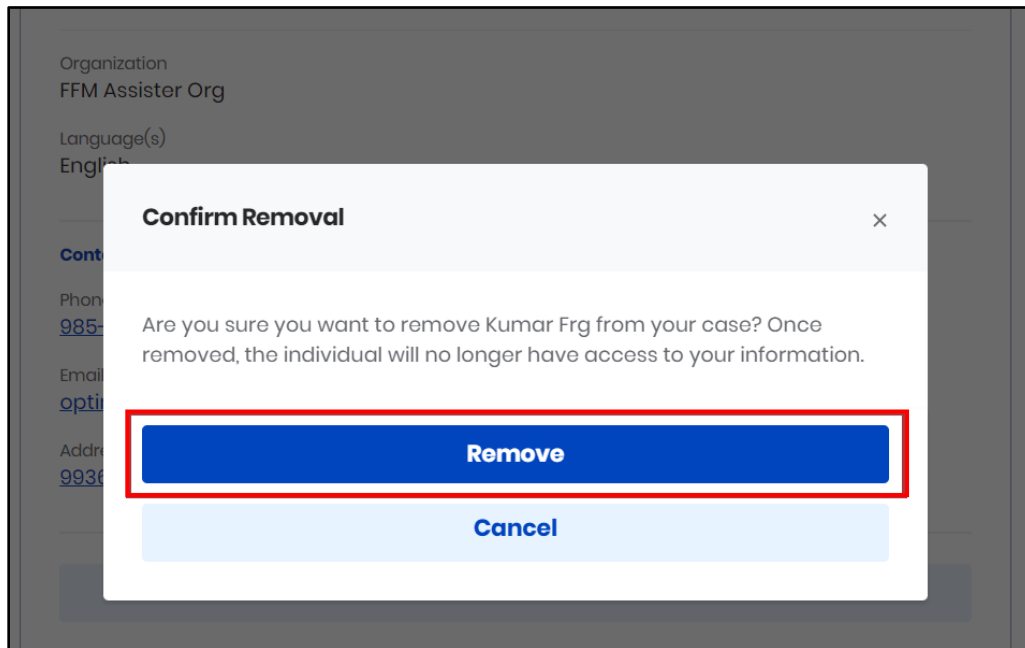
Email
optim@script.com

Address
[9936 FPEJSIF YKEC HCNS, JIELFHZUAJVF, KY, 83400](#)

Remove

Find a kynector

4. Click **Remove** to confirm the removal the individual.



Confirm Removal ×

Are you sure you want to remove Kumar Frg from your case? Once removed, the individual will no longer have access to your information.

Remove

Cancel



Please note: Once removed, the individual no longer has access to the Resident's information.