

# Authorized Representative

fact sheet

**kynect**

Kentucky's Healthcare Connection

Quality Health Coverage. For Every Kentuckian.



## Do you want to have an Authorized Representative?

An Authorized Representative is someone you name to make decisions for you about your healthcare coverage. Your Authorized Representative should be someone you know. They should know you and your special needs.

Your Authorized Representative can help you decide the best insurance plan for you. They can explain the notices you get and what you need to do. The Authorized Representative job is very important. They can be a big help for you. If someone has your Power of Attorney, they should also be designated as your Authorized Representative on kynect.

## You may need an Authorized Representative if you:

- Are a minor
- Are physically or mentally unable to fill out an application
- Have given someone your Power of Attorney
- Have some other concern

## You may not want an Authorized Representative.

Your Authorized Representative sees your private health information. You have given your Authorized Representative permission to make decisions without you. Your Authorized Representative can change your health plan and the cost you pay for it without asking you.

## Your Authorized Representative should be someone you trust.

An Authorized Representative might do any of the following:

- Make healthcare coverage decisions for you
- Sign your name officially



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- Receive notices for you that include your personal information
- Act for you in all healthcare coverage matters including enrolling, changing or terminating a plan on your behalf

**kynect offers insurance agents and kynectors to help you. They do not need to be an Authorized Representative.**

Insurance agents and kynectors are trained to help you understand and manage your insurance. Insurance agents can recommend the best plan for you. Both insurance agents and kynectors help you for free. Please call kynect customer service at 1-855-4kynect (459-6328) to learn more about insurance agents and kynectors in your area.

**You can change or remove your Authorized Representative.**

If you would like to change or remove your Authorized Representative, please follow the instructions below:

- Go to your kynect personal page ([kynect.ky.gov](http://kynect.ky.gov)) on your computer or phone and click on the Assister tab at the top. Then, click on Remove to cancel your Authorized Representative.
- Call kynect at 1-855-4kynect (459-6328) if you are unable to access your kynect personal page on your computer or phone.

**Your Authorized Representative should be someone you know and trust.**

Your Authorized Representative can be very helpful. You should talk with them often about how your insurance is meeting your health needs and your budget. They should help you if you have a problem with your insurance or doctor.

**If you have any questions, please call kynect at 1-855-4kynect (459-6328) or go to [kynect.ky.gov](http://kynect.ky.gov).**

