



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:

The screenshot shows the Kynect dashboard interface. At the top, there is a navigation bar with 'My Account', 'Browse Plans', 'Learn More', and 'Get Help'. Below this is a secondary navigation bar with 'Overview', 'Applications', 'Programs', 'Messages', 'Assisters', and 'Settings'. The 'Applications' tab is highlighted with an orange box and a callout that says 'Click the Applications tab.' Below the navigation bar, there are two main sections. On the left, there is a sidebar with 'Application' links: 'Download a new application' and 'Application pre-screening', both highlighted with orange boxes and a callout that says 'If you're starting a new application, use the links in the Applications column.' Below this are 'Contact Information' and 'Other' links. On the right, there is a section for 'Ongoing Applications' with 'Application ID: 200466839'. Below this is a progress bar with three steps: 'Application' (completed), 'Results', and 'Find a Plan'. A callout box on the right says 'If you have ongoing applications, they will appear on your homepage. Click Continue Application to proceed.' At the bottom right, there is a green 'Continue Application' button highlighted with an orange box.



Step **Action**

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

The screenshot shows the 'Let's Get Started' page of the Kynect application. The page includes a navigation menu with options like Overview, Applications, Payments, Plans & Programs, Messages, Assisters, and Settings. The main content area is titled 'Let's Get Started' and contains a welcome message, links to various programs (Medicaid, KCHIP, Healthcare Payment Assistance, Health Insurance Plans), and a list of required materials for application. At the bottom, there are two checked checkboxes for user consent and a 'Start' button highlighted with a red box.

Callout 1: Check the agreement boxes to proceed.

Callout 2: "I understand that kynect will access my personal information stored on the state and federal databases"

Callout 3: "I authorize kynect to access the state and federal databases for renewals up to (select how many) years".

Callout 4: 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.

The screenshot shows the Kynect website interface. At the top, there is a navigation bar with the Kynect logo, 'My Account', 'Browse Plans', 'Learn More', and 'Get Help'. Below this is a secondary navigation bar with 'Overview', 'Applications', 'Payments', 'Plans & Programs', 'Messages', 'Assisters', and 'Settings'. The main content area is titled 'About Your Authorized Representative' and includes a list of steps: 'Start Your Application', 'Build Your Household', 'Household Income', 'Additional Questions', 'Review', 'Eligibility-Specific Questions', 'Results', 'Find A Plan', and 'Enrollment'. The 'Start Your Application' step is highlighted. A callout box with an orange border contains the text: 'You may want an Authorized Representative if:' followed by a bulleted list: '• You are a minor', '• You are physically or mentally unable to fill out an application', '• You have given someone your Power of Attorney', and '• Or you have other concerns.' Another callout box points to a question: '*Would you like to name an Authorized Representative to your account?' with radio buttons for 'Yes' and 'No', where 'No' is selected. A third callout box points to a 'Next >' button with the text 'Click Next to continue.' There are also 'Save & Exit' and 'Back' buttons visible at the bottom of the form.

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.**

Individuals can search using multiple criteria:

By Name (provide one)

By Agent or kynector organization (provide one)

By County (select one)

By Zip Code (provide one)

Click Search for results.

- 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.

<input type="radio"/>	Zjbw AbMgvj	NA	(206) 931-9675	email14695@yahoo.com
<input type="radio"/>	Sjynxz Hbckjzvm	NA	(890) 193-4101	email7916@sbcglobal.net
<input type="radio"/>	Avquodn Trsulzje	NA	(108) 684-4801	email12704@sbcglobal.net
<input type="radio"/>	Wvqr Etwnluhb	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

◀ Back

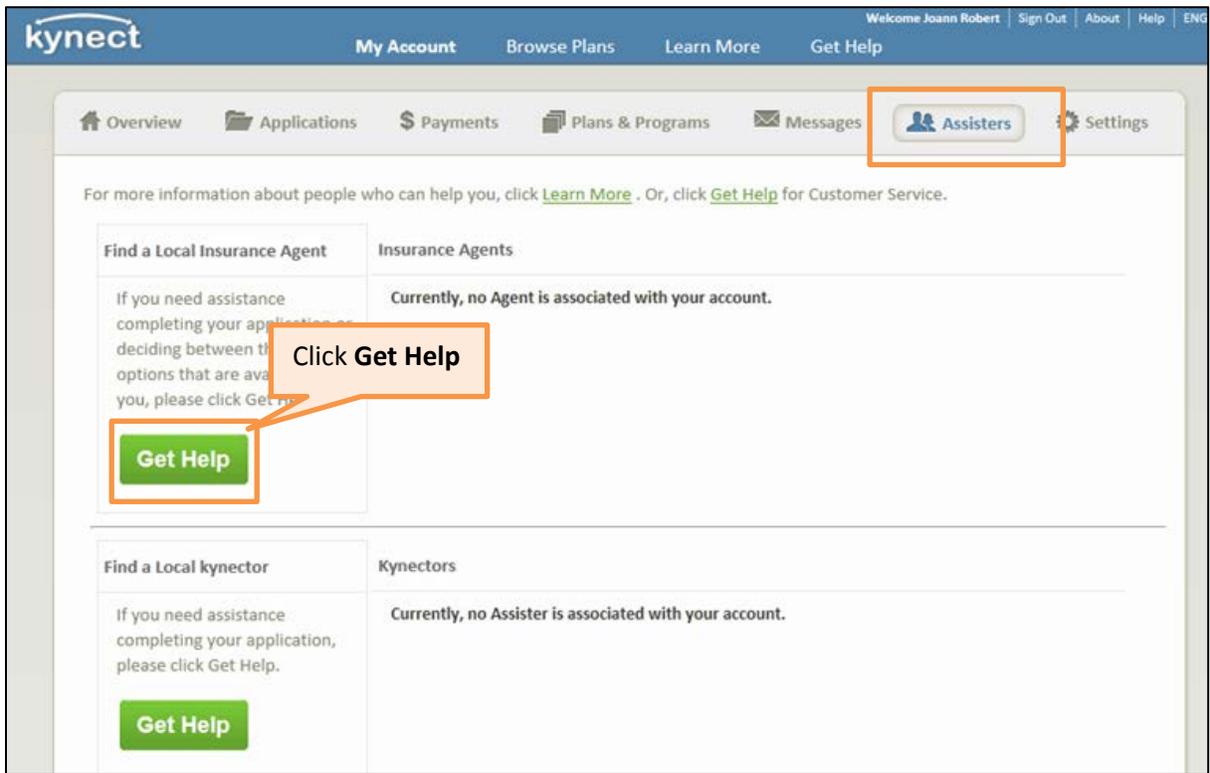
Next ▶

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.



- After clicking **Get Help** on the Assister page, individuals will be able to access the search tool previously described in this manual.

the closer your search results will match your needs. Please [click here to get in contact with a Customer Service representative.](#)

Insurance Agents

Agency Information

Insurance Agent First Name

Insurance Agent Last Name

Agency:

Insurance Companies:

Location

County:

Near public transportation

Preferred Language:

Method of Contact:

Availability:

ASL, TTY or Kentucky Relay Capable

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

The screenshot shows the Kynect website interface. At the top, there is a navigation bar with the Kynect logo on the left and links for 'My Account', 'Browse Plans', 'Learn More', and 'Get Help' on the right. Below this is a secondary navigation bar with icons and labels for 'Overview', 'Applications', 'Payments', 'Plans & Programs', 'Messages', 'Assisters', and 'Settings'. The 'Assisters' link is highlighted with an orange box. The main content area has a heading 'Assisters' and a sub-heading 'Insurance Agents'. It displays a table of agent information for one agent, including agency name, phone, email, and fax. There are also sections for 'Find a Local Insurance Agent' and 'Find a Local kynector', both with 'Get Help' buttons. The 'Find a Local kynector' section indicates that no kynector is currently associated with the account.

kyneect

Welcome Joann Robert | Sign Out | About | Help | ENG

My Account | Browse Plans | Learn More | Get Help

Overview | Applications | Payments | Plans & Programs | Messages | **Assisters** | Settings

For more information about people who can help you, click [Learn More](#) . Or, click [Get Help](#) for Customer Service.

Find a Local Insurance Agent

If you need assistance completing your application or deciding between the health options that are available to you, please click Get Help.

[Get Help](#)

Insurance Agents

Agency:	NA	Insurance Agent:	Cvqr Ncclrv	Remove
Agency Phone:	NA	Insurance Agent Phone:	(206) 281-9453	
Agency Email:	NA	Insurance Agent Email:	email8059@comcast.net	
Agency Fax:	NA	Preferred Language:	NA	
Mailing Address:	NA	Preferred Method of Contact:	NA	

Find a Local kynector

If you need assistance completing your application, please click Get Help.

[Get Help](#)

Kynectors

Currently, no Assister is associated with your account.