

The Commonwealth of Kentucky



kynect

benefits

Quick Reference Guide

Rescheduling and Cancelling Appointments





This Quick Reference Guide is designed to help kynect benefits users complete the necessary steps to cancel and reschedule an appointment in kynect benefits.

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Please Note: Residents who still need help after referencing this Quick Reference Guide may call **1-855-459-6328** for additional assistance.

Rescheduling and Cancelling an Appointment

Appointments may be rescheduled or cancelled through kynect benefits. Appointments are rescheduled or cancelled from the **Appointments** tab on the **Resident Dashboard**. Clicking the **Appointments** tab opens the **Appointment Summary** screen, where upcoming appointments may be viewed from the **Upcoming Appointments** tab.

Appointments may be rescheduled or cancelled from the **Upcoming Appointments** tab. The kynect benefits users with access to reschedule or cancel appointments include:

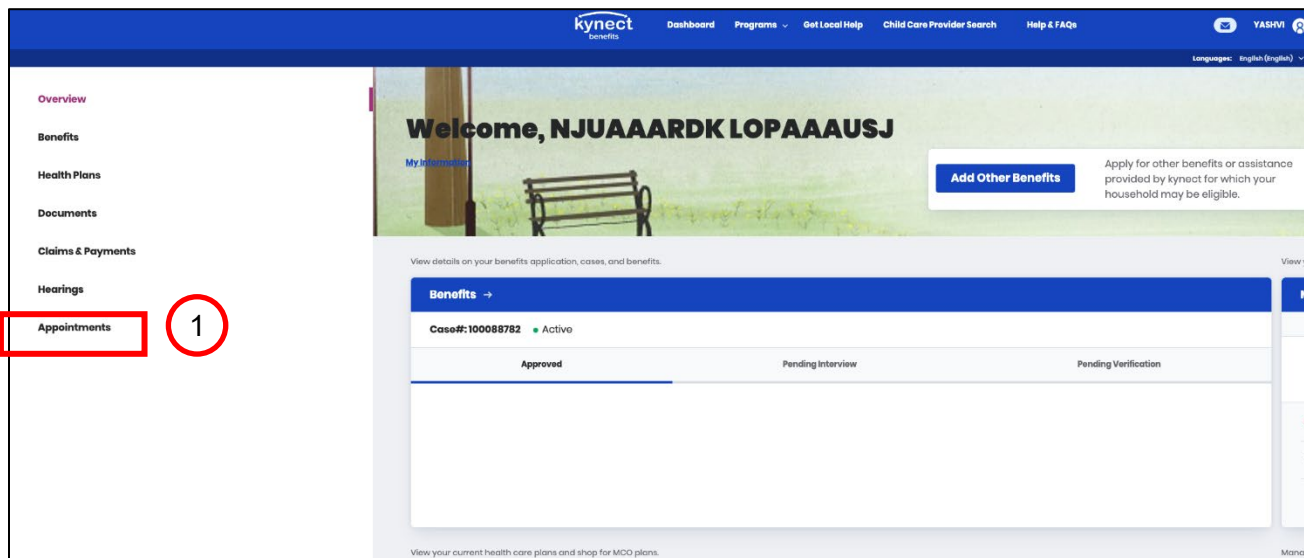
- Residents
- kynectors
- Agents
- Authorized Representatives

A link to reschedule or cancel appointments is available in the *I want to...* section at the bottom of the **Home Dashboard** for additional kynect benefits users such as kynectors Agents, and Authorized Representatives. Additional kynect benefits users utilize these links to reschedule or cancel appointments for Residents not in the kynect benefits system.

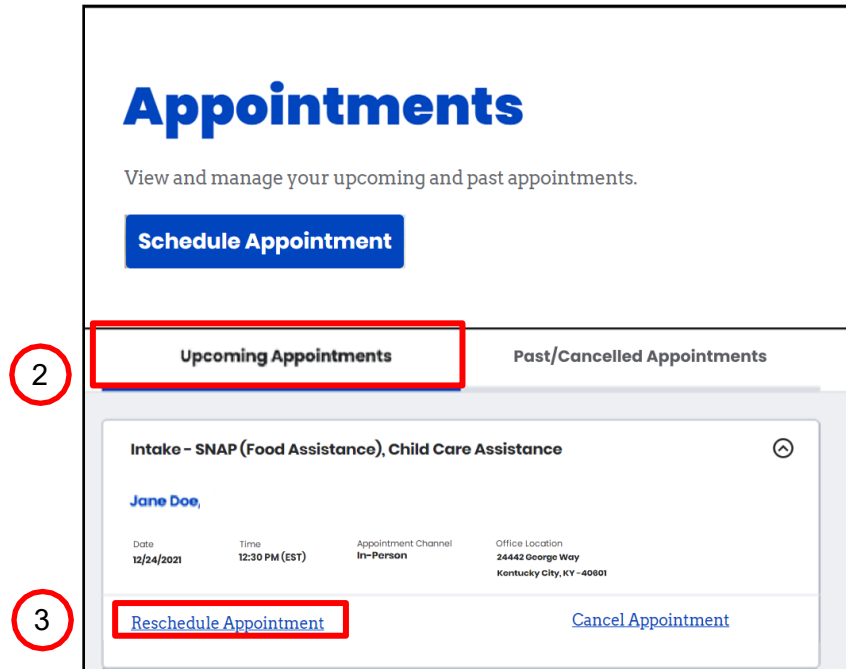
Follow the steps below to reschedule an appointment in kynect benefits.

Steps to Reschedule an Appointment

1. Click on the **Appointments** tab from the **Resident Dashboard's** left-hand navigation panel.



2. The **Appointment Summary** screen displays the **Schedule Appointment** button and the **Upcoming Appointments** and **Past/Cancelled Appointments** tabs. These tabs display information for upcoming or past appointments. Click on the **Upcoming Appointments** tab to display upcoming appointments.
3. Click the **Reschedule Appointment** link to begin rescheduling an appointment.

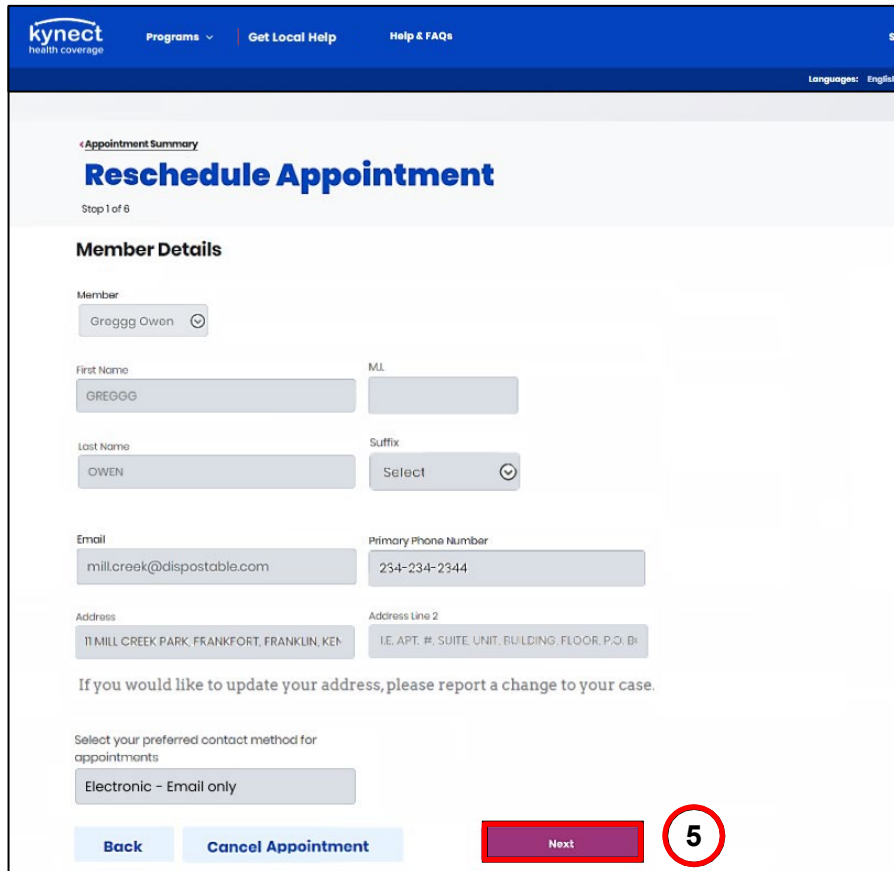


Please Note: The **Search Available timeslots from** field does not allow selection of the same date. The field displays dates up to the next 15 business days from the originally scheduled date.



Please Note: Residents may reschedule FAST appointments from kynect benefits.

4. The **Member Details** screen is view-only during the Appointment Rescheduling process.
5. Click **Next**.

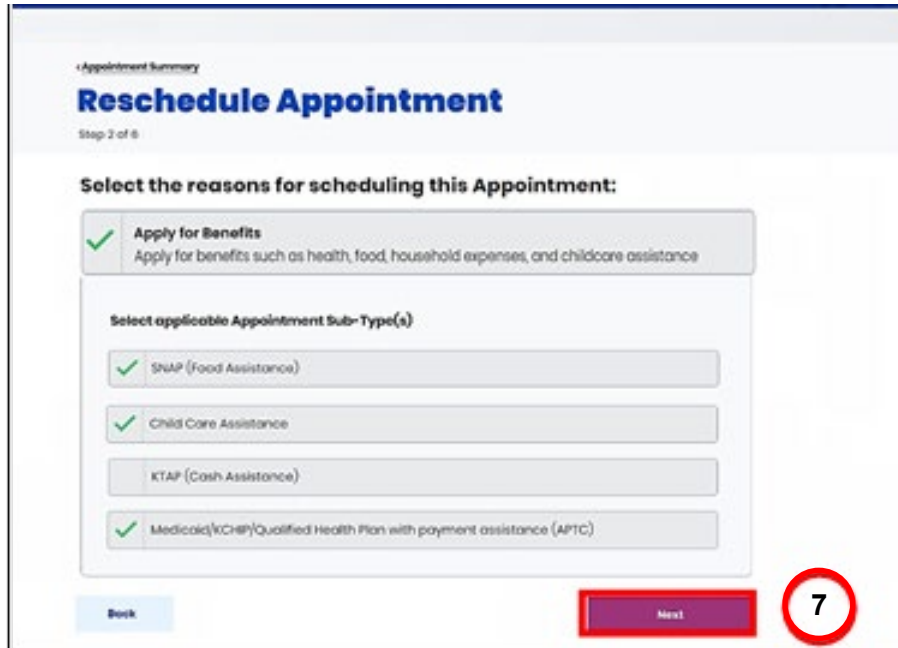


The screenshot shows the 'Reschedule Appointment' screen in the kynect system. The page title is 'Reschedule Appointment' and it is 'Step 1 of 6'. The 'Member Details' section contains the following information:

- Member: Gregg Owen
- First Name: GREGGG
- ML: [Empty]
- Last Name: OWEN
- Suffix: Select
- Email: millcreek@dispostable.com
- Primary Phone Number: 234-234-2344
- Address: 11 MILL CREEK PARK, FRANKFORT, FRANKLIN, KY
- Address Line 2: [Empty]

Below the address fields, there is a note: 'If you would like to update your address, please report a change to your case.' At the bottom, there are three buttons: 'Back', 'Cancel Appointment', and 'Next'. The 'Next' button is highlighted in red and has a circled '5' next to it, indicating the step number.

6. The **Appointment Type Selection** screen is view-only during the Appointment Rescheduling process.
7. Click **Next**.



Appointment Summary

Reschedule Appointment

Step 2 of 6

Select the reasons for scheduling this Appointment:

Apply for Benefits
Apply for benefits such as health, food, household expenses, and childcare assistance

Select applicable Appointment Sub-Type(s)

SNAP (Food Assistance)

Child Care Assistance

KTAP (Cash Assistance)

Medicaid/CHIP/Qualified Health Plan with payment assistance (APTC)

[Back](#) [Next](#)

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- The **Appointment Location** screen is view-only during the Appointment Rescheduling process.
- Click **Next**.


Appointment Summary

Schedule Appointment

Step 2 of 6

Primary Member's Address

11 Mill Creek Park, Frankfort-KY-40621



Office mapped for Appointment based on primary member's address

Franklin County DCBS 3.62 miles
Family Support


Address: 677 Comanche Trail
Frankfort, KY 40601
(855) 306-8959

Monday: 08:00 AM - 04:30 PM EST
Tuesday: 08:00 AM - 04:30 PM EST
Wednesday: 08:00 AM - 04:30 PM EST
Thursday: 08:00 AM - 04:30 PM EST
Friday: 08:00 AM - 03:00 PM EST
Saturday:

[Back](#) **7** [Next](#)

10. Click the calendar icon to search for and select a date from the **Search available timeslots from** the field.
11. Click **Next**.

Search Appointments from:
Appointments cannot be scheduled for the same day or within the next 24 hours
If you would like to reschedule your appointment more than 15 business days from your original appointment date, call DCBS.

10 Search available timeslots from:
mm/dd/yyyy 

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Please Note: The **Search Available timeslots from** field does not allow same day appointments or appointments in the next 24 hours.

12. Select an available appointment timeslot. Click the **View More Slots** button under the last available appointment date listing to view more timeslots.
13. Click **Next**.

Select Timeslot
If you are unable to find a slot or if you are unable to reschedule, please call DCBS.

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Thursday, September 9th, 2021
8:00 AM 9:30 AM 2:00 PM **4:00 PM**

Friday, September 10th, 2021
9:30 AM

Monday, September 13th
8:00 AM 9:30 AM

Tuesday, September 14th
8:00 AM 2:00 PM

Wednesday, September 15th
8:00 AM 9:30 AM 3:00 PM

[View More Slots](#)

[Back](#) 13 [Next](#)

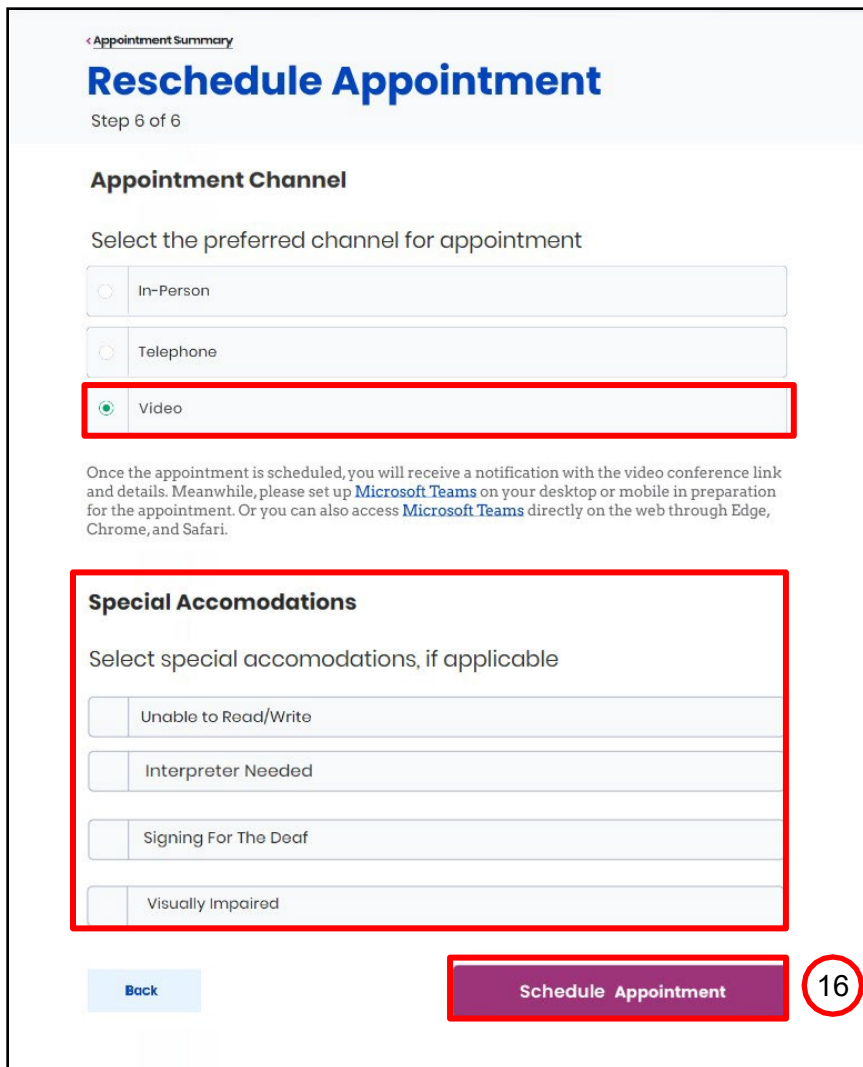


Please Note: The **View More Slots** button does not display if there are no more timeslots. The **Select Timeslot** screen does not display appointments in the next 24 hours.

14. Select the **Preferred Channel** from the **Appointment Channel** list.
15. Select any applicable special accommodation from the **Special Accommodations** list if required by the Resident.
16. Click **Schedule Appointment** to confirm the rescheduled appointment.

14

15



< Appointment Summary

Reschedule Appointment

Step 6 of 6

Appointment Channel

Select the preferred channel for appointment

In-Person

Telephone

Video

Once the appointment is scheduled, you will receive a notification with the video conference link and details. Meanwhile, please set up [Microsoft Teams](#) on your desktop or mobile in preparation for the appointment. Or you can also access [Microsoft Teams](#) directly on the web through Edge, Chrome, and Safari.

Special Accommodations

Select special accommodations, if applicable

Unable to Read/Write

Interpreter Needed

Signing For The Deaf

Visually Impaired

[Back](#) [Schedule Appointment](#)

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Please Note: Residents not active in the kynect benefits system cannot have Video appointments scheduled for them or scheduled on their behalf by additional kynect benefits users.

17. Residents receive an email or text notification based off of their preferred contact method selected in kynect confirming the rescheduled appointment.



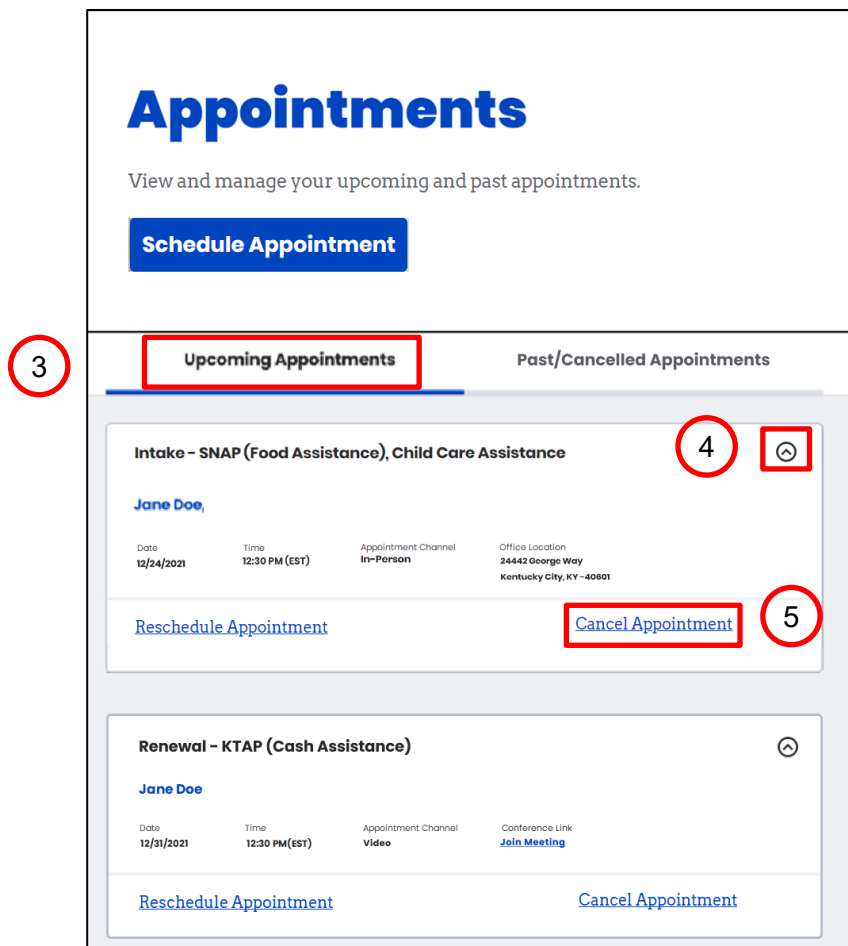
Please Note: The **Special Accommodations** list displayed changes with the preferred channel selected.



Please Note: kynect benefits users may set up Microsoft Teams on their desktop or mobile in preparation for the appointment. Once the **Video Appointment** is selected and confirmed, links are provided to join the appointment, and to download Teams to a desktop, laptop, or mobile device. Users may also access Microsoft Teams directly on the web through Edge, Chrome, or Safari.

Steps to Cancel an Appointment

1. Click the **Appointments** tab in the **Resident Dashboard** left navigation panel.
2. The **Appointment Summary** screen displays the **Schedule Appointment** button and the **Upcoming Appointments** and **Past Appointments** tabs. These tabs display information for upcoming or past appointments.
3. Click on the **Upcoming Appointments** tab to display upcoming appointments.
4. Click the drop-down icon next to the upcoming appointment from the **Appointments Summary** screen to display the appointment details and the **Cancel Appointment** link.
5. Click the **Cancel Appointment** link.




Appointments

View and manage your upcoming and past appointments.

[Schedule Appointment](#)


3 [Upcoming Appointments](#) [Past/Cancelled Appointments](#)

4 Intake - SNAP (Food Assistance), Child Care Assistance 

Jane Doe,

Date	Time	Appointment Channel	Office Location
12/24/2021	12:30 PM (EST)	In-Person	24442 George Way Kentucky City, KY - 40501

[Reschedule Appointment](#) [Cancel Appointment](#) **5**

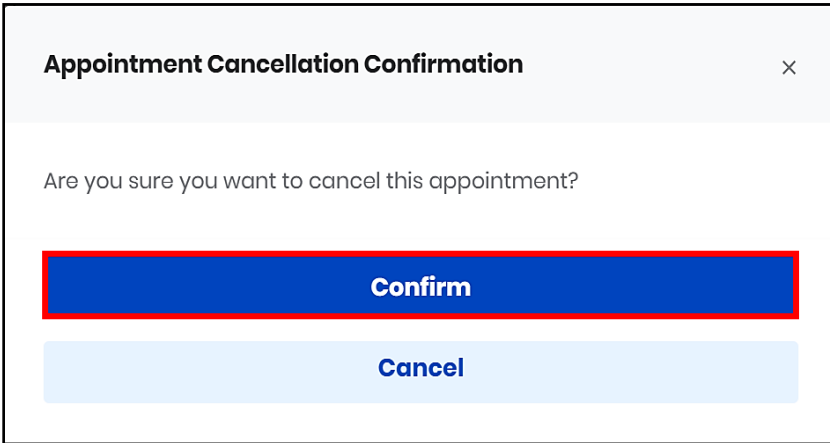
Renewal - KTAP (Cash Assistance) 

Jane Doe,

Date	Time	Appointment Channel	Conference Link
12/31/2021	12:30 PM (EST)	Video	Join Meeting

[Reschedule Appointment](#) [Cancel Appointment](#)

6. Click **Confirm** on the **Appointment Cancellation Confirmation** pop-up to cancel the appointment.



6

Appointment Cancellation Confirmation ×

Are you sure you want to cancel this appointment?

Confirm

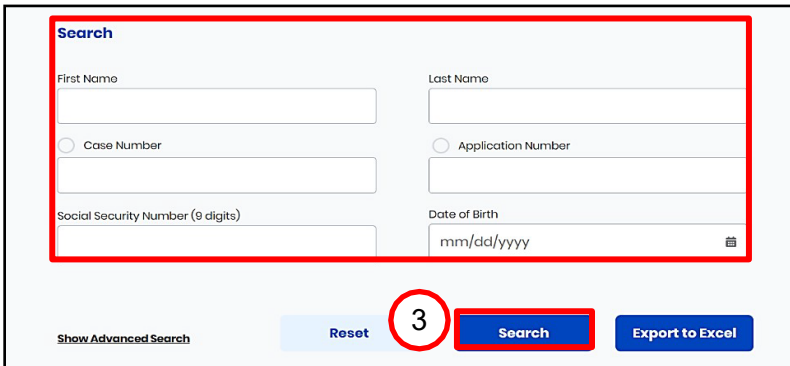
Cancel



Please Note: A FAST appointment **cannot** be canceled from kynect benefits. Residents should contact their local DCBS office if they need to cancel their FAST appointment.

Steps to Reschedule or Cancel an Appointment for Additional kynect benefits Users

1. Search for the Resident from the **Search** feature on the **Home Dashboard**.
2. Enter the Resident's information into each field, such as the **First Name**, **Last Name**, **Case Number**, **Application Number**, **Social Security Number**, or **Date of Birth**.
3. Click **Search**.



2

Search

First Name

Last Name

Case Number

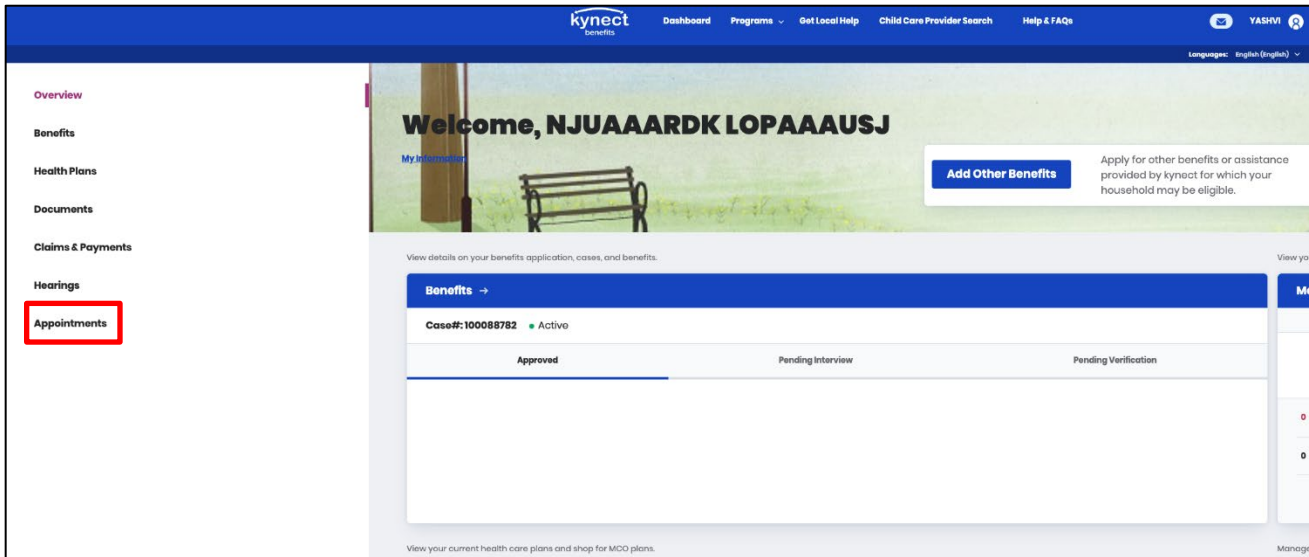
Application Number

Social Security Number (9 digits)

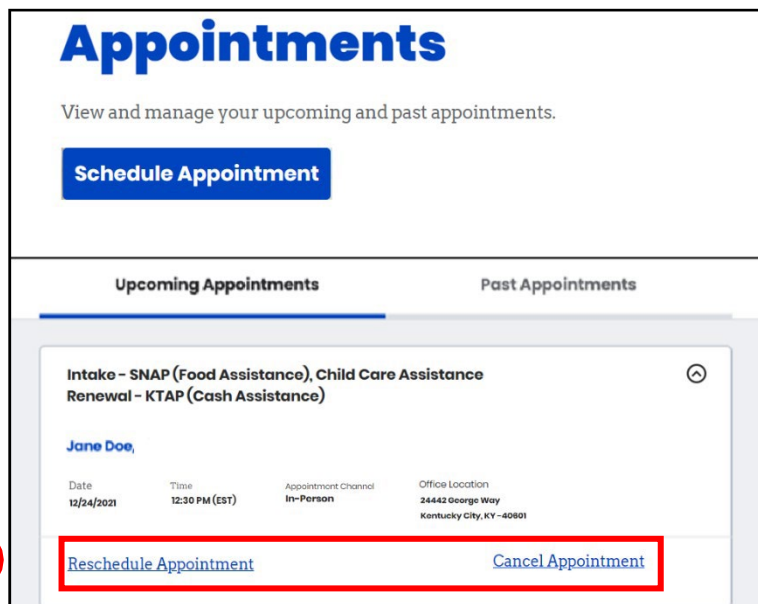
Date of Birth

[Show Advanced Search](#) **3**

- If the Resident appears in the system, click on the Resident's name to navigate to the **Resident Dashboard**.
- Click on **Appointments** in the left navigation panel.



- Click **Reschedule Appointment** or **Cancel Appointment** to reschedule or cancel a Resident's appointment.



Please Note: Additional kynect benefits users may set up Microsoft Teams on their desktop or mobile in preparation for the appointment. Once the **Video Appointment** is selected and confirmed, links are provided to join the appointment, and to download Teams to a desktop, laptop, or mobile device.

Or, Residents may also access Microsoft Teams directly on the web through Edge, Chrome, or Safari.

7. If the Resident does not appear in the system after clicking **Search** from the **Home Dashboard**, navigate to the *I want to...* section to view the **Reschedule/Cancel Appointment** link.
8. Click Reschedule/Cancel Appointment.

I want to...

Prescreening Tool
Check for potential eligibility on behalf of a client

Schedule Appointment
Schedule an Appointment for contact not already in system.

Agent Portal
Visit the Agent Portal to search for insurance agents.

Reschedule/Cancel Appointment
Reschedule/Cancel Appointment for contact not already in system

9. Enter the Resident's **First Name** and **Last Name**, or the Resident's **Email**.
10. Click **Search**.

Appointments

View and manage upcoming and past appointments for contacts not in system.

Search


First Name


Last Name

Email

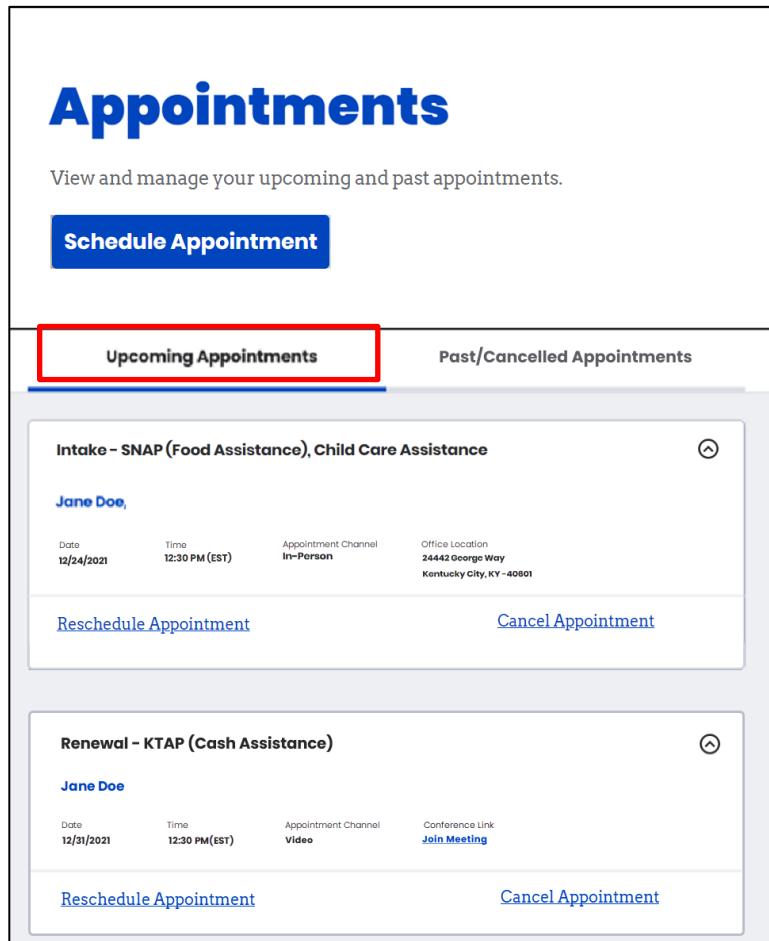
Reset

Search

 **Please Note:** The Resident's first and last name must be entered together for a valid search without an email, however an email can be entered alone for a valid search.

 **Please Note:** Residents not active in the kynect benefits system cannot have Video appointments scheduled for them or scheduled on their behalf by additional kynect benefits users.

11. Click on the **Upcoming Appointments** tab.
12. Click on the drop-down icon to display the **Reschedule Appointment** and **Cancel Appointment** links.
13. Click on **Reschedule Appointment** or **Cancel Appointment** for a Resident not in the system.
14. Follow Steps 1-17 in the Steps to [Reschedule an Appointment](#) section of this Quick Reference Guide to begin rescheduling an appointment for Residents that are not found in the system. Follow Steps 1-6 in the [Cancel an Appointment](#) section to cancel an appointment for Residents that are not found in the system.



Appointments

View and manage your upcoming and past appointments.

[Schedule Appointment](#)

11 [Upcoming Appointments](#) [Past/Cancelled Appointments](#)

Intake - SNAP (Food Assistance), Child Care Assistance

Jane Doe

Date	Time	Appointment Channel	Office Location
12/24/2021	12:30 PM (EST)	In-Person	24442 George Way Kentucky City, KY - 40901

[Reschedule Appointment](#) [Cancel Appointment](#)

Renewal - KTAP (Cash Assistance)

Jane Doe

Date	Time	Appointment Channel	Conference Link
12/31/2021	12:30 PM (EST)	Video	Join Meeting

[Reschedule Appointment](#) [Cancel Appointment](#)