



## Agent/kynector Job Aid –

### Starting an Application for an Individual as an Agent/kynector

In this job aid, please find steps to start an application for an individual as an Agent or kynector. Included in the steps are the following processes:

- Navigating the Agent/kynector portal
- Starting an application by entering basic information
- How to add an authorized representative or Agent/kynector for an individual

To find steps when starting other types of applications, please reference the Job Aids below:

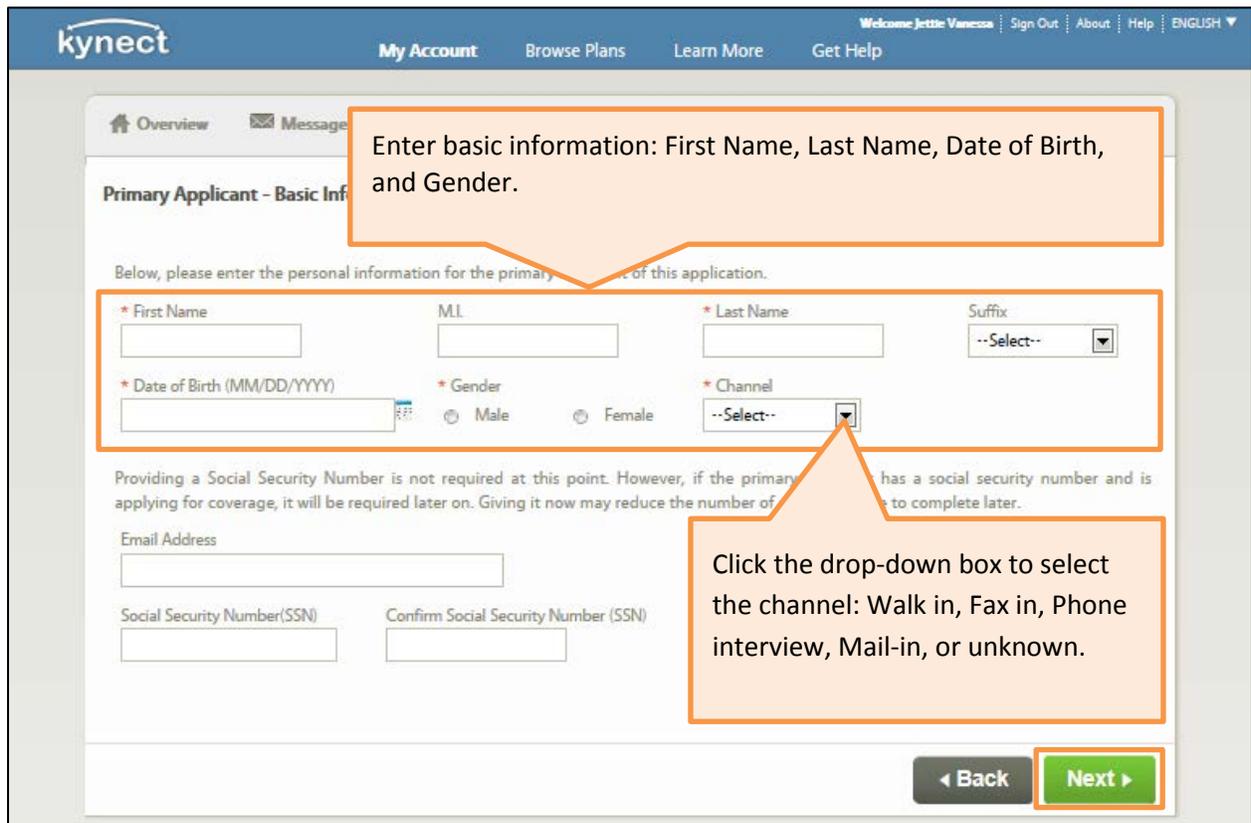
- **[Starting an Application as an Employer Job Aid](#)**
- **[Starting an Application as an Individual job Aid](#)**

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

Step	Action
1.	On your Agent/kynector dashboard, click on the <b>Initiate an Application for a Citizen</b> link under Applications.

A screenshot of the Kynect user dashboard. The top navigation bar includes the Kynect logo, "My Account", "Browse Plans", "Learn More", and "Get Help". A user greeting "Welcome Jettie Vanessa" and links for "Sign Out", "About", "Help", and "ENGLISH" are on the right. Below the navigation bar, there are tabs for "Overview", "Messages", and "Settings". The main content area is divided into two columns. The left column contains "Quick Links" with sections for "Message Center" (Inbox), "Material" (Kynect Resources), "Applications" (Initiate an Application for a Citizen, Initiate an Application for an Employer, Pre-Screening), and "Contact Information" (Contact the Kynect). The "Initiate an Application for a Citizen" link is highlighted with an orange rectangular box. The right column shows "My Details" with fields for "Your ID: 2250", "Organization: Glenn E Martin Insurance", and "Coverage Area: LAUREL". A "View All" link is present at the bottom right of the dashboard.

Step	Action
2.	Enter the Primary Applicant's basic information and click <b>Next</b> .

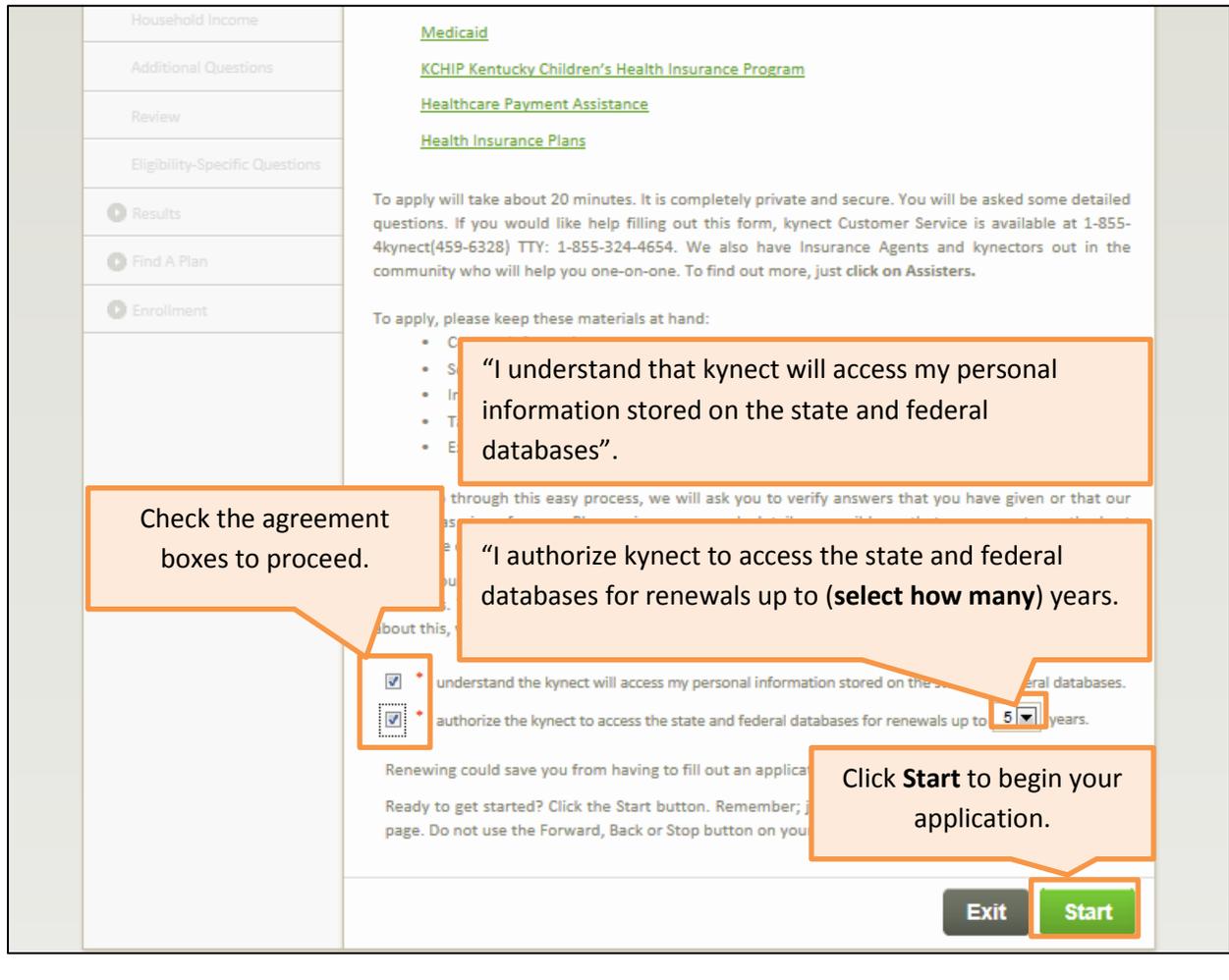


Enter basic information: First Name, Last Name, Date of Birth, and Gender.

Click the drop-down box to select the channel: Walk in, Fax in, Phone interview, Mail-in, or unknown.

**Note:** Information with an “\*” indicates it is required.  
 Providing a Social Security Number is not required at this point. However, if the primary applicant has a social security number and is applying for coverage, it will be required later on. Giving it now may reduce the number of steps you have to complete later.

3. Read the agreement and scroll down and check the two required boxes. Click **Start** to continue.



The screenshot shows the application process on the Kynect website. On the left is a navigation menu with options: Household Income, Additional Questions, Review, Eligibility-Specific Questions, Results, Find A Plan, and Enrollment. The main content area includes links for Medicaid, KCHIP, Healthcare Payment Assistance, and Health Insurance Plans. A paragraph explains that the application takes about 20 minutes and is private and secure. Below this, it lists materials to keep at hand. Two callout boxes highlight the agreement text: "I understand that kynect will access my personal information stored on the state and federal databases" and "I authorize kynect to access the state and federal databases for renewals up to (select how many) years." A third callout box points to the "Start" button, stating "Click Start to begin your application." A fourth callout box points to the checkboxes, stating "Check the agreement boxes to proceed." The "Start" button is highlighted in green, and the "Exit" button is in grey.



Step	Action
4.	Select <b>Yes</b> or <b>No</b> depending on whether the individual you are assisting wants to name an Authorized Representative to his or her account. Click <b>Next</b> .

**Application 200466836**

**About Your Authorized Representative** \*Required field

**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

you will tell us what you want them to do for you. An Authorized Representative might do any of the

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

• act for you in all healthcare coverage matters

\*Would you like to name an Authorized Representative to your account?  Yes  No

**Save & Exit** **Back** **Next**

Click **Next**.

**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 not apply to Agents or kynectors.



**Step**

**Action**

5. Select **Yes** or **No** to the two required questions to indicate whether the individual wants to assign an Agent and/or a kynector to assist him or her. Click **Next**.
- Note:** Because you are currently assisting the individual, the field for the Agent or kynector question must be **Yes**.

The screenshot shows the Kynect website 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 icons for 'Overview', 'Applications', 'Payments', 'Plans & Programs', 'Messages', 'Assisters', and 'Settings'. The main content area is titled 'About Your Insurance Agent or Kynector' and includes a sidebar on the left with steps like 'Start Your Application', 'Add Your Household', 'Review Your Information', 'Addressed Questions', 'Review', 'Eligibility-Assister's Summary', 'Results', 'Add a Plan', and 'Conditions'. The main content area contains the following text: 'To make getting healthcare coverage easier for you, we have special groups ready to help.' followed by a bulleted list: 'Insurance Agents', 'Kynectors', and 'Customer Service'. Below this is a section for 'Kynectors' with a dropdown menu for 'No' and a dropdown menu for 'Yes'. A callout box points to these dropdowns with the text: 'Select Yes or No to indicate whether you would like an Agent or kynector.' Below the dropdowns is a section for 'You can search for an Insurance Agent or Kynector to help you with using our search criteria...' and a 'Kynectors' section with a message: 'Great! You have successfully added Kynector to your account. You can either call the number listed below, or provide your phone number below and your Kynector will contact you.' This section lists 'Kynector Organization : Glenn E Martin Insurance', 'Kynector : Jettie Vanessa', and 'Kynector Phone : (876) 219-9001'. There is a text input field for 'Your Phone Number :'. At the bottom of the form, there are three buttons: 'Save & Exit', 'Back', and 'Next'. A callout box points to the 'Next' button with the text: 'Click Next to continue.'



**Step**

**Action**

6. Select an option for **What are you applying for?** and click **Next** to continue.

A screenshot of the Kynect website's application process. The page title is "What are you applying for?". On the left is a navigation menu with items like "Overview", "Application 200466837", "Start Your Application", "Build Your Household", "Household Income", "Additional Questions", "Review", "Eligibility-Specific Questions", "Results", "Find A Plan", and "Enrollment". The main content area shows four radio button options for selecting an insurance plan. A callout box points to these options with the text "Select an option for what are you applying for.". At the bottom of the main content area are "Save & Exit", "Back", and "Next" buttons. A second callout box points to the "Next" button with the text "Click Next to continue.".

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Welcome Jettie Vanessa Sign Out About Help ENGLISH

My Account Browse Plans Learn More Get Help

Overview Application Messages Assistants Settings

Application 200466837

What are you applying for?

Select an option for what are you applying for.

- Show me all my options
- Health and dental insurance plans without payment assistance (I don't need help with costs. Click [400% FPL](#) to check.)
- Employer-Sponsored health insurance
- Health insurance plan with payment assistance or free/low cost medical coverage (Medicaid/KCHIP)

Please Note: If a family member is recently deceased, you may be able to get help paying for his or her outstanding medical bills. To see if you are eligible for this, please be sure to select "Health insurance plan with payment assistance or free/low cost medical coverage (Medicaid/KCHIP)" above.

Save & Exit Back Next

Click Next to continue.

7. Continue filling out the application by entering information for **Build Your Household, Household Income, Additional Questions, Review, and Eligibility-Specific Questions.**