

The Commonwealth of Kentucky



**kynect**  
benefits

Quick Reference Guide  
kynector Access Request





**This Quick Reference Guide is designed to help kynectors complete the steps required to request access to a Resident’s case 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.



## Requesting kynector Access During Application Intake

kynectors can request access to a Resident's case during the application intake process to assist with managing benefits information.

Below are the steps for kynectors to request access to a new Resident's case.

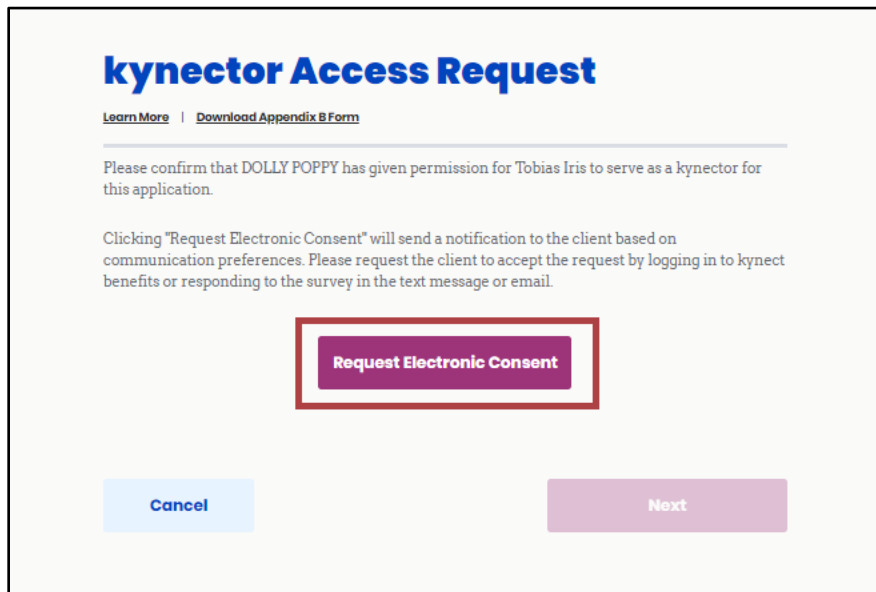
### Steps to Request kynector Access During Application Intake

1. Click "Apply for Benefits" from the kynector Dashboard.
2. Click "Start Benefits Application" from the Get Started on the Benefits Application screen.
3. Complete each section up until the Authorized Representatives & Insurance Agents section.
4. Click "Start" on the Authorized Representatives, kynectors, & Insurance Agents section of the benefits application.

A screenshot of a web application titled "BENEFITS APPLICATION". The main heading is "Application Summary" in blue, with "Application# 600001397" below it. A message says "Complete the sections below to submit the application." Below this is a progress indicator "3 of 9 completed" with a green progress bar. There are three sections, each with a green checkmark and an "Edit" button: "Program Selection", "Household Members", and "Contact Information". The "Contact Information" section shows "John Atwood" with an "Edit" button and a right-pointing arrow. At the bottom, there is a section for "Reps, kynectors, & Agents" with a radio button and a purple "Start" button highlighted with a red box.

**Please Note:** The application is not saved unless the association is made to the Resident's case. After an association is made, the kynector can save/exit if needed and come back to the application by searching for that individual from their kynector dashboard. The kynector is not able to retrieve the application if it is exited before the association is made.

5. Click “Next” to navigate to the kynector Access Request screen.
6. Click “Request Electronic Consent”. The Resident is sent a consent notification via email, text message, and/or through their kynect benefits account based on their communication preferences. If a new application is being completed, then the phone number/email entered in the application would be used to send the consent notification. The Resident is given 3 minutes to respond. If Residents do not have a kynect benefits account or have not provided either of these communication preferences, then the kynector waits 3 minutes.



The screenshot shows the 'kynector Access Request' screen. At the top, the title 'kynector Access Request' is displayed in blue. Below the title are two links: 'Learn More' and 'Download Appendix B Form'. The main text reads: 'Please confirm that DOLLY POPPY has given permission for Tobias Iris to serve as a kynector for this application.' Below this, a paragraph explains: 'Clicking "Request Electronic Consent" will send a notification to the client based on communication preferences. Please request the client to accept the request by logging in to kynect benefits or responding to the survey in the text message or email.' A red box highlights the 'Request Electronic Consent' button. At the bottom, there are two buttons: 'Cancel' (light blue) and 'Next' (light purple).



**Please Note:** The application is not saved unless the association is made to the Resident’s case. After an association is made, the kynector can save/exit if needed and come back to the application by searching for that individual from their kynector dashboard. The kynector is not able to retrieve the application if it is exited before the association is made.



**Please Note:** The “kynector Access Request” screen is slightly different based on the benefits program a kynector is completing for a Resident.

7. Residents have 3 minutes to respond to the consent notification that they receive via email, text message, or through their kynect benefits account to confirm consent.

## kynector Access Request

[Learn More](#) | [Download Appendix B Form](#)

Please confirm that DOLLY POPPY has given permission for Tobias Iris to serve as a kynector for this application.

Clicking "Request Electronic Consent" will send a notification to the client based on communication preferences. Please request the client to accept the request by logging in to kynect benefits or responding to the survey in the text message or email.

[Request Electronic Consent](#)

**Client did not respond.**

[Confirm Verbal Consent](#)

### Verbal Consent

Please agree to each of the following to confirm consent from the client. If you do not agree to all of the below, you will be unable to continue this application.

[Acknowledgement of Roles and Responsibilities of kynectors](#)

[Authorizations](#)

[Additional Important Information](#)

The client will receive a confirmation of this agreement and will be able to remove association to the kynector at any time via kynect benefits.

[Cancel](#) [Next](#)

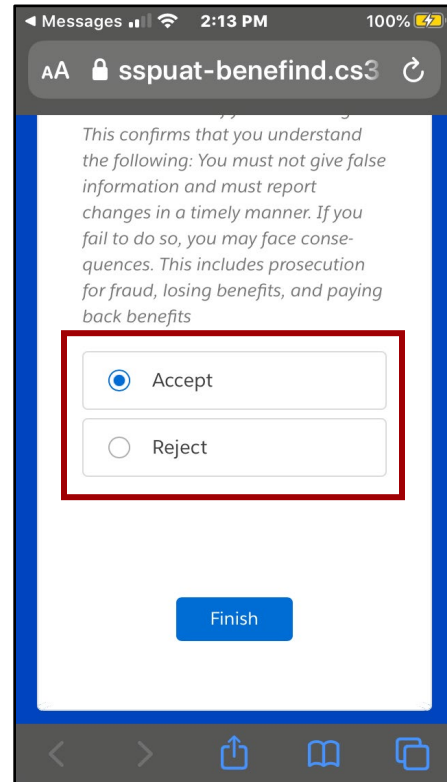
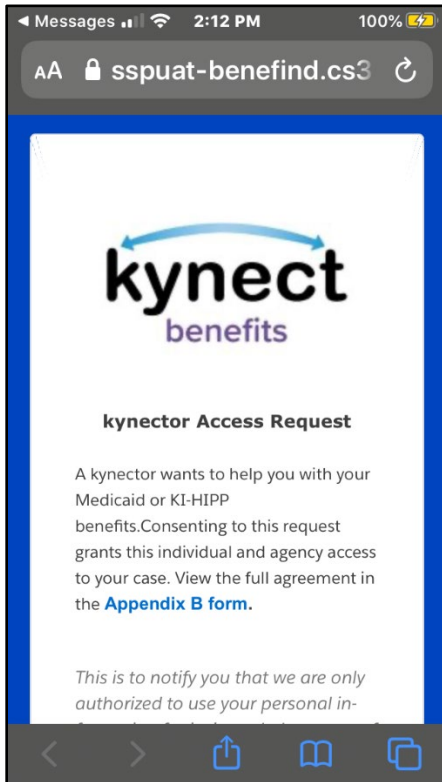


**Please Note:** An option to "Download Appendix B Form" is available from this screen if kynectors are unable to complete the kynector Agreement. Selecting this hyperlink opens a printable copy of the Appendix B form in another tab. kynectors should NOT use personal phone numbers or email addresses to provide consent.



8. Residents should open the text or email message and follow the link to complete the kynector Access Request.

- If the Resident responds in 3 minutes with “Accept” then the kynector receives a “Client Consent Received” message in kynect benefits.
- If the Resident selects “Reject” then the kynector receives a “Client did not consent” message in kynect benefits with the option to request consent again.



**Please Note:** It is highly encouraged that kynectors receive consent if possible, via email and/or phone number. This keeps Residents involved in the application process and confirms accurate email/phone number information.



9. Click "Next" to return to the Reps, kynectors, & Agents screen with the kynector now associated to the case if consent was provided and continue the application. If the Resident rejects the request, the kynector is taken to the Next Steps screen to receive guidance on next steps in the application process.


[Learn More](#) | [Download Appendix B Form](#)

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You do not currently have a kynector relationship with the client, John Atwood. Please confirm that John Atwood has given permission for Iain Glen to serve as a kynector."

Clicking "Request Electronic Consent" will send a notification to the client based on communication preferences. Please request the client to accept the request by logging in to kynect benefits or replying got the text message or email.

[Request Electronic Consent](#)

 **Client consent received!**

You may now continue with the client's case information. The client can change this at any time by logging into kynect benefits or calling DCBS at 1-855-306-8959.

[Cancel](#) [Next](#)

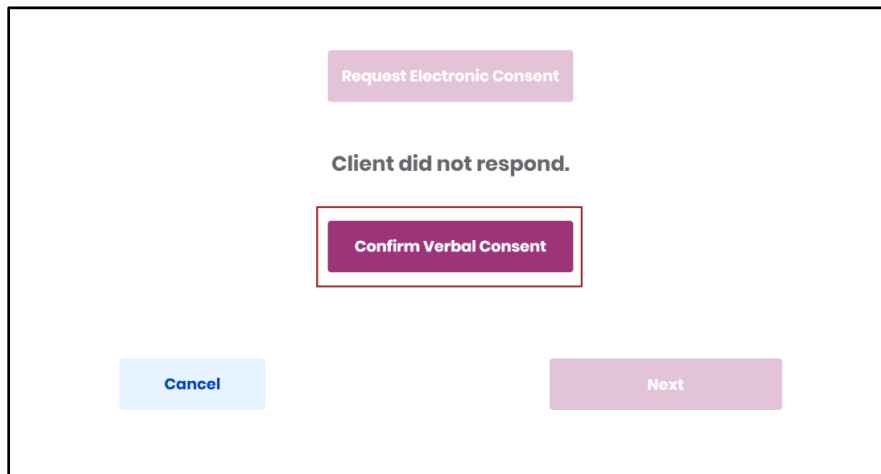


**Please Note: If the Resident does not respond within 3 minutes, the kynector remains on the screen and is provided the option to confirm verbal consent.**

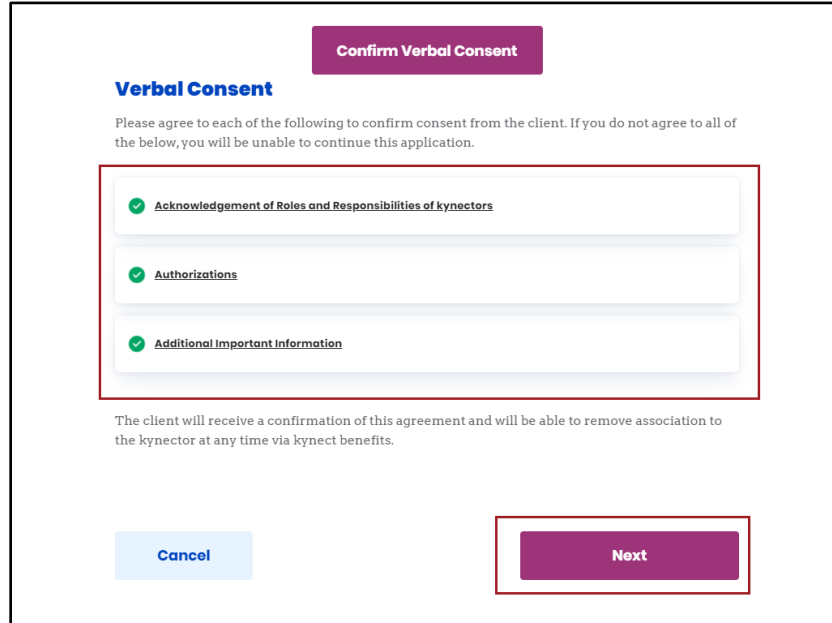
## Steps to Confirm Verbal Consent

If the 3 minutes has expired and the client has not responded to the consent notification, the “Confirm Verbal Consent” is enabled. Below are the steps to confirm verbal consent.

1. Click “Confirm Verbal Consent” to display the verbal consent section where kynectors must confirm that the Resident has verbally consented.



2. Read and agree to all terms of the kynector agreements displayed on the screen.



3. Click “Next” to return to the Reps, kynectors, & Agents screen with the kynector now associated to the case if consent was provided and continue the application. If the Resident rejects the request, the kynector is taken to the Next Steps screen to receive guidance on next steps in the application process.





## Request kynector Access to an Existing Case

kynectors can request access to an existing Qualified Health Plan (QHP), Medicaid, SNAP, CCAP, or Kentucky Integrated Health Insurance Premium Payment (KI-HIPP) program case. kynectors can follow the steps below to request access for Resident cases that have already been approved in kynect benefits for these programs.

### Steps to Request Access to an Existing Case

1. Scroll down to the “I Want to...” section at the bottom of the kynector Dashboard.
2. Click “Request Access.”

4 Clients			
Client Details	Case Status	Submitted Date	Last Updated
<b>Daniel Mullins</b> M   Age 28 Case #:112255332	Approved	08/18/2020	09/03/2020
<b>IXIDOR REALTY</b> M   Age 30 Case #:112255354	Approved	08/18/2020	08/18/2020
<b>MICKY MOUSE</b> M   Age 39 Case #:112255566	Approved	08/29/2020	08/29/2020
<b>JOHN ROBERTS</b> M   Age 40 Case #:112252221	Denied	10/29/2019	08/21/2020

**I want to...**

- Request Access**  
Request access to a client's existing case.
- Prescreening Tool**  
Check for potential eligibility on behalf of a client

**Help & FAQ's**  
Find DCBS Office  
Cabinet of Health & Family Services (CHFS)

**Contact Us**  
kynect benefits  
1-855-306-8959  
Technical Assistance  
1-844-407-8398

**Have a complaint?**  
CHFS.Listens@ky.gov  
**Report Fraud**

**CHFS**  
KENTUCKY Cabinet for Health and Family Services



3. Enter required Resident details including First Name, Last Name, Gender, Date of Birth, Social Security Number, and Application Number or Case Number.
4. Click "Search."

A screenshot of the "kynector Access Request" form. The form is titled "kynector Access Request" in blue. Below the title are links for "Learn More" and "Download Appendix B Form". The form contains several input fields: "First Name", "Last Name", "MI", "Suffix", "Gender" (a dropdown menu), "Date of Birth" (a date picker), "Social Security Number", "Application Number", and "Case Number". A purple "Search" button is centered below the fields. At the bottom, there are "Cancel" and "Next" buttons.

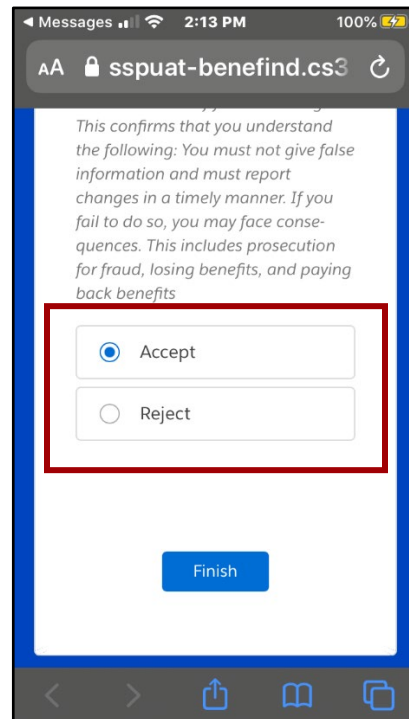
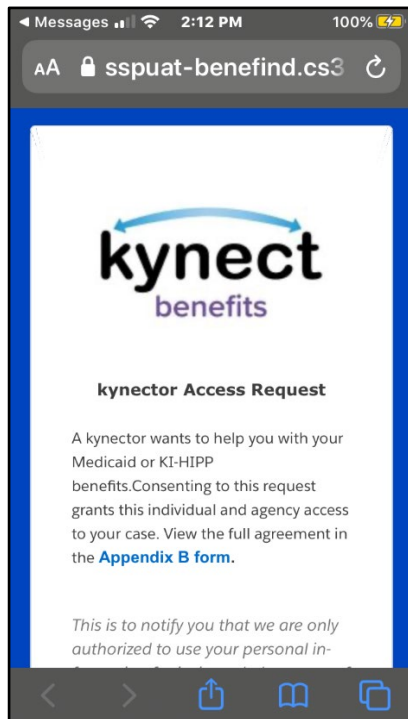
5. Click "Request Electronic Consent". The Resident is sent a consent notification via email, text message, and/or through their kynect benefits account based on their communication preferences. The Resident is given 3 minutes to respond. If Residents do not have a kynect benefits account or have not provided either of these communication preferences, then the kynector waits 3 minutes.

A screenshot of the "kynector Access Request" consent screen. The title "kynector Access Request" is in blue. Below it are links for "Learn More" and "Download Appendix B Form". The main text reads: "Please confirm that DOLLY POPPY has given permission for Tobias Iris to serve as a kynector for this application." Below this is a paragraph: "Clicking 'Request Electronic Consent' will send a notification to the client based on communication preferences. Please request the client to accept the request by logging in to kynect benefits or responding to the survey in the text message or email." A purple "Request Electronic Consent" button is highlighted with a red border. At the bottom, there are "Cancel" and "Next" buttons.



**Please Note:** An option to “Download Appendix B Form” is available from this screen if kynectors are unable to complete the kynector Agreement. Selecting this hyperlink opens a printable copy of the Appendix B form in another tab. kynectors should NOT use personal phone numbers or email addresses to provide consent.

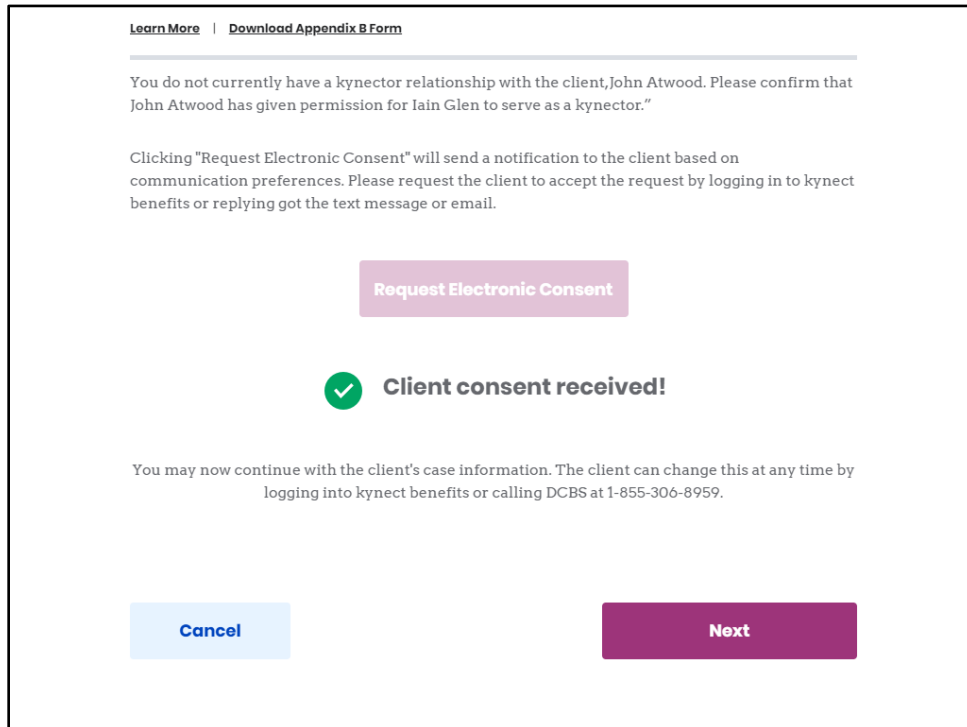
6. Residents have 3 minutes to respond to the consent notification that they received via email, text message, or through their kynect benefits account to confirm consent.
7. Residents should open the text or email and follow the link to complete the kynector Access Request.
  - If the Resident responds in 3 minutes with “Accept” then the kynector receives a “Client Consent Received” message in kynect benefits.
  - If the Resident selects “Reject” then the kynector receives a “Client did not consent” message in kynect benefits with the option to request consent again.



**Please Note:** If the Resident does not respond within 3 minutes, the kynector remains on the screen and is provided the option to confirm verbal consent.



8. Click "Next" to navigate to the Next Steps screen.
  - If consent was provided, the kynector is associated to the Resident's case.
  - If consent was not provided, the kynector is not associated to the Resident's case and the kynector is unable to complete an application for the Resident or access their information.



9. Click "Go to Dashboard" to return to the kynector Dashboard