

State Wide Regional Forum – Morehead, October 10, 2016

Q&As

1. Can assisters get screen shots of the application pages in healthcare.gov, so they can better assist clients?

Response: Screenshots of the application process for healthcare.gov is provided in the latest KHBE webinar titled Application process and Eligibility Determinations posted at <http://healthbenefitexchange.ky.gov/Pages/Agent-and-kynector-Webinars.aspx>.

2. What income is counted? How is income counted? (Especially for Self-employment income)

Response: You can find resources and healthcare.gov information at the following website: <https://marketplace.cms.gov/technical-assistance-resources/training-materials/training.html>.

3. How will agents keep track of application status or book of business?

Response: You will have to maintain your own tracking mechanism. Once the application goes to healthcare.gov, we have no access to that information going forward. You can always call the federal call center for updates on certain clients as long as the client has given verbal authorization.

4. Can we get more information about plans and carriers in our area?

Response: You can visit the KY Department of Insurance website for plan information at http://insurance.ky.gov/home.aspx?div_id=17.

5. Can we require carriers to offer plans in all KY counties?

Response: Kentucky cannot require that insurance companies offer in certain areas. That is a business decision of the issuer.

6. Can benefit training be made available to us?

Response: There will be materials and training information available relating to benefit and the Medicaid program.