kynect

The Commonwealth of Kentucky

kynect

Quick Reference Guide

Report a Change

This Quick Reference Guide is designed to help users complete the steps required to report a change in kynect benefits.

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

Report a Change Overview

The Report a Change process in kynect benefits has been updated to easily guide Residents through the Report a Change process. Residents should report all changes in information in a timely manner to avoid interruptions in their benefits or having to repay benefits. Use the Report a Change process to complete the two categories of changes:

- Add or Remove Household Member

- Modify other information such as income, expenses, resources, or health

Please Note: When a Resident with an active case reports a change through kynect, their benefits could be impacted. **Submit** must be selected at the end of the Report a Change process.

When a Resident selects **Modify other information such as income, expenses, resources, or health**, they are prompted to change any of the following information:

- Contact Information (Phone, Email, Address)
- Relationship and Tax filing Status
- Medicare Coverage
- Health Care Coverage
- Pregnancy
- Education
- Citizenship

- Income (e.g. job, settlements, etc.)
- Resources (e.g. car, house, etc.)
- Expenses (e.g., tax deduction, etc.)
- Living Arrangement
- Emergency Medical Condition and Disability
- Member Information
- Immigration Documents

Please Note: Some Report a Change options may not be available for every case. An example is that pregnancy can only be reported if a woman is on the case. Residents must have at least one active case or the **Report a Change** button does not appear on the Resident Dashboard.

Please Note: Residents should call 855-306-8959 if they would like to update their name, date of birth, or Social Security number. Please call 855-459-6328 for additional updates or questions.

Starting a Report a Change

The user must log into kynect benefits first before they can begin the Report a Change. The **Report a Change** button is replaced with the **Renew Benefits** button if the Resident was previously approved for one of the programs below and it is currently the renewal period.

- Medicaid/KCHIP (Kentucky Children's Health Insurance Program)
- QHP (Qualified Health Plan)

Below are the steps to complete the Report a Change process from the Dashboard.

Steps to Starting a Report a Change

1. Click **Report a Change** at the top of the Resident Dashboard.
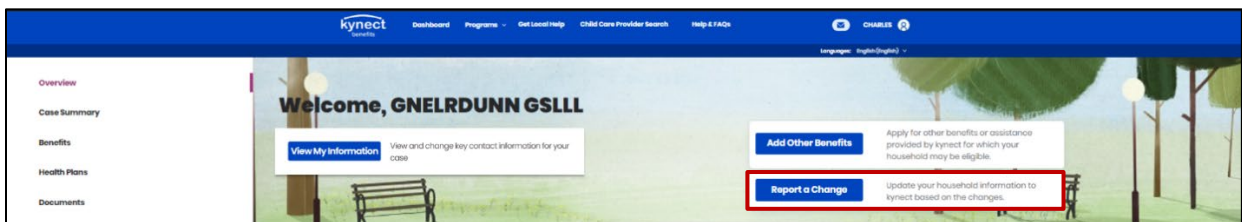
2. Select the type of change Residents would like to Report.

- **Add or Remove Household Member**
- **Modify other information such as income, expenses, resources, or health**

3. Click **Continue**.

> **Please Note**: If a user updates any demographic information for an Individual on their case and clicks **Next**, a pop-up displays that states the following:
>
> "You have chosen to update a demographic detail. In order to confirm the change, a Case Worker will be notified and may reach out to you within the next ten business days. Your changes will not reflect until a Case Worker approves them. Please provide proof of the change by uploading relevant documents in the Document Center."

Modifying Other Information such as Income, Expenses, or Health

If Residents select **Modify other information such as income, expenses, resources, or health**, they are prompted to select the information they would like to update and to which Household Members the change applies.

Steps to Modifying Other Information

1. Select the type of change(s) in the household that need to be reported (Residents may select more than one change category at a time).

    o Contact Information (Phone, Email, Address)

    o Relationship and Tax filing Status

    o Medicare Coverage

    o Health Care Coverage

    o Pregnancy

    o Education

    o Citizenship

    o Income

    o Resource (e.g., car, house, etc.)

    o Expense

    o Living Arrangement

    o Emergency Medical Condition and Disability

    o Member information

    o Immigration Documents

> **Please Note**: Some Report a Change options may not be available for every case. For example, "Immigration Documents" only appears if a Resident is not a U.S. Citizen.

2. Select the Household Member that the change applies to (Residents may select more than one Household Member at a time).

3. Click **Continue** at the bottom of the screen to go to the **Change Summary** screen.

4. Click **Start** by the Resident's name and section(s) that need to be updated.

> 💡 **Please Note**: The updated Report a Change process in kynect benefits only presents Residents with the screens that need updating and any corresponding screens based on their change category selection.

5. Update with any new information.
6. Click **Next** at the bottom of the page to return to the **Change Summary** screen.

7. Review and update any sections impacted by the updated information.
8. Click **Add/Remove Household Member** if there is a need to add or remove a household member.
9. Click **No Additional Changes** if there are no additional changes.

💡 **Please Note:** For more information and guidance for adding a household member, please refer to the [Adding or Removing a Household Member](#) section
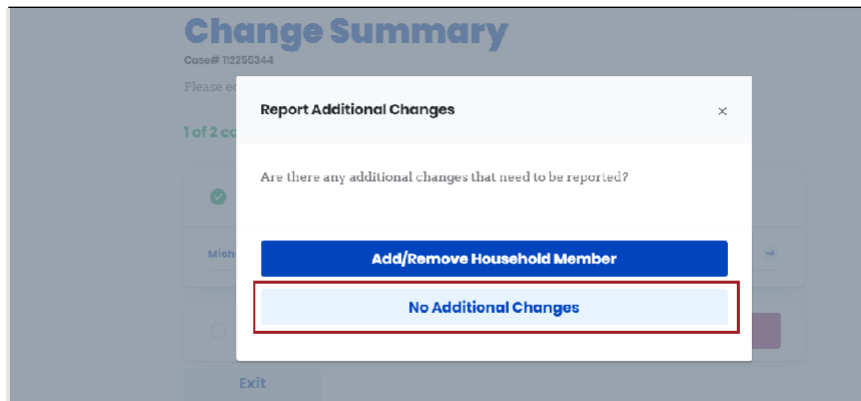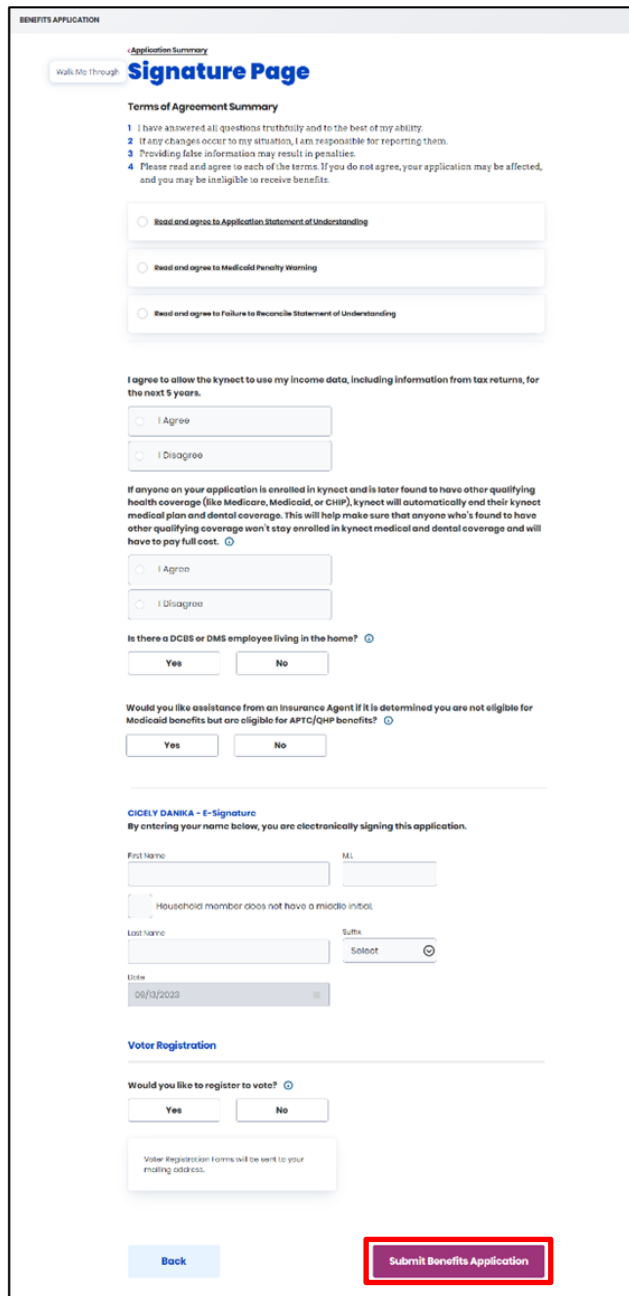
10. Click **Start** next to the **Sign & Submit** section.
11. Click **Next** to go to the **Signature Page**.

💡 **Please Note**: When reporting a change on behalf of a Resident, Authorized Representatives are expected to provide their own signature before submitting.

12. Read the Terms of Agreement and answer the final Report a Change questions.
13. Click **Submit Benefits Application**.

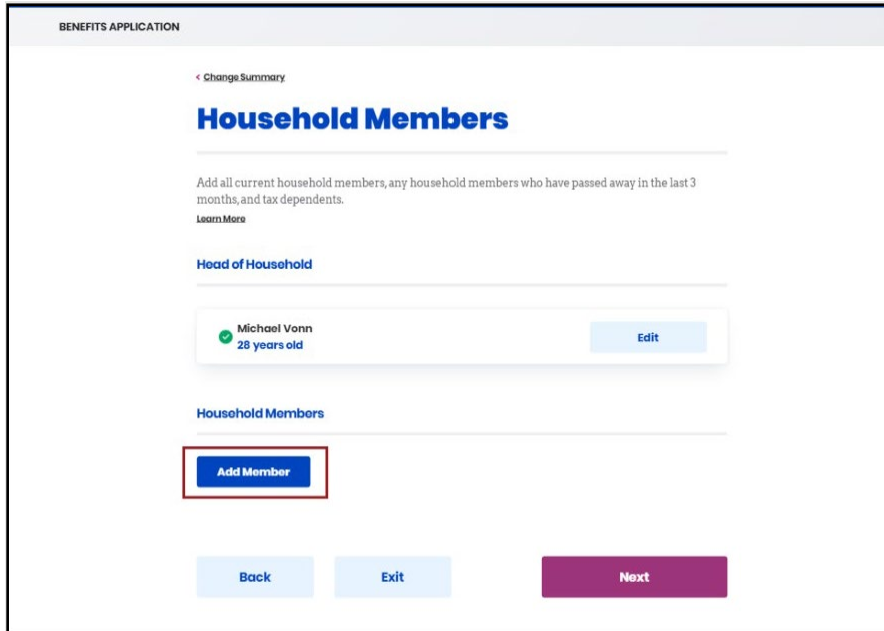14. View the eligibility results from the **Eligibility Results** screen.

Adding or Removing a Household Member

Residents, kynectors, and other kynect benefits users should select **Add or Remove Household Member** to add or remove a Household Member to the case if they would like to be taken to the **Household Members** screen.
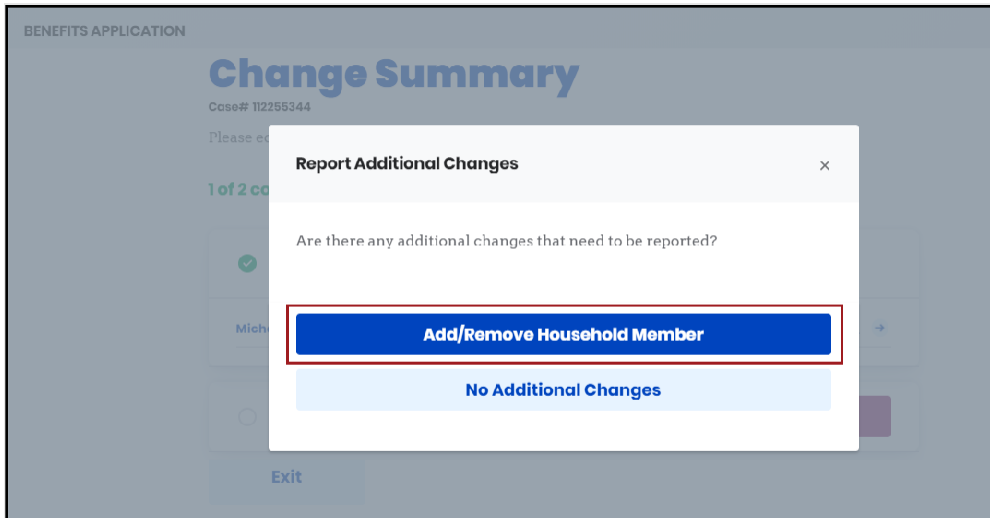
Steps to Add a Household Member

1. Select **Add Member** from the **Household Members** screen to navigate to the **Household Member Details** screen.

2. Enter **First Name**, **Middle Initial** (if applicable), and **Last Name**.
3. Select **Gender**.
4. Enter **Date of Birth**.
5. Select **Yes** or **No** to *Does this individual have a Social Security Number?*.
6. Select **Yes** or **No** to *Is this individual a U.S. Citizen?*.
7. Select **Yes** or **No** to *Has this individual served in the U.S. military?*.
8. Select **Yes** or **No** to *Is this individual a resident of the Commonwealth of Kentucky?*.
9. Select the **Household Member's Race(s)**.
10. Click the **This Household Member passed away in the last three months** checkbox, if applicable.
11. Select the programs the Household Member would like to apply for.
12. Click **Next** to return to the **Household Members** screen.

> **Please note:** If the Household Member's full name, date of birth, SSN (if provided) and gender match an existing Household Member or Head of Household's information from an Active, Pending, or Unsubmitted application or case, including the current application, then a full member match occurs. Unless the user removes the repeated Household Member from the current application, they are restricted from continuing.
>
> The following pop-up message is displayed: "Existing Case Found" message displayed: "We found MEMBER NAME's records in our system on another case/application with similar identifying information. To make sure information on this application does not affect other benefits, you cannot continue with this application.
>
> If you believe this to be an error, please contact the DCBS line at 1-855-306-8959 to review your information and any potential existing cases."

Steps to Remove a Household Member

After Residents have selected the **Add or Remove Household Member** option, complete the following steps:

1. Click the **trashcan** icon next to the Household Member from the **Household Member Summary** screen.
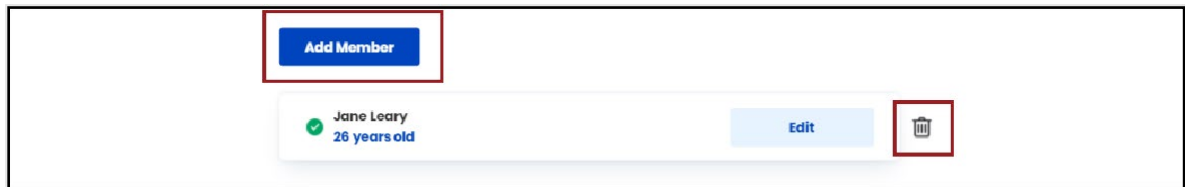
2. Click **Delete** from the pop-up screen to **Return to the Household Members** screen.

Completing a Report a Change after Adding or Removing a Household Member

After Residents have added or removed a Household Member, complete the following steps from the **Household Members** screen:

1. Click **Next** to go to the **Change Summary** screen.

2. Review and update any sections impacted by the updated information.

3. Click **Modify Other Information such as Income, Expenses, or Health** if additional changes need to be made.

> **Please Note**: The user can navigate to the [Modify Other Information such as Income, Expenses, or Health](#) section in this document for additional guidance.

4. Click **No Additional Changes** if there are no additional changes.

5. Click **Start** next to the *Sign & Submit* section.

6. Complete the optional Collateral Contact screen by entering a **Contact Name**, **Contact Phone number**, and **Relationship**.

7. Click **Next** to go to the **Signature Page**.

8. Read the Terms of Agreement and answer the final Report a Change questions.
9. Click **Submit Benefits Application**.
10. View the eligibility results from the **Eligibility Results** screen.