The Commonwealth of Kentucky



# Quick Reference Guide Resident Dashboard





# This Quick Reference Guide is designed to help Residents, kynectors, and other kynect benefits users complete the necessary steps to use the Resident Dashboard.

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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.



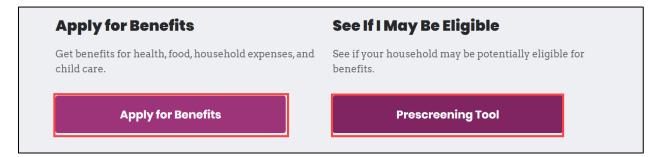
# Resident Dashboard Overview

Residents use their Kentucky Online Gateway (KOG) account information to log into kynect benefits. Residents are presented with the **Resident Dashboard** when they log into kynect benefits. The Dashboard provides an overview of important benefits information.

		Languages: Englis	sh(Engdish) v	
Overview Benefits Claims & Payments	Come, COLE DINGLE		000	
Hearings Appointments	Heath Coverage Assistance Madicaid, Kontucky Children's Heath Insurance Program, Qualifed Heath Plan with payment assistance (Medicaid(Cover)/APrC/CS8) and Time-Intrade Medicaid These programs help cover medical and preventative health care costs.	Premium Assistance Kentucky Integrated Hoolth Insurance Premium Payment Program (G=H#P) KH#P helps cover medical premiums	Qualified Health Plan Without Payment Assistance Qualified Health Plan without Payment Assistance This program allows a resident to buy a qualified health Insurance plan through kynext health coverage.	
	Food Assistance Supplemental Natrition Assistance Program (SNAP) SNAP allows participants to buy healthy food options.	Cash Assistance for families with children Kentucky Transitional Assistance Program (KTAP) KTAP helps families with children poy for basic household expension.	Child Care Assistance Child Care Assistance Program (CCAP) The Child Care Assistance Program helps working families pay for child care.	

If the Resident is new to kynect benefits and does not have a case, the Dashboard displays a link to *Apply for Benefits* at the bottom of the page.

Residents can also click **Prescreening Tool** to take a quick survey to see their household's potential eligibility.



#### **Basic Navigation Overview**

kynect benefits has two important features that help users navigate through the system.

- ✓ The Top Navigation Menu
- ✓ The Side Navigation Menu
- ✓ The top and side menus are found in the menu icon at the top left of the screen on a mobile device.



**Please Note**: After an application has been completed, the Dashboard displays the Benefits, Message Center, Health Plans (for Medicaid), and the Reps, kynectors, & Agents dashboard tiles. It also displays critical notifications near the top, and the *I want to...* section at the bottom.



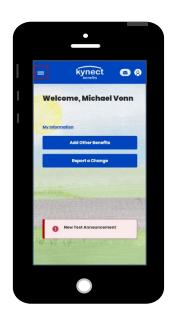


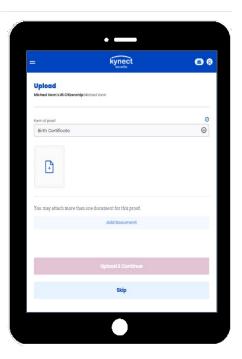
**Please Note**: The menu icon can be accessed from any screen while logged into kynect benefits on a mobile device. See the **Basic Navigation** Quick Reference Guide for more information.

# **Mobile-Friendly Design**

kynect benefits has a new mobile friendly, mobile first design for easy connections to benefits and community resources. Residents, kynectors, and additional users can complete all the available actions in kynect benefits from any mobile device. Some of these actions include:

- ✓ Apply for Benefits
- ✓ Upload Documents
- ✓ Report a Change







# Top of the Dashboard

The top of the **Resident Dashboard** provides an overview of important benefits information, links to personal information, action buttons, and critical notifications and to-do items.

- Click **View My Information** to view the **My Info** page.
- Click **Apply for Benefits** at the bottom of the **Resident Dashboard** to start a new benefits application.
  - This button changes to **Add Other Benefits** and is displayed at the top of the **Resident Dashboard** when a Resident has at least one active case.
  - This button changes to **Continue Application** if there is a benefits application in progress.

Information contact	d change key information for your	
You can check your eligibility and Medicaid and KCHIP Medicaid, Kentucky Childran's Health Insurance Program (KCHIP) and Time limited Medicaid These programs help cover medical and preventive health care costs.	Lapply for the following benefits: Promium Assistance Kentucky Integrated Health Insance Promium Payment Program (KI-HIPP) KI-HIPP helps cover medical premiums.	<b>Qualified Health Plan</b> Qualified Health Plan with or without premium payment assistance (APTC) and Cost Sharing Regional Cost Sharing aligibility This program allows residents to buy a qualified health plan through tho State-Based Marketplace.
Food Assistance Supplemental Nutrition Assistance Program (SNAP) SNAP allows participants to buy healthy food options.	Cash Assistance for families with children Kentucky Transitional Assistance Program (KTAP) KTAP holps families with children pay for basic household expenses.	Child Care Assistance Child Care Assistance Program (CCAP) The Child Care Assistance Program helps working families pay for child care.
Apply for Benefits	See If I May	y Be Eligible



• View Announcements, Critical Notifications, and To-Do items when they appear.

**Please Note**: If a Resident is a dependent or spouse, a banner displays at the top of the **Resident Dashboard** which indicates that the Resident is not the Head of Household and tells who is.

#### **Dashboard Tiles**

After an application has been submitted, the **Resident Dashboard** displays the *Benefits*, *Message Center*, *Health Plans* (for Qualified Health Plans and Medicaid Plans), and the *Reps, kynectors, & Agents* dashboard tiles.

overview	Welcome, JAC HANMA	
ase Summary		
enefits lealth Plans	View My Information View and change key contact information for your case Add	Other Benefits Apply for other benefits or assistance provided by kynect for which your household may be eligible.
locument Center	Rop	Update your household information to kynect based on the changes.
laims & Payments		
learings	Medicaid renewals are happening. To update your information or respond to notices, sign in	here. Access
burnigs	Information and resources about member renewals, here	
ppointments	1 Creation Contraction of the second	all the second
	View details on your benefits application, cases, and benefits.	View your to-do list and messages.
	Benefits →	Message Center →
	Benefits → Case#: 113213083 ● Active	Message Center → To Do's Unread
	Case#:113213083 • Active	To Di's Unread
	Case#1:13213083 + AC5V0 Approvad Panding Interview Panding Verification	To Do's Unread
	Case#113213083 + ACEVO Approved Punding Interview Punding Verification  + Medicald/KCHIP	To Di's Unread
	Case#:113213083 + Activo Approved Pending Interview Pending Verification  • Madicald/ACHIP  • Qualified Health Plan	To Du's Unread O 4 O Due this seek 4 Hotices
	Case#:113213083 + Activo Approved Pending Interview Pending Verification  • Madicald/ACHIP  • Qualified Health Plan	To Da's     Utravel       O     4       °     Dus this week     4 Notices       °     New     1 Arresuncements
	Case#113233083 + AC5V0 Approved Punding interview Punding Vertification = Medicald/ACHIP = Qualified Health Plan = SHAP	To Do's Unread
	Case#F 113213083 + ACEV0 Approved Punding Interview Punding Verification - Medicaid/ACHIP - Qualified Health Plan - SHAP Were your summt health core plans and shap for MCD plans.	To Do's Unread

Below is additional information for each dashboard tile found in kynect benefits.

#### **Benefits**

The *Benefits* tile displays the status of Resident benefits and their cases. The case statuses include active, pending, and inactive.

1. Click the *Benefits* tile from the **Resident Dashboard** to go to the **Benefits** module.



View details on your benefits ap	plication, cases, and benefits.	
Benefits →		
Case#:112834386 •	Active	
Approved	Pending Interview	Pending Verification
Medicaid/KCHIP     Qualified Health Pla	ins	

2. View and manage approved programs. Ensure that information is up-to-date as changes to information may affect benefits.

Benefit	S
View and manage yo	wr approved programs. Ensure your information is up-to-date as changes to your information may affect your benefit
Interested in ot	her state programs and resources?
	Active & Ponding Cases
Case #112834386	
SNAP	
NIKKI FLASH	
Pending Interview	v view by visiting your local office or by contacting a DCBS office at <u>1-855-308-8959</u>
Complete drinterv	New by Visiting your local office of by contracting a bess office at 1-300-300-8000
Medicaid/KCHIP	
NIKKI FLASH	
<ul> <li>Approved</li> </ul>	
Туре	Benefit Period
Medicaid	09/01/2021 - 08/31/2022
Request Medicaid C	Cord
View/Download Me	vdicaid Card
Check Eligibility for	waiver Programs
Qualified Health F	Plans (OHP)
quantourrouter	
NIKKI FLASH	
<ul> <li>Approved</li> </ul>	
Туре	Benefit Period
Ouglified Health	

3. Click **Dashboard** on the top menu on a computer or in the menu button on a mobile device to return to the Dashboard.



### Message Center

The *Message Center* tile displays the number of *To Do's* and Unread messages to complete for the benefits application.

- *To Do's* that are new or due this week are displayed below the total To-Do number.
- Messages are divided by message type such as *Notices*, *Announcements*, and *Notifications*.
- 1. Click the *Message Center* tile to go to the Message Center.

View your to-do list and messag	es.
Message Center →	
To Do's	Unread
4	15
1 Due this week	11 Notice
2 New	0 Announcements
	1 Notifications

- 2. Click **Messages** to view messages about updates to benefits and important announcements.
- 3. Click Notices to view notices to see digital copies of mail sent to Residents.

						Languages: English(English) ~	
Overview Benefits Documents	Message	Notices (11)				Messages())	
Claims & Payments	Q. Search						
Hearings	Details			Due Date (	Ð		
	To bo View Notice You have a new notice in your M Date Message Received: 9\/2021			10/2/2020		View Notice	
	Authorized Representative Asso Jane Leary has been added as y association from Benefind or ca Date Message Received: 9/V2021	our Authorized Representative. Yo ling DCBS at 1-855-306-8959.	u may remove this				
Help & EAC Find DCBS C Cobinet of J		Contact Us kynect benefits 1-855-308-8959	Have a complaint? CHFS.Listens@ky.gov	,	-	KENTUCKY Cabinet for Health and Emails Consistent	

4. Click **Dashboard** on the top menu to return to the **Resident Dashboard**.



The Message Center Notices table is sorted by the most recent Date Generated to the oldest Date Generated. The table displays 10 records per page– Residents can use the pagination at the bottom of the table and select a new page number or Next to see more Notices. Residents can filter *Notices* by *Notice Type, Name, Case/Application Number, Action Due by Date,* and *Date Generated*.

• Please Note: The Message Center Notices tab displays the 100 most recent notices by default. To view more, Residents can select the "here" hyperlink.

Below are the steps to select and apply filters on the Notices table, if desired.

- 1. Click **Notices** to view **Notices**.
- 2. Click **Filter** to view **Filter** options. Select from the following Filter options to narrow down the results.

Message Center	
Notices (75)	Messages (0)
Q Search	
You have 75 notices from 2/1/2023. Currently loaded 50 notices from 4/3/2023 - to see more, click her	e. Filter (1)

a. Under Notice Type, select one or more options: Request for Information, Notice of Eligibility, 1095 Tax Form, Claims Establishment, Disqualification Notice, Hearings, or Other.

**Please Note**: The following Hearing types will be filtered if the user selects hearings: Recommended Order, Final Order, Notice of Hearings. The Other notice type filters all other types of notices that do not fall under the above categories in the current record set.

- b. Under Action Due By Date,
  - i. Enter the **Start Date** or click the calendar icon and select a **Start Date**.
  - ii. Enter the **End Date** or click the calendar icon and select an **End Date**.
- c. Under **Date Generated**,
  - i. Enter the **Start Date** or click the calendar icon and select a **Start Date**.
  - ii. Enter the **End Date** or click the calendar icon and select an **End Date**.



Overview		Filter	tengenigen: English(Inglish) v X
Case Summary	Messaç	Notice Type	A
		Request for information	1
Benefits		Notice of Eligibility	Messages(0)
lealth Plans	Q. Search		
	Loaded notices from 5/3,	1095 Tax Form	Filter (1)
laims & Payments	Notice Type ①	Claims Establishment	Action Due By Date ① Date Generated ④
learings	Notice of Privacy Practi	Disqualification Notice	2/1/2020 1/1/2020
ppointments	Notice of Eligibility (KP-	Hearings	2/1/2020 √/1/2020
		Action Due By Date Stort Date mm/dal/yyyy End Date Mereot Filtor	

**Please Note**: Click **View Results** to view the Notices associated with the selected filters. Click **Reset Filter** to remove all selected filters.



## **Health Plans**

The *Health Plans* tile displays for individuals that have applied for Medicaid/KCHIP or a Qualified Health Plan (QHP) and have the option to enroll in a health care plan with a Managed Care Organization (MCO). The *Health Plans* tile displays the health care plan enrollment status for individuals in the household. The tab options include: *Not Enrolled* and *Enrolled* Residents.

Below are the steps to Request an MCO Change.

1. Click the **Health Plans** tile or **Enrollment Manager** to go to the **Enrollment Manager** module.

View your current healthcare plans and shop for MCC	) plans.
Health Plans $\rightarrow$	
Not Enrolled	Enrolled
Medicaid Plans (MCOs)	
Passport Health Plan ( James Leary, January)	e Leary )
	Enrollment Manager

- 2. Click **Request MCO Change** to start the process to request a change in a Resident's Managed Care Organization (MCOs).
- 3. Click **View MCO History** to view past MCO enrollment history.
- 4. Click **Back to Dashboard** to return to the **Resident Dashboard**.

Cat	see Number: 112255097
<u>≤ Bc</u>	lack to Dashboard
E	nrollment Manager
м	ledicaid Plans (MCOs)
	iow is the household's MCO enrollment status. You can enroll in an MCO and view enrollment history. If you do not enroll in an 20, we will auto-enroll you in one.
	View MCO History
Р	Passport Health Plan
	James Leary  Finaled
	Involment ID# Date 0059/10031 07/0/2020 - Ongoing
1	Request MCO Change



# Reps, kynectors, & Agents

The *Reps, kynectors, & Agents* tile connects Residents to their support team that can help them apply for and receive benefits. Residents can click either the **Authorized Representative, kynector**, or **Insurance Agent** links to view and manage the support role associations. If Residents have added any of these roles, this information is displayed here.

Authorized Representative	-
Give a trusted friend or family member access to your case or application.	
kynector	-
Get help applying for and managing Medicaid or KI-HIPP benefits.	
Insurance Agent	
Get help applying for Medicaid and selecting your health coverage plans.	-

- ✓ Authorized Representatives are a family member, a family friend, or other trusted individual who can access a Resident's case or application.
- ✓ kynectors help Residents apply for Qualified Health Plans (QHP), Medicaid, KI-HIPP, SNAP, and/or the Child Care Assistance Program (CCAP).
- ✓ Insurance Agents help select health coverage plans.



**Please Note**: See the **Add**, **Edit**, **and Remove an Authorized Representative** and **Adding and Removing kynectors and Agents** Quick Reference Guide for step by step instructions to complete these processes.



### I want to... Section

The *I want to...* section is located at the bottom of the **Resident Dashboard**. This section was created to connect Residents to specific actions within kynect benefits. The options that appear in the *I want to...* section are program and role specific.

I want to	
Navigate to kynect resources kynect resources connects Kantucky residents with resources based on their needs. These resources can be anything from food pantries to job referrals.	Request a Medicald Card Submit a request for a replacement Medicaid card if yours was lost or stolan.
Request Tax Forms	View/Download Modicaid Card
Create a request for us to send your 1095-A or 1095-B dotails for your tax return filing.	View or download Modicaid Card.
Prescreening Teol	Report Fraud
See if your household may be potentially eligible for benefits.	Help the Commonwealth of Kentucky stop scammers.
Search Child Care Providers	KI-HIPP Payment Summary
Search for State approved child care providers within the CCAP network.	View history of KI-HIPP payments for this household.

The *I want to...* section may include links to the following actions:

- Navigate to kynect resources.
- Request Tax Forms.
- Prescreening Tool.
- Search Child Care Providers.
- Request a Medicaid Card.
- View/Download Medicaid Card.
- Report Fraud.
- KI-HIPP Payment Summary.

**Please Note:** Fraud is defined as an intentional deception or intentional misrepresentation made by a person with the knowledge that this deception could result in authorized personal benefit. This includes abuse of the Medicaid Programs.

Reported fraud is investigated by the Office of the Inspector General. It is encouraged that as much information is provided about the suspected fraud as possible. For additional questions related to fraud, please call **(800) 372-2970**