



kynect/benefit FAQs for Agents and kynectors



benefind and kynect FAQs

This is a list of important items agents and kynectors need to know about the new integration between kynect and benefind. Agents and kynectors should not stop processing activities if they see the benefind logo.

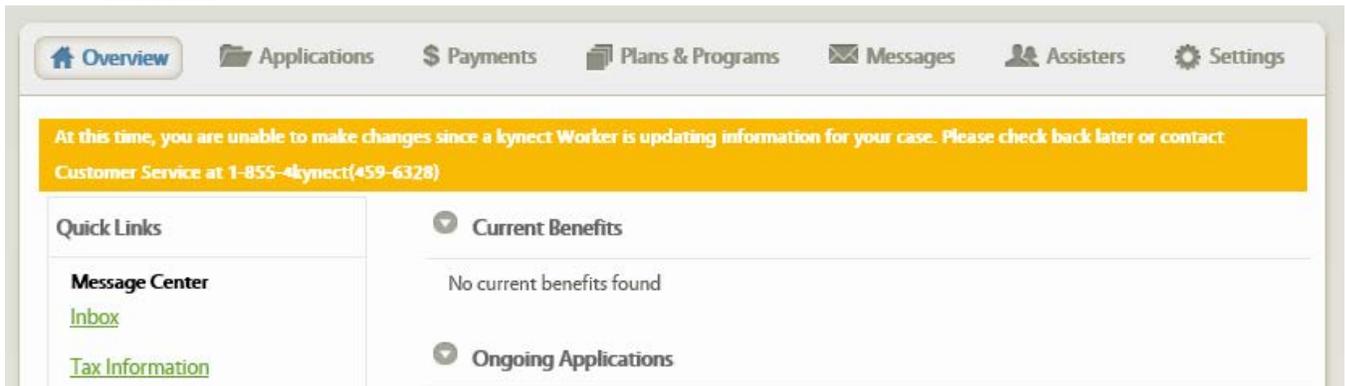
Note: An individual or family who does not receive or has not received SNAP, KTAP or Non-MAGI Medicaid since November 2015 is not impacted by any changes with the benefind implementation.

1. When processing case changes for a family who receives multiple assistance programs:

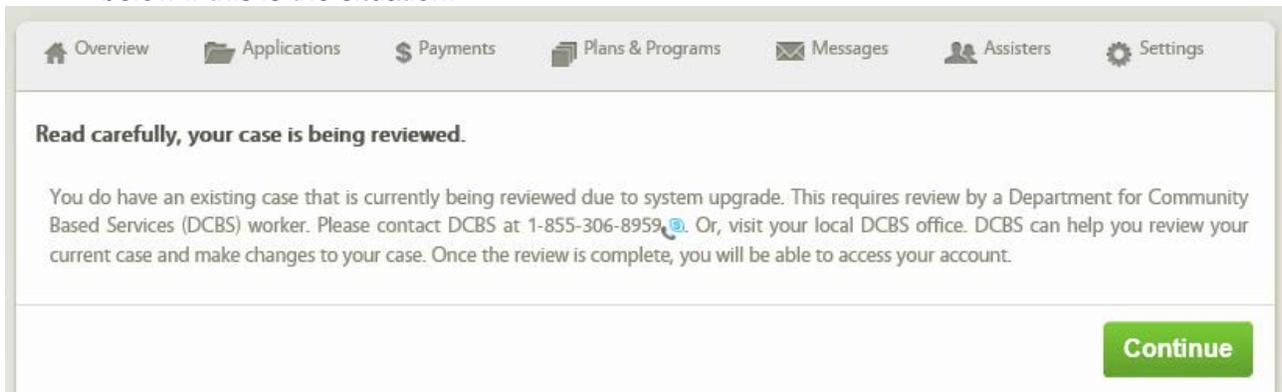
Scenario: An individual or family reports a change to their MAGI Medicaid or APTC case to an agent or kynector. The individual or family currently receives food and/or cash assistance, alongside their MAGI Medicaid or APTC coverage.

What to do? Agents and kynectors can make changes to an individual's case in kynect in **all** situations, excluding the following:

- Changes have been reported to DCBS and the case is being processed. In this situation, wait until the case status has been processed to update. You will see the message below if this is the situation:



- Inconsistencies between existing case data and a converted case from the legacy system (KAMES) require the information to be examined by DCBS. For example, on the family's legacy SNAP case they had different reported income than on their MAGI Medicaid case. This scenario will be resolved once DCBS has reviewed and processed the cases. You will see the message below if this is the situation:



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What does it look like? If agents/kynectors see the transition screen and the benefind logo while making a change this simply means that the information being updates is shared by multiple programs. Continue to make the change to the health insurance information as you have in the past. The impacts of changes to the other programs (like RFIs) will be processed by DCBS.

There also may be new information required for determining the potential for any Medicaid coverage type. Verifications required to confirm the changes for the other programs will be issued by benefind if the changes apply to food or cash assistance. No action is required on these verifications by agents/kynectors.

2. Completing enrollments and MCO changes for a family who receives multiple assistance programs:

There are some times an agent/kynector will not be able to complete an enrollment or MCO update until DCBS has finished processing the case. The following lists a few additional scenarios that do not allow an agent/kynector to complete enrollments or updates to MCO requests:

- Case is actively being processed by DCBS: For example, if the family was receiving SNAP and their SNAP recertification was being processed by DCBS, no changes can be made until the recertification is complete.
- The final eligibility determination for an individual who qualifies for financial assistance for health care (APTC, MAGI and/or Non-MAGI Medicaid) has not been finalized. Often this is due to missing verifications from citizens.

3. When entering an application in kynect for a family potentially eligible for other health care coverage options:

When completing applications for individuals or families in the scenarios described below, you will be transferred from kynect to benefind to complete the application:

- You begin a new application and the application includes one or more household members who are either: 65 or older, blind, or disabled. Remember that disabled means that the individual has an official disability determination.
- When working with an individual who needs in-home services due to age or disability, you answer that they are aged or disabled or you answer "Yes" to one of the Waiver questions on the Waiver Gatepost screen.

Once the application is completed in Benefind, eligibility will be run. If an individual is found eligible and approved for MAGI Medicaid, APTC or QHP, you will be able to complete the enrollment as normal.

4. Agents and kynectors are not entering applications for food and cash assistance:

Agents and kynectors are not responsible for completing applications for food (SNAP) and cash (KTAP) assistance. When entering a new application there is no option for an agent or kynector to select other programs to apply for.