

State Wide Regional Forum – Paducah, October 4, 2016

Q & A

1. What will the role of Assistor (kynector) be when it comes to FFM?

Response: The roles of Assisters will not change. It will be the same as it has been in the past with Kentucky.

2. How will Assistors (kynectors) be able to count clients?

Response: You will have to have your own tracking mechanism once a client is transferred to the FFM for QHP eligibility. If they are Medicaid eligible, you will still have the summary of them on your dashboard in benefind.

3. Can the case numbers be the same in FFM as they are with kynect?

Response: No. The case numbers will change and the FFM will assign their own application numbers for QHP applications and cases. Benefind/Medicaid cases will still have the same KY case number.

4. Will there be more call center lines available to cut down the wait time?

Response: Yes. Both KHBE and DCBS are ramping up the amount of call center staff for OE4.

5. Will there be a way for the Assistor (kynector) and agents to be listed on the application?

Response: Yes. There is a place to enter the assister and agent information on the application.

6. Is there a list of income that needs to be reported and a list of income that does not need to be reported?

Response: You need to enter all income. The system is designed to determine what to count and what not to count so you do not have to manually make that determination. Specific to HealthCare.gov, there is information on their website located at <https://www.healthcare.gov/income-and-household-information/income/>