Agent/kynector Job Aid –

Searching for an Agent/kynector

In this job aid, please find steps to use the Agent and kynector search tool. There are two options for accessing the tool. An individual can begin the application process and proceed until they reach the screen asking whether they would like to be assigned an Agent or kynector. The steps for completing the application to this point and a description of the search tool are provided. The other option is using the Assister tab on the kynect home screen. Processes covered in this job aid are:

- Navigating the kynect site
- Starting an application as an individual
- Why an individual would want to use an Agent or kynector
- Using the Agent and kynector search tool

For instructions on logging onto your Agent/kynector dashboard, please refer to the **Kentucky Online Gateway Quick Reference Guide**.

Step	Action
1.	From your Agent/kynector dashboard, you can access your application in a number of ways:

Step	Action
2.	To start the application, check the boxes to agree to the statements described below.

"I understand that kynect will access my personal information stored on the state and federal databases"

Check the agreement boxes to proceed.

"I authorize kynect to access the state and federal databases for renewals up to (**select how many**) years".

Click **Start** to begin your application.

3.	This screen provides the opportunity to name an Authorized Representative. An Authorized Representative is someone an individual names to make decisions for them about their healthcare coverage.

You may want an Authorized Representative if:

- You are a minor
- You are physically or mentally unable to fill out an application
- You have given someone your Power of Attorney
- Or you have other concerns.

Select **Yes** or **No** to indicate whether you would like an Authorized Representative

Click **Next** to continue.

Please Note: Individuals may wish to appoint legal representatives themselves. The authorized representative section is for legal representation or proxies. Unless appointed legally, this section of the application does apply to Agents or kynectors.

4. This screen provides the opportunity for individuals to find an Insurance Agent or kynector to help them. **This step links individual to the Agent or kynector search tool.**

To access the Agent or kynector search tool, individuals much reach this step in the application process. By selecting **Yes** in the list of dropdown options for assigning Agents or kynectors, individuals will be able to view the tool.

Select **Yes** or **No** to indicate whether you would like an Agent or kynector

Please Note: to access the Agent or kynector search tool, individuals must select **Yes.**

5. **When an individual selects Yes, a search tool will be populated at the bottom of their screen.** uals can search using multiple criteria:

By **Name (provide one)**

By **Agent or kyenctor organization (provide one)**

By **County (select one)**

By **Zip Code (provide one)**

Click **Search** for results.

6. The search results screen provides a list of Agents or kynectors based on an individual's criteria. The individual should select their desired Agent or kynector, click **Add**, and proceed with the application process.

○ Zjbw AbMgvj   NA   (206) 931-9675   email14695@yahoo.com

○ Sjynxz Hbckjzvm   NA   (890) 193-4101   email7916@sbcglobal.net

○ Avquudn Trsulzje   NA   (108) 684-4801   email12704@sbcglobal.net

○ Wvqr Etwnluhlb   NA   (961) 656-2855   email1558@comcast.net

1 2 3 4 5 6 7 8 9 10

Your search returned too many results to display. Please enter additional search criteria to limit the number of results returned.

Click **Add**

Add

Save & Exit   ◄ Back   Next ►

Click **Next** to continue.

7. **To search for an Agent/kynector outside of the application process,** click the **Assisters** tab on your home screen. There are options for selecting either an Agent or kynector by clicking the desired **Get Help** button.

If an individual with an existing account would like to assign an Agent or kynector to their case, they can do so at any time by clicking the **Assisters** tab.
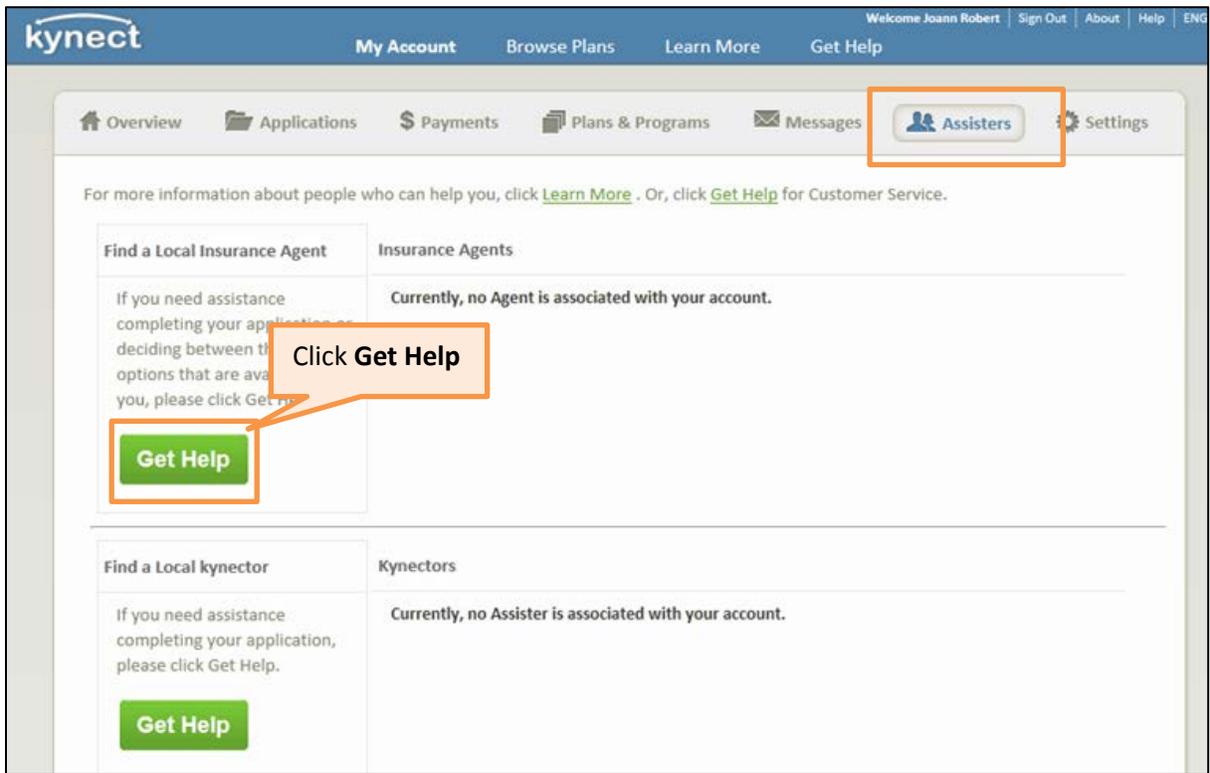
8. After clicking **Get Help** on the Assister page, individuals will be able to access the search tool previously described in this manual.

By **Name** (provide one)

By **Company*** (select one)

By **Agency*** (provide one)

By **County** (select one)

Click **Search** for results

Click **Next** to continue.

*Searching by agency or company only applies to Agents

9. If an individual has assigned an Agent or kynector to their account, they will be able to view contact information for this Agent or kynector in their Assisters page. This information includes:

- Agency or organization information
- Mailing address for agency or organization
- Agent/kynector name
- Agent/kynector personal phone and email