



**kynect/benefitfind Navigational Guide
for Agents and kynectors
*REVISED APRIL 12, 2016***



This Quick Reference Guide (QRG) is designed to introduce you to benefind, Kentucky’s new online application system for SNAP, K-TAP, and Medicaid. This QRG provides information on when an application will be transferred from kynect to benefind and guidance for Agents and kynectors on their roles and responsibilities.

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1. Overview

Context

This Navigational Guide provides guidance for Agents and kynectors who assist individuals with applications and programs via kynect and how they will now interact with benefind.

In kynect, you can complete and submit applications for individuals for:

- MAGI Medicaid, including KCHIP
- Qualified Health Plans (QHPs) with or without Advanced Premium Tax Credits (APTC) and/or Cost Sharing Reductions (CSRs)
- Employer Sponsored Insurance through the Small Business Health Options Program (SHOP)

Through benefind, citizens can apply for the following programs:

- Food assistance (SNAP)
- Cash assistance (TANF or K-TAP)
- Health coverage, including traditional Non-MAGI Medicaid.

benefind and kynect look very similar. A transition screen will display to notify you when you must transition from one site to the other. However, you can always differentiate between each site by the different logos that display in the upper left hand corner. Since the same database is shared between kynect and benefind, if you make a change (i.e. report a change in circumstances) the change will be applied to all programs in both kynect and benefind that use that information.



Individuals

Individuals can apply for one or more of the following programs on benefind:

- Food assistance through Supplemental Nutrition Assistance Program (SNAP)
- Cash assistance through Kentucky Transitional Assistance (KTAP) or TANF
- Health coverage through Medicaid or a QHP (see below)

If an individual enters the system through benefind and is ONLY applying for health coverage and all the applicants in the household satisfy the following criteria, their application transitions to kynect.

- The applicants in the household are not 65 or older
- The applicants in the household are not blind, or disabled. Note that disabled means that the individual has an official determination of disability from the Social Security Administration (SSA).
- MAGI Medicaid individuals (income-based only Medicaid eligibility determination)

Agents and kynectors

Agents and kynectors need to continue to use kynect for health coverage applications and managing their account information. Agents and kynectors cannot initiate SNAP or KTAP applications in kynect or benefind. Agents and kynectors do not have accounts in benefind and should **not** create benefind accounts for themselves or on behalf of individuals. The one login that agents and kynectors currently have for the kynect SSP remains the same for benefind since they share the same database; therefore, you only need to log in through the kynect SSP. If an agent or kynector attempts to login to benefind, they will be directed to their landing page on kynect.

There are situations when you may be automatically transferred to benefind. See section 2. kynect and benefind Transitions for more details. Contracted kynectors (KIPDA, CAK, KyPCA) should keep in mind

that they only receive contract required credit for completed applications that are e-signed and submitted and eligibility determined for health insurance coverage. kynect cannot reimburse contracted agencies for time spent helping clients with benefind applications or the other DCBS state assistance programs. kynect can reimburse for time spent on the benefind site working on kynect applications and maintenance, for example, renewals or reporting a change.

Agents and kynectors **should not** initiate the Medicaid Waiver Services application when assisting individuals. This is different than the Waiver Gatepost questions that display in the Post-Eligibility section, which should be answered. This guide provides additional clarification in Section 2 and Appendix C.

However, if you are a kynector **and also** a Waiver Case Manager, continue to benefind and assist the individual with their Waiver Services application if they would like to apply for a Medicaid Waiver.

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. If an individual wants to apply for any of these programs, agents and kynectors should refer them to the Department of Community Based Services (DCBS), or benefind where the individual can apply for those programs themselves. However, an agent or kynector can initiate Medicaid or QHP application for an individual who already has SNAP or KTAP.

Transition Overview

Even though kynect and benefind have different capabilities, they have a similar look and feel. They also share the same back-end database which allows individuals to sign into either portal, and automatically transition to the appropriate portal based on what they are applying for.

2. kynect and benefind Transitions

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

- You are starting a new application and the application includes one or more household members who are either: 65 or older, blind, or disabled.
- You are reporting a change on an existing Medicaid case that includes an applicant who is 65 or older, blind, or disabled, regardless of the type of change you are reporting
- You are reporting a change on an existing case that includes programs like SNAP and KTAP, regardless of the type of change you are reporting
- You are working with an individual who wants to apply for Medicaid Waiver Services (the individual can choose to continue and apply or to not apply). A Waiver application must be completed in benefind by a Waiver Case Manager or a Waiver Facility.
- You are adding/removing an Authorized Representative/kynector/Agent on a case that includes SNAP and KTAP
- You are adding/updating enrollment for an applicant who is on a case that includes SNAP and KTAP

Following is a review of each scenario and recommendations on how to proceed. Appendix C is an in depth "How to Guide" that includes steps and screenshots to guide you through the process.

Scenarios covered:

- 1 [New application with a Non-MAGI member](#)
- 2 [Reporting a change for a Medicaid/APTC/CSR only case which includes a Non-MAGI Member](#)
- 3 [Applying for someone who may qualify for a Medicaid Waiver](#)
- 4 [Multiple Program Applicant](#)
- 5 [Add/update an Authorized Representative for a case that includes SNAP, KTAP or Non-MAGI Medicaid individuals](#)
- 6 [Updating enrollments for an individual/family who is applying or receives assistance for SNAP, KTAP or Non-MAGI Medicaid](#)
- 7 [Reporting a change on a case that receives SNAP, KTAP or Non-MAGI Medicaid and MAGI, APTC or QHP](#)

Scenario 1: New application with a Non-MAGI member

Jason, Lisa, and their son Mike want to apply for health coverage for the first time. Lisa is disabled which makes her potentially eligible for Non-MAGI Medicaid. Even though you know she may be able to apply for Non-MAGI Medicaid, you should begin her application on kynect. The application will automatically transfer to benefind because it includes a household member who is disabled. However, as a reminder, kynectors will only receive credit for completed applications for health care coverage (QHP or Medicaid).

When you begin an application in kynect, nothing has changed. You will fill out the same information that you are used to seeing, such as:

- What programs the household is applying for
- Household and contact information
- Personal information

Once you get to the Disability Information screen, you should answer "Yes" that a member of the household is blind or permanently disabled. Mark **Lisa** as **permanently disabled**. When you click **Next**,

this queues the transition screen. The transition screen notifies you that the application has been transferred to benefind and must be completed in benefind.

Application 200033963

37% Complete

Start your application

Build Your Household

Tax status and Relationship

Household Details

Household Income

Health coverage details

Review

1 Enter and Confirm Application

2 Review and Accept Eligibility

3 Select and Manage Plans

Disability Information ?

*=Required field

*Is any member of your household blind or permanently disabled?

YES NO

*Who is blind?

JASON LISA MIKE

*Who is permanently disabled?

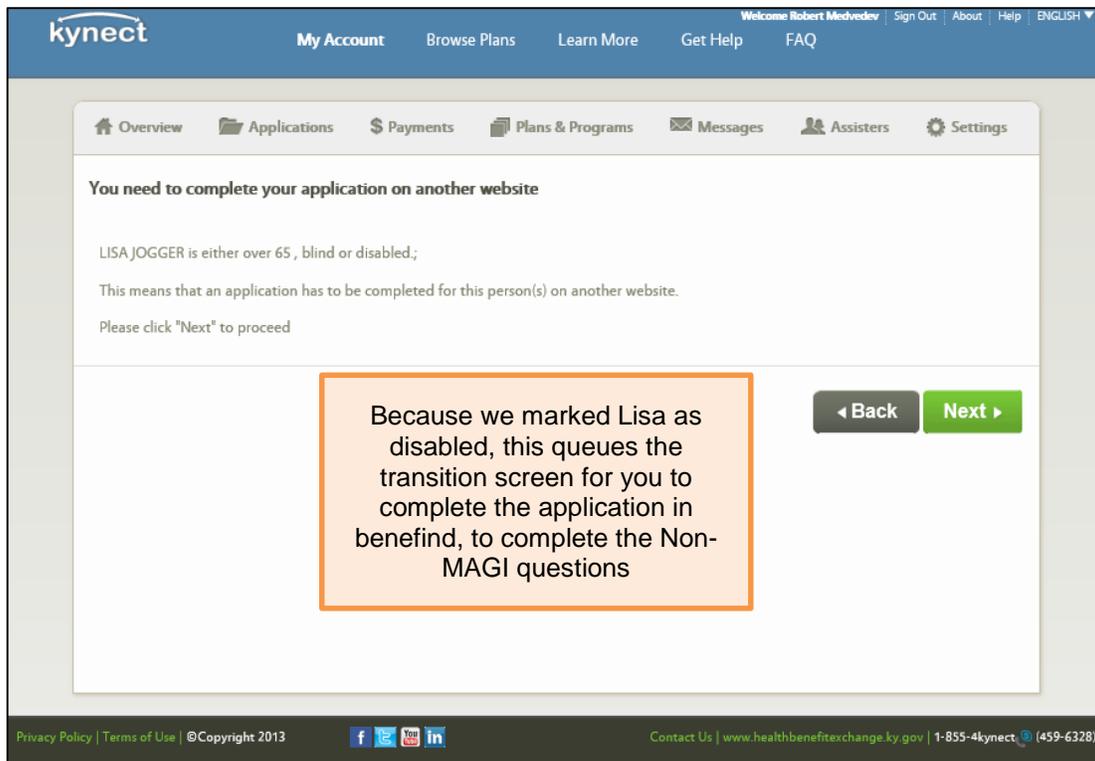
JASON LISA MIKE No One

Save & Exit

Back Next

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If you click **Next**, you will complete the application in benefind which looks very similar to kynect. A logo will display in the upper left hand corner of the site that identifies which site you are on.

Once you click **Next**, you see some screens that you are familiar with, such as Relationships and Tax Filing Status. There are also new screens that request information and resources and expenses. These screens are Non-MAGI Medicaid specific and must be completed for the household. Even though the specific questions may be new to you, the way each screen works should be familiar. Based on the answers to each question the system then queues additional screens that you must provide.

Appendix C provides information on completing a Non-MAGI application. In a household with a Non-MAGI applicant and a MAGI or QHP applicant, the MAGI/QHP eligible individual(s) can be approved and complete their enrollments, even though the Non-MAGI individual's status will be pending for an interview. The Non-MAGI applicant must follow the instructions located on the **Next Steps screen** (which queues after application submission) to call DCBS and schedule the required interview in order to be approved.

Scenario 2: Reporting a Change for a Medicaid only case which includes a Non-MAGI Member

Jason returns to report a change to his household. He and Lisa's son, Mike, was injured and is now disabled. At this point, Mike's disability makes him potentially eligible for Non-MAGI Medicaid.

Select the **Report a Change in Circumstance** link in kynect which is accessed from the dashboard. Select the type of change you are reporting; in this case, because there is not a specific selection for disability changes, select **Someone in my household has a reason to report a change that is not listed in the reasons shown above.**

The screenshot shows the kynect dashboard interface. At the top, there is a navigation bar with the kynect logo and links for 'My Account', 'Browse Plans', 'Learn More', 'Get Help', and 'FAQ'. A user greeting 'Welcome Robert Medvedev' is visible along with 'Sign Out', 'About', 'Help', and 'ENGLISH' options. Below the navigation bar, there are tabs for 'Overview' and 'Applications'. A callout box with an orange border and a speech bubble points to a green link labeled 'Report Change in Circumstance' in the top right area of the dashboard. On the left side, there is a 'Quick Links' section with categories: 'Message Center' (Inbox), 'Notifications & Alerts' (Address Validation), 'Application' (Download a new application, Application pre-screening, Start an application, Start Waiver Application), 'Contact Information' (kynect Call Center, CHFS Programs, Consumer Assistance), and 'Other' (Manage/ Change Appointments, Request to Discontinue, Request Medicaid Card, Request a Hearing/Appeals, File a Complaint, Report Fraud, SNAP Short Application, Claims Information, Does my Employer offer coverage on kynect?). At the bottom of the quick links is an Adobe Reader icon and a 'View My Other Cases' button. The main content area shows 'Ongoing Applications' and 'Request For Information' sections. The 'Ongoing Applications' section contains a table with columns: Application/ Case Number, Program, Name of individuals applying, and Action Required. The 'Request For Information' section contains a table with columns: Program, Type of Information, Name of Person, and Date Needed. Below the tables, there is explanatory text and a 'View My Documents' link.

Report Change in Circumstance

Ongoing Applications

Application/ Case Number	Program	Name of individuals applying	Action Required
100032224	Medicaid	JASON JOGGER, LISA JOGGER, MIKE JOGGER	Enroll in a plan
100032224	Qualified Health Plan	JASON JOGGER, LISA JOGGER, MIKE JOGGER	Enroll in a plan
200034202	Waiver	LISA JOGGER	View Waiver Application

Request For Information [View My Documents](#) [Upload](#)

Below is a list of information that either needs to be uploaded and submitted to kynect or that are still under review by a DCBS worker. You can either upload the verification electronically, fax it, mail it, or deliver it to your local office in person. **Please note that DCBS and kynect have 30 days to review your documents once they are submitted.**

Please Note: This is the required information based on what you have entered in your application. Once you have an interview with a DCBS worker. You may be asked to provide additional information.

Program	Type of Information	Name of Person	Date Needed
Qualified Health Plan (QHP)	US Citizenship	JASON JOGGER	02/22/2016
Medicaid/KCHIP/Health insurance plan with assistance (Free/low medical coverage with payment assistance)	Social Security Number	JASON JOGGER	02/23/2016
Qualified Health Plan (QHP)	US Citizenship	LISA JOGGER	02/22/2016
Medicaid/KCHIP/Health insurance plan with assistance (Free/low medical coverage with payment assistance)	Social Security Number	LISA JOGGER	02/23/2016
Qualified Health Plan (QHP)	US Citizenship	MIKE JOGGER	02/22/2016
Medicaid/KCHIP/Health insurance plan with assistance (Free/low medical coverage with payment assistance)	Social Security Number	MIKE JOGGER	02/23/2016
Waiver	Documentation Required	LISA JOGGER	View RFI/Document Upload

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kynect My Account Browse Plans Learn More Get Help FAQ

Welcome Robert Medvedev | Sign Out | About | Help | ENGLISH

Overview Applications Payments Plans & Programs Messages Assisters Settings

Type of Change You Are Reporting *Required field

Please answer the questions as they apply to you or a member of your household. If there has been a major change in your lives, you may be eligible for special enrollment. This allows you to make changes to your healthcare coverage outside of the normal open enrollment period.

Please select all statements that apply to you or someone in your household:

- I wish to self-attest to filing taxes in a previous year
- My household income or work hours have recently changed.
- My household expenses have recently changed.
- My household resources have recently changed.
- Someone in my household recently lost a job.
- The employer of someone in my household recently stopped providing healthcare coverage.
- Someone in my household lost minimum essential health insurance coverage within the past 90 days.
- There was a recent change in my household size due to someone getting divorced.
- There was a recent change in my household size due to someone moving out of the household.
- There has been a death in my household.
- Someone in my household recently gained a dependent through marriage.
- Someone in my household recently gained a dependent through birth or adoption.
- Someone in my household has become pregnant.
- Someone in my household recently lost a pregnancy from a miscarriage or other cause.
- Someone in my household has recently moved in.
- Someone in my household has recently been released from or has entered prison.
- Someone in my household has had a recent change in citizenship or lawful presence.
- Someone in my household will either lose Employer Sponsored Health Insurance or will be required to purchase individual health insurance.
- There was a recent change related to a household member's school attendance.
- Someone in my household has a reason to report a change that is not listed in the reasons shown above.

[← Back](#) [Continue](#)

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Report the change by marking Mike as **Permanently Disabled** on the Disability Information page. The transition screen then queues and notifies you that you must complete the change in benefind. After clicking **Next**, you will see familiar screens asking for information that you should be familiar with such as Relationships and Tax Filing status. You will also need to answer questions about Resources and Expenses which are used to determine eligibility Non-MAGI Medicaid. You can refer to Appendix C for information on completing these screens.

Scenario 3: Applying for someone who May qualify for a Medicaid Waiver

Casey wants to apply for Medicaid Waiver Services. Even though she is not considered disabled, she requires help to remain in her home and will be asked questions about the help she needs on the Waiver Gatepost screen.

Initiate the application through kynect as you normally would and enter in Casey's information to continue through the application. Once you complete the application, you will reach the Waiver Gatepost questions in the Post-Eligibility section.

Agents and kynectors should complete all the Waiver Gatepost questions in Post-Eligibility. In the Waiver Gatepost, you need to select **Yes**, that Casey does **Require assistance in order to be able to remain in his or her home**.

Selecting **Yes** to any of the questions on the Waiver Gatepost screen will trigger the option for Casey to apply for Medicaid Waiver services.

Indicating **Yes** to any one of these questions triggers the Medicaid Waiver application link on the following screen. Agents and kynectors should complete the Medicaid or QHP portion of the application through enrollment but **should not initiate the Medicaid Waiver application**. You should refer clients who are interested in applying for Medicaid Waivers to the Department of Medicaid Services (DMS)

website at <http://chfs.ky.gov/dms/>. It is optional for the individual to submit a Medicaid Waiver application but it will be available if they indicate **Yes** to any of the Waiver Gatepost questions.

As previously stated, only kynectors who are Waiver Case Managers should click on the **Begin Waiver Service Questions** link if the individual wants to apply for a Medicaid Waiver.

The screenshot shows the kynect website interface. At the top, there is a navigation bar with the kynect logo and links for My Account, Browse Plans, Learn More, Get Help, and FAQ. Below this is a secondary navigation bar with icons for Overview, Applications, Payments, Plans & Programs, Messages, Assisters, and Settings. The main content area contains the following text:

Based on answers to previous questions, Some individuals in your household may be eligible for a [Medicaid waiver program](#)

Medicaid Waiver programs allow an individual to receive services while remaining in his or her home or community

Please indicate if you would like to answer additional questions for Medicaid Waiver screening

Household Member	Screen for Waiver
CASEY	Begin Waiver Questions

At the bottom right of the main content area, there are two buttons: a grey 'Back' button and a green 'Next' button.

Two callout boxes provide instructions:

- A callout box pointing to the 'Begin Waiver Questions' link in the table states: "kynectors who are also Waiver Case Managers can click **Begin Waiver Questions** if the individual wants to complete a Waiver application"
- A callout box pointing to the 'Next' button states: "Agents and kynectors who are **not** Waiver Case Managers should click **Next** to complete the program application"

At the bottom of the page, there is a footer with links for Privacy Policy, Terms of Use, and Copyright 2013, along with social media icons for Facebook, Twitter, YouTube, and LinkedIn.

Scenario 4: Multiple Program Applicant

Amber wants to apply for both QHP and SNAP. She visits an agent or kynector for help with her application. You should inform Amber that you can assist her with the QHP portion of the application only. She can then complete the SNAP application in benefind or by contacting DCBS. Remember you **cannot** complete a SNAP or K-TAP application in benefind or kynect. You can begin a Medicaid or QHP application in kynect and then refer Amber to DCBS or direct them to benefind to complete the SNAP application themselves: benefind.ky.gov.

Agents and kynectors can make changes to an individual's case in kynect, 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.
- 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.

Scenario 5: Updating case information when DCBS is processing a case for an individual/family receiving or recently received SNAP, KTAP, Non-MAGI Medicaid

There are two reasons why agents and kynectors will not be able to update a household's information based on individuals DCBS actively processing the case. This is caused by two reasons

- 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.
- Inconsistencies between existing case data and a converted case from the legacy system (KAMES) which holds previous database information, the information is required 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 not be able to make any updates to the case while the case is being reviewed by DCBS including changes like adding a kynector or agent to a case. DCBS is working as fast as they can to process these cases.
- You will see the message below if this is the situation:

The screenshot displays the kynect website interface. At the top, a blue navigation bar contains the kynect logo and links for My Account, Browse Plans, Learn More, Get Help, and FAQ. A secondary navigation bar includes Overview, Applications, Payments, Plans & Programs, Messages, Assisters, and Settings. A yellow notification banner at the top states: "At this time, you are unable to make changes since a kynect Worker is updating information for your case. Please check back later or contact Customer Service at 1-855-4kynect(459-6328)".

The main content area is divided into two columns. The left column, titled "Quick Links", contains sections for Message Center (Inbox, Tax Information, Reprint 1095A), Notifications & Alerts (Address Validation), Application (Download a new application, Application pre-screening, Start an application, Start Waiver Application), Contact Information (kynect Call Center, CHFS Programs, Consumer Assistance), and Other (Manage/ Change, Appointments, Request Medicaid Card, Request a Hearing/Appeals, File a Complaint, Report Fraud, Claims Information). An Adobe Reader download button is also present.

The right column, titled "Current Benefits", shows "Plans & Programs" with a Case Number of 100018851 and a "View/Edit Enrollments" link. Below this is a table:

Enrollment	Enrolled Individuals
Humana - CareSource	TAYLOR WRIGHT

Below the table are sections for "Ongoing Applications" (No ongoing applications) and "Request For Information" (No documents pending for verification, with links for View My Documents and Upload).

The footer contains links for Privacy Policy, Terms of Use, Copyright 2013, social media icons for Facebook, Twitter, YouTube, and LinkedIn, and contact information: Contact Us | www.healthbenefitexchange.ky.gov | 1-855-4kynect (459-6328).

Scenario 6: Add/update an Authorized Representative for a case that includes SNAP, KTAP or Non-MAGI Medicaid individual

Lisa wants to add/update information about an Authorized Representative for her existing case. She visits an agent or kynector for help. She is on a case that includes SNAP, KTAP or a Non-MAGI Medicaid applicant.

1. Select the Assisters link in kynect which is accessed from the dashboard.

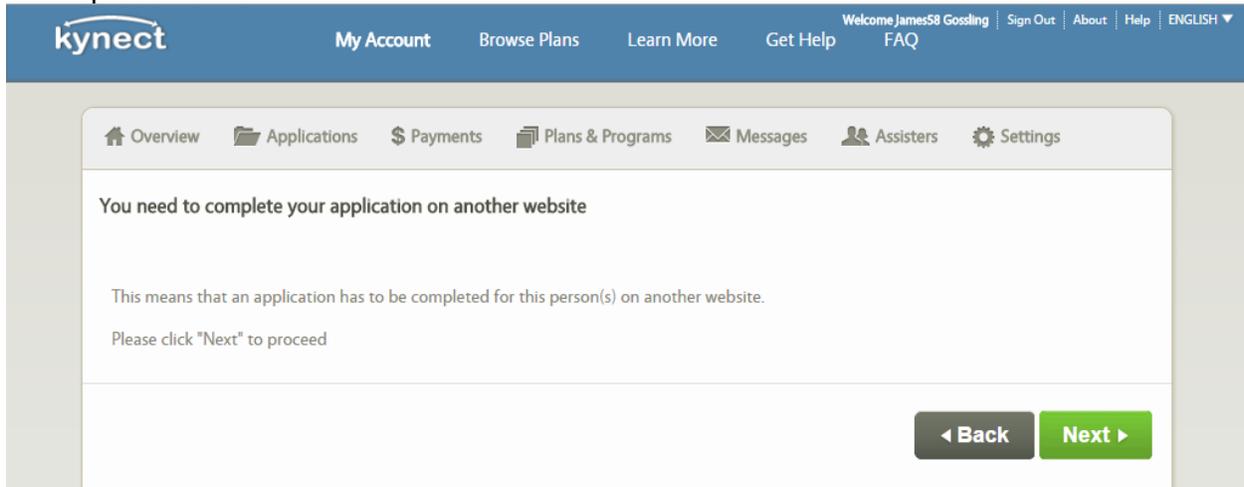
The screenshot shows the kynect dashboard interface. The top navigation bar includes the kynect logo, 'My Account', 'Browse Plans', 'Learn More', 'Get Help', and 'FAQ'. A user greeting 'Welcome JamesS8 Gossling' is visible along with 'Sign Out', 'About', 'Help', and 'ENGLISH' options. The main navigation menu has 'Assisters' selected. The dashboard content is divided into several sections:

- Quick Links:** Message Center (Inbox), Tax Information (Reprint 1095A), Notifications & Alerts (Address Validation), Application (Download a new application, Application pre-screening, Start an application), Contact Information (kynect Call Center, CHFS Programs, Consumer Assistance), and Other (Manage/ Change Appointments, Request a Hearing/Appeals, File a Complaint, Report Fraud, Does my Employer offer coverage on kynect?).
- Current Benefits:** Report Change in Circumstance or Attest to Filing Taxes. No current benefits found.
- Ongoing Applications:** Case Number: 100032224, Last Updated: Dec 01, 2015. Progress bar shows Application (checked), Results (checked), Find a Plan (active), and Enrollment (pending). A 'Continue Application' button is present.
- Request For Information:** View My Documents, Upload. Below is a list of proofs that either need to be uploaded and submitted to kynect or that are still under review by a kynect worker.

Type of Proof	Name of Person	Date Needed
US Citizenship	LISA JOGGER	12/07/2015
Social Security Number	LISA JOGGER	12/07/2015

At the bottom of the dashboard, there is an Adobe Reader icon and a 'View My Other Cases' button.

2. Since this case includes SNAP, you will be transitioned to benefind to add/update Authorized Representative



- Through the next 3 screens on benefind, you can add/update Authorized Representative/Agent/ Assistor information. Click **Get Help** under Find a Local Insurance Agent to add an agent. Click **Get Help** under Find a Local kynector to add a kynector. Finally, click **Add Rep** to add a new Authorized Representative.

The screenshot displays the 'Assisters' section of the benefind user interface. At the top, the navigation bar includes the benefind logo, 'My Account', 'Browse Plans', and user information: 'Welcome James58 Gossling | Sign Out | Help | ENGLISH'. Below the navigation bar, a secondary menu contains icons for Overview, Applications, Payments, Plans & Programs, Messages, Assisters (active), and Settings. The main content area features a header with a link to 'Learn More' and a link to 'Get Help' for Customer Service. Three distinct sections are visible, each with a left-hand explanatory box and a right-hand status box. The first section, 'Find a Local Insurance Agent', includes a 'Get Help' button. The second section, 'Find a Local kynector', also includes a 'Get Help' button. The third section, 'Add an Authorized Representative', includes an 'Add Rep' button.

Section	Instructional Text	Status
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.	Currently, no Agent is associated with your account.
Find a Local kynector	If you need assistance completing your application, please click Get Help.	Currently, no Assister is associated with your account.
Add an Authorized Representative	You can give a trusted friend or partner the right to help with your application. Add them as an Authorized Representative.	Currently, no Authorized Representative is associated with your account.

4. Add or update agent, kynector or authorized representative information.

benefind
Welcome James58 Gosling | Sign Out | Help | ENGLISH ▼

My Account Browse Plans

Overview Applications Payments Plans & Programs Messages Assisters Settings

Case Number 100032224

Start Application
Household Member Information
Financial Information
Additional Medical Assistance
Questions
Authorized Representative Information
Review and Submit
Post Application Submission

Enter and Confirm Application
Review and Accept Eligibility
Select and Manage Plans
Submit Application

Authorized Representative Information *Required field

An Authorized Representative is someone you name to make decisions for you about your household's benefits. You may want or need an Authorized Representative if you are physically or mentally unable to fill out this form, have given someone Power of Attorney, or need other help. If you name an Authorized Representative, he or she can help you with the following:

- apply or make decisions about your benefits for you
- receive healthcare coverage notices for you
- if allowed, use KTAP or SNAP benefits on your behalf

If you do not need an Authorized Representative, click "Next".

* Would you like to choose one or more Authorized Representatives? YES NO

About Your Authorized Representative

Please tell us about your Authorized Representative

* First Name M.I. * Last Name Suffix

SSN Gender Date of Birth (MM/DD/YYYY)

* What is this person's relationship to you?

* Does your Authorized Representative belong to an organization that helps you?

Level of Permission

Please tell us about the permissions you would like to give to your Authorized Representative.

* Program * Level of Permission Action

Add Another Permission

How do we reach your Authorized Representative?

* Address Line 1

Address Line 2

* City * State * Zip Code Zip +4 * County

Primary Phone Ext. Primary Phone Type

Secondary Phone Ext. Secondary Phone Type

Email Address Preferred Language

Add Representative

Save & Exit
◀ Back
Next ▶

5. Electronically sign the changes to the case. Click **Submit**.

The screenshot shows the 'benefind' website interface. At the top, there is a navigation bar with 'My Account' and 'Browse Plans'. 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 'Case Number 100032224' and shows a progress bar with four steps: 'Enter and Confirm Application', 'Review and Accept Eligibility', 'Select and Manage Plans', and 'Submit Application'. The current step is 'Finalize Your Authorized Representative Choice', marked with a red asterisk as a required field. The text includes a permission statement: 'I, JASON JOGGER, give my permission for the representatives to perform the chosen actions. I will give this person information that is true and correct to the best of my knowledge.' It also states: 'My authorized Representative and I understand that there are penalties for giving information that we know is false. I understand that if I give false information, or fail to report changes within the required timeframes, I may be prosecuted for fraud, lose benefits, and have to pay back benefits I received.' A third statement reads: 'I understand that an electronic signature has the same legal effect and can be enforced in the same way as a written signature.' Below this is the section 'JASON J JOGGER E-Signature' with a checkbox and text: '* By checking this box and typing my name in the designated box, I am electronically signing this form.' There are four input fields: '* First Name', 'M.I.', '* Last Name', and 'Suffix'. The 'Suffix' field is a dropdown menu currently showing '--Select--'. At the bottom right of the form are two buttons: a grey 'Back' button and a green 'Submit' button. The footer contains 'Privacy Policy | Terms of Use | ©Copyright 2015' on the left and 'Contact Us | www.chfs.ky.gov | 1-844-407-8398' on the right.

6. Once the changes have been completed, click on My Account to transition back to the kynect homepage.

Scenario 7: Updating enrollments for an individual/family who is applying or receives assistance for SNAP, KTAP or Non-MAGI Medicaid

You need to add/update enrollments for Lisa who receives SNAP and Medicaid. Agents and kynectors can continue to make updates to enrollments when an individual applies for or is receiving benefits being processed by DCBS.

1. Click on Plans & Programs through the Dashboard. Since Lisa is on a case that includes Medicaid and SNAP, you will be transitioned to benefind to complete this enrollment process.

Quick Links

- Message Center
[Inbox](#)
- Tax Information
[Reprint 1095A](#)
- Notifications & Alerts
[Address Validation](#)
- Application
[Download a new application](#)
[Application pre-screening](#)
[Start an application](#)
[Start Waiver Application](#)
- Contact Information
[kynect Call Center](#)
[CHFS Programs](#)
[Consumer Assistance](#)
- Other
[Manage/ Change](#)
[Appointments](#)
[Request Medicaid Card](#)
[Request a Hearing/Appeals](#)
[File a Complaint](#)
[Report Fraud](#)
[Does my Employer offer coverage on kynect?](#)

Adobe Reader

View My Other Cases

Current Benefits [Report Change in Circumstance or Attest to Filing Taxes](#)

No current benefits found

Ongoing Applications

Case Number: 100032224 Last Updated: Mar 27, 2016

Complete your application to enroll in coverage. You're at Find a Plan.

Application Results Find a Plan Enrollment

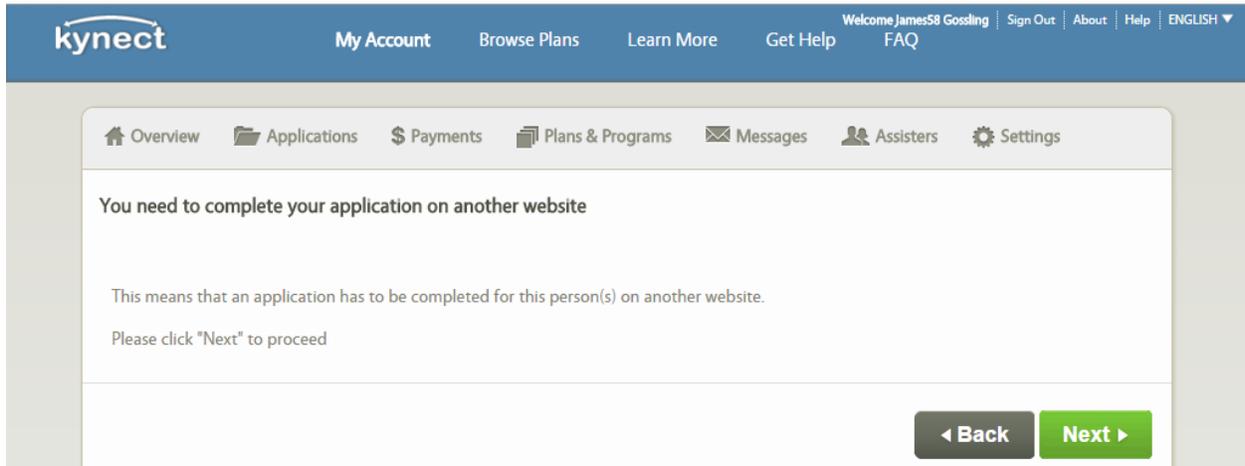
Continue Application

Request For Information [View My Documents](#) [Upload](#)

Below is a list of proofs that either need to be uploaded and submitted to kynect or that are still under review by a kynect worker.

Type of Proof	Name of Person	Date Needed
US Citizenship	JASON JOGGER	06/27/2016
US Citizenship	LISA JOGGER	06/27/2016
Social Security Number	LISA JOGGER	12/07/2015
US Citizenship	MIKE JOGGER	06/27/2016

2. You will see the transition screen, click Next. You will be directed to the Enrollment Manager screen on benefind.



3. You are directed to the Shopping Portal where you can update enrollments for the applicant. Once enrollment has been completed, you can navigate back to your homepage by clicking on **My Account**.

The screenshot displays the 'My Account' page on the Benefind website. The navigation bar includes 'My Account' and 'Browse Plans'. The main menu has 'Overview', 'Applications', 'Payments', 'Plans & Programs' (selected), 'Messages', 'Assisters', and 'Settings'. A progress bar shows the steps: 'Case Number 100042276', 'Enter and Confirm Application' (completed), 'Review and Accept Eligibility' (completed), and 'Select and Manage Plans' (current step).

Enrollment Manager
 Welcome to the Enrollment Manager! You can see your current eligibility results and enrollment information. Based on your eligibility, you will be able to do certain actions, such as add a new plan or edit an existing plan.

Current Eligibility
 Below is the summary of your current eligibility.

Member	Current Eligibility	Enrolled
DANIEL	Medicaid : 03/01/2016 -	✓

Medicaid Plans (MCOs)

Enrollment ID	Member	Enrollment Dates	Enrolled
1000025006	DANIEL ROBINSON	03/01/2016	Enrolled

The total premium for this plan is \$0. Your monthly payment will be \$0.

Buttons: [View History](#), [Add Plan](#), [Request MCO Change](#), [Terminate MCO](#)

Health Insurance Plans (with and without payment assistance)

When can I enroll?
 Open Enrollment for Health Coverage 2017 : Saturday, 15 October 2016-Wednesday, 07 December 2016
 Note : if you have had a recent qualifying life event, you may be eligible for special enrollment. For most life events, you have 60 days to report the event
Alert! Individuals who are eligible for Medicaid benefits will not be allowed to enroll in Health Insurance Plans.

Coverage Year 2015: [View History](#)

Coverage Year 2016: [Change APTC](#) [Add Plan](#)

Scenario 8: Reporting a change on a case that receives SNAP, KTAP or Non-MAGI Medicaid and MAGI, APTC or QHP

Lisa reported a change in income. She visits an agent or kynector for help. She is on a case that includes SNAP, KTAP or a Non-MAGI Medicaid.

1. Navigate to the individual's case as you normally would and click the **Report a Change** in Circumstance link from the kynect dashboard
2. The transition screen queues, notifying you that you must complete reporting the change in benefind. 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 will be processed by DCBS.
3. Select the type of change you are reporting; in this case, select **My household income or work hours have recently changed**.
4. Once all Financial information is completed, eligibility is determined for all members of the household
5. If eligible, the individual can upload any document verification. Any pending Request for Information (RFIs) is sent to the individual. There may be pending RFIs that are new to agents and kynectors. This means that the other programs require different verification for information in the case. These new pending RFIs which are applicable to the new programs are not displayed on the kynect dashboard of the individual. They will be displayed on the benefind dashboard for the individual's reference. Remember RFIs need to be submitted as PDFs and not images.
 - a. To submit RFIs not related to kynect use this fax number: 502-573-2007
 - b. To submit RFIs related to kynect continue to use this fax number: 502-573-2007

These steps apply to all types of changes reported: adding and removing individual to the household, addresses, wages, etc.

3. Appendix A: Contact/Referral Information

Appendix A provides contact information for referral agencies.

Department or Entity Name	Phone Number	Website	Reason(s) to Call
Department for Community Based Services (DCBS) Each county has its own DCBS office. Please refer to the website for more information.	855-306-8959	http://chfs.ky.gov/dcbs/	If you have questions regarding the following programs and/or need to refer an individual to complete their application: <ol style="list-style-type: none"> 1. SNAP 2. KTAP 3. Medicaid eligibility 4. Child Care
Department for Medicaid Services (DMS)	800-635-2570	http://chfs.ky.gov/dms/	If you have questions regarding the following programs and/or need to refer an individual to complete their application: <ol style="list-style-type: none"> 1. Kentucky Medicaid Program 2. Kentucky Children's Health Insurance Program 3. Member services information 4. Medicaid Waiver program

4. Appendix B: Program Overview

Appendix B provides you with basic overviews of the programs individuals can apply for in kynect or in benefind.



- Qualified Health Plans (QHPs)
- Financial Assistance:
 - MAGI Medicaid
 - Advanced Premium Tax Credits (APTC)
 - Cost Sharing Reductions (CSR)
- Employer Sponsored Insurance (ESI)



- Qualified Health Plans (QHPs)
- Supplemental Nutrition Assistance Program (SNAP)
- Kentucky Transitional Assistance Program (KTAP)
- Medicaid:
 - Non-MAGI Medicaid
 - MAGI Medicaid
 - APTC
 - CSR

Through benefind, individuals are able to apply for:

Supplemental Nutrition Assistance Program (SNAP)

- SNAP provides eligible households with benefits that they can use to purchase eligible food items in stores that are authorized by the USDA, Food and Nutrition Service (FNS) to accept those benefits
- In order to be eligible for SNAP, an individual must meet the following basic eligibility criteria
 - Be a resident of Kentucky
 - Have U.S. citizenship or meet the immigration status program
 - Agree to work register
 - Meet the resource limits established for the program; no one in the household can have more than \$2,000 in cash and bank account assets
 - Meet the income limits established for the program

Kentucky Transitional Assistance Program (KTAP)

- KTAP provides eligible households with financial and health coverage to needy dependent children and the parents or relatives with whom the children are living. KTAP also helps families find jobs or get training that leads to a job
- In order to be eligible for SNAP, an individual must meet the following basic eligibility criteria
 - Be a resident of Kentucky
 - Have U.S. citizenship or meet the immigration status for the program
 - Be unemployed, or under employed
 - Be a parent/relative caregiver who is caring for a child (under 19, if meeting school attendance requirements)
 - Meet the income limits established by the program

MAGI Medicaid

- Medicaid is a program for families and individuals who have income and resources within the established guidelines.
- To be eligible for MAGI Medicaid, an individual must belong to one of the following groups:
 - Children under age 19 with certain school attendance requirements
 - Pregnant women, or in postpartum, whose income is under or equal to 195% FPL (may be increased to 200% only if needed to gain eligibility)
 - Parents and caretaker relatives of a dependent child in the home whose income is under or equal to 133% (may be increased to 138% only if needed to gain eligibility)

- Low income adults ages 19-64 who are not: pregnant, enrolled in Medicare A or B, or eligible for another Medicaid eligibility group, and who have income less than or equal to 133% of FPL (may be increased to 138% if needed to gain eligibility)

Non-MAGI Medicaid

- Non-MAGI Medicaid is a program for expanded groups that have income and resources within established guidelines
- In order to be Non-MAGI eligible, an individual must fall into one of the following groups:
 - Aged; 65 and over with certain income and resource requirements
 - Blind or disabled with certain income and resource requirements
- For additional information on MAGI and non-MAGI Medicaid, you can reference the kynect Training Manual for Agents and kynectors, Section 5

Medicaid Waivers

- Waiver services provide coverage for specific services that enable elderly or disabled individuals to remain in their home. Waiver services include:
 - Acquired Brain Injury Waiver Services
 - Acquired Brain Injury Long Term Care Waiver
 - Home and Community Based Wavier Services
 - Michelle P. Waiver Services
 - Model II Waiver Services
 - Supports for Community Living Waiver Services
- For additional information on the different types of waiver programs, you can access:
 - The Medicaid Waiver Services website at <http://chfs.ky.gov/dms/mws.htm>

Child Care Assistance

- The Child Care program provides access to quality child care, allowing parents to work, attend education and training programs, and/or participate in KTAP
- In order to be eligible for Child Care Assistance, the following basic eligibility criteria must be met:
 - 1 parent households must abide by the 20 hours/week work requirement, while 2 parent households must meet 40 hours/week
 - If school-aged, the child must be enrolled in school
 - Household must reside and intend to remain in Kentucky
 - Child must be a US citizen

Qualified Health Plans (QHPs)

- QHPs provide individuals with health care plan options they can purchase through kynect. In addition to enrolling in a QHP, eligible individuals can also receive financial assistance through Advanced Premium Tax Credits (APTC) and Cost Sharing Reductions (CSR)
- If someone is applying for QHP only in benefind, they will be transferred to kynect to complete the application.
- For additional information about QHP eligibility, see the kynect Training Manual for Agents and kynectors, Section 4.

5. Appendix C: Step-by-Step Scenario Guides

Appendix C provides detailed steps for completing an application in benefind. Please keep in mind:

- Agents and kynectors **should not** initiate a Medicaid Waiver Services application and must instead refer the individual to the Department of Medicaid Services (DMS) website at <http://chfs.ky.gov/dms/> the only exception is if you are a kynector who is also a Waiver Case Manager
- Contracted kynectors (KIPDA, CAK, KyPCA) will only receive credit for completed applications
- Agents and kynectors **cannot** initiate SNAP or K-TAP applications

Also, please note that when you are in benefind, you can click **Save and Exit** at any time during the application. This saves the application information and allows the applicant to come back at a later time to complete as shown in Scenario 1 below.

Scenario 1: Household with a Disabled Member, Eligible for Waiver Services

Jason, Lisa, and their son Mike would like to apply for health coverage on kynect. Lisa is disabled which makes her potentially eligible for Non-MAGI Medicaid. Even though you know that she may be able to apply for a Non-MAGI Medicaid, you should start her application on kynect. You will be automatically transferred to benefind based on your responses.

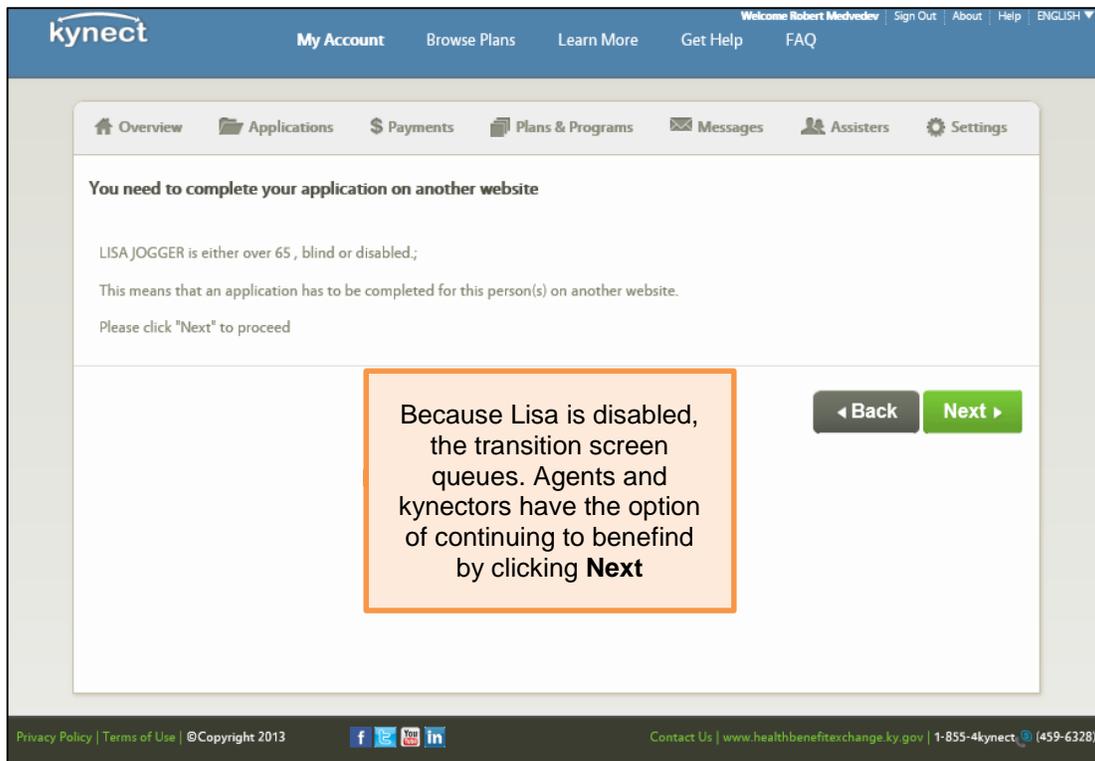
1. Begin an application as you would in kynect; you will need to fill out the same information on the screens you are familiar with seeing, such as:
 - What programs the household is applying for
 - Household and contact information
 - Personal information
2. Once you get to the Disability Information page, select the members of the household who are blind or permanently disabled. In this case, **Lisa is permanently disabled**
3. Click **Next**

The screenshot displays the 'kynect' website interface. At the top, there is a navigation bar with 'My Account', 'Browse Plans', 'Learn More', 'Get Help', and 'FAQ'. 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 'Application 200033963' and shows a progress bar at '37% Complete'. A sidebar on the left lists various application steps, with 'Build Your Household' currently selected. The main form area is titled 'Disability Information' and contains the following questions and options:

- *Is any member of your household blind or permanently disabled?
 YES NO
- *Who is blind?
 JASON LISA
- *Who is permanently disabled?
 JASON LISA MIKE No One

A callout box with an orange border and a pointer to the 'Who is permanently disabled?' section contains the text: 'On the Disability Information page we need to mark Lisa for Who is permanently disabled'. At the bottom of the form, there are buttons for 'Save & Exit', 'Back', and 'Next'. The footer of the page includes 'Privacy Policy | Terms of Use | ©Copyright 2013', social media icons, and contact information: 'Contact Us | www.healthbenefitexchange.ky.gov | 1-855-4kynect | (459-6328)'.

4. A transition screen queues notifying you that the application needs to be completed on benefind, click **Next**.



5. You are then automatically transitioned to benefind where you will continue to collect information for all household members, even though Jason and Mike are not eligible for Non-MAGI Medicaid eligible. Note that the logo in the upper left-hand corner changes from kynect to benefind. You will see the same questions and screens you would see in kynect, such as Relationships and Tax Filing status.

6. This screen is an example of a Gatepost Screen. If you/an individual selects **Yes** to any one of the questions on the Resource Gatepost, the next screen that queues will ask for additional information on whatever you selected **Yes** to. For example, Jason and Lisa have a car, so select **Yes** under Vehicle and click **Next**. This triggers additional questions about their vehicle.

You can reference the chart below to understand each resource in more detail.

Liquid Resource	A liquid resource includes cash, checking accounts, savings accounts, certificates of deposit, stocks, bonds, money market accounts, and other accessible funds.
Vehicles	Vehicles include cars, trucks, SUVs, boats, motorcycles, RVs, tractors, planes, ATVs, etc.
Life Insurance	Life insurance is an insurance policy that will provide money to be used at the time of the individual's death.
Pre-Arranged Funeral Contract	A pre-arranged funeral contract is a contract with a funeral home to specify funeral details.
Real Estate Property	Real estate property includes any land, building, or house that you own.
Annuity	An annuity is an investment account from which you may or may not receive regular payments.
Trust	A written legal arrangement created to hold resources for the benefit of a certain person(s).
Burial Insurance	Burial insurance is an insurance policy that can only be used for burial expenses of the insured.
Burial Funds	Money deposited in a financial institution under a contractual agreement which designates that the funds deposited are for burial purposes and payable upon death only.
Promissory Note or Land Contract	A promissory note or land contract is a written promise or contract for which payments are received over a period of time.
Life Estate	A life estate is when an individual keeps their interest in a property, but the ownership of the property has been transferred to another individual.
Lifetime Care Agreements	A lifetime care agreement is a private contract with another individual to provide care of an individual in exchange for resources.
Partnership Qualified LTC Policy	A partnership qualified Long Term Care (LTC) policy provides coverage of LTC costs to the consumer and may allow the consumer to protect their assets from Medicaid spend down requirements

benefind
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Welcome Robert Medvedev | Sign Out | About | Help | ENGLISH

My Account | Browse Plans | Learn More | Get Help | FAQ

Overview | Applications | Payments | Plans & Pro

Application 200033963

43% Complete

Start Application

Household Member Information

Financial Information

Resources

Income

Expenses

Additional Medical Assistance

Questions

Authorized Representative Information

Review and Submit

Post Application Submission

Enter and Confirm Application | Review and Ad Eligibility

Resource Questions

Tell us about the resources that you resources during your interview.

Liquid Resource ?

* Does anyone in the household have liquid resources? YES NO

Vehicle ?

* Does anyone in the household have a Vehicle? YES NO

Life Insurance ?

* Does anyone in the household have life insurance? YES NO

Real Estate Property ?

* Does anyone in the household have any property other than their home? YES NO

Annuity ?

* Does anyone in the household have one or more annuities? YES NO

Trust ?

* Does anyone in the household have a trust? YES NO

Pre-Arranged Funeral Contract ?

* Does anyone in the household have a pre-arranged funeral contract? YES NO

Burial Insurance ?

* Does anyone in the household have Burial Insurance? YES NO

Burial Funds ?

* Does anyone in the household have Burial Funds? YES NO

Promissory Note or Land Contracts ?

* Does anyone in the household have a Promissory Note or a Land Contract? YES NO

Other Resources

* Does anyone in the household have any other resource such Oil or Mineral Rights, Home Equity Line of Credit, Reverse Mortgage, or other investments? YES NO

Life Estate ?

* Does anyone in the household have Life Estate interest in a property or has transferred a Life Estate interest? YES NO

Lifetime Care

* Does anyone YES NO

Partnership

* Does anyone YES NO

Burial Plots

* Does anyone YES NO

Save & Exit | Back | Next

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7. The Vehicle screen displays

benefind
My Account Browse Plans Learn More Get Help FAQ

Overview Applications Payments Plans & Programs Messages Assisters Settings

Application 200033963
52% Complete
Start Application
Household Member Information
Financial Information
Resources
Income
Expenses
Additional Medical Assistance
Questions
Authorized Representative information
Review and Submit
Next Application Submission

Enter and Confirm Application Review and Accept Eligibility Select and Manage Plans Submit Application

Vehicle *Required field

Provide information about all of the vehicles owned by you or any members of your household.

JASON

Vehicle Details

Enter the following vehicle information

* Vehicle Category --Select-- * Vehicle Type --Select--
* Make * Year
* Model
When did you get this vehicle?
What is the current value of the vehicle? \$
What is the current amount owed for the vehicle? \$

Vehicle Ownership Information

Who owns the vehicle?

JASON JOGGER LISA JOGGER MIKE JOGGER

Are there owners of the vehicle outside of this household? YES NO

I have a Vehicle but I do not have the appropriate information at this time.

Add Vehicle

Save & Exit Back Next

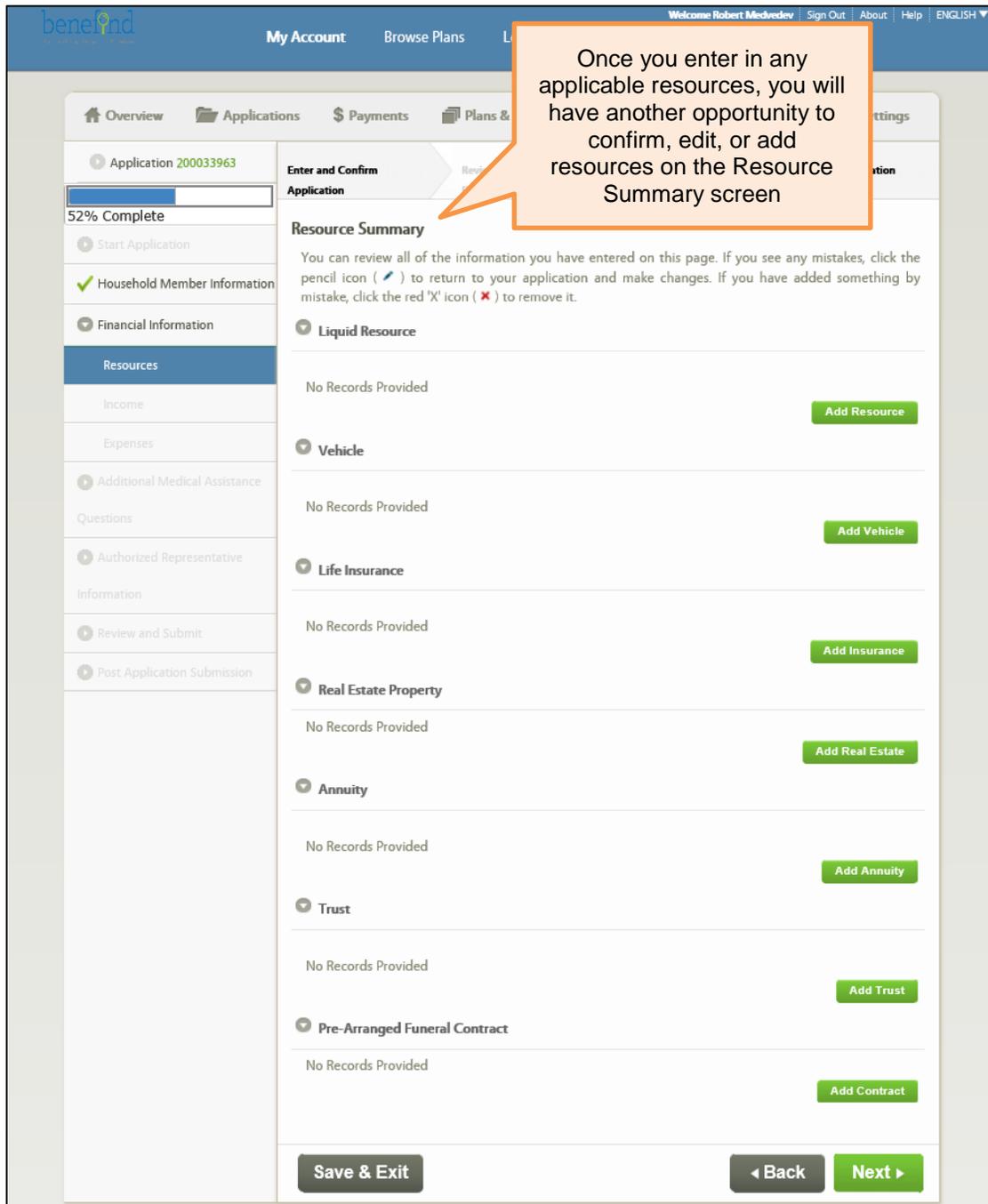
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Enter additional information about their vehicle. Please note that you have the option you can select at the bottom of the screen to respond: **I have a Vehicle but I do not have the appropriate information at this time.** This option is available on all Resource detail screens. If you or your client is unsure, you can choose this option. Advise the client that they will need to provide these details during the interview with DCBS.

Even though you may not have experience with Non-MAGI Medicaid, the system allows you to easily complete these required screens. Each program's policies are built into the system. All you need to do is answer the questions. The system uses this information to determine eligibility for Non-MAGI Medicaid.

You always have the option to select **I have a Vehicle but do not have the appropriate information at this time**. This option is available for completing all resource information. If you do not feel confident or certain about the information you enter you can utilize this option. However, you should advise the client that they will need to provide these details during their interview with DCBS.

8. Once you enter in all the resources, the Resource Summary screen displays; check to make sure all appropriate resources have been entered and click **Next**



9. Continue to fill out information such as Income and Expenses; select **Yes** to enter Shelter Expenses

The Expense screen may also seem new and unfamiliar to you. The Expense screen asks about an individual's Shelter, Utility, and Medical expenses. For example, an individual pays rent each month. You would enter this as a Shelter Expense. Click **Yes** to Shelter Expenses and click **Next**

benefind
Welcome Robert Medvedev | Sign Out | About | Help | ENGLISH

My Account | Browse Plans | Learn More | Get Help | FAQ

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

Application 200038521

68% Complete

Start Application

Household Member Information

Financial Information

Resources

Income

Expenses

Additional Medical Assistance

Questions

Authorized Representative Information

Review and Submit

Post Application Submission

Expense Information

Provide information about the expenses of your information during your interview.

Shelter Expenses

* Does the household have expenses for shelter details? YES NO

Select the members of your household who have this expense:

JASON GUMMDROPP

Utility Expenses

* Does the household have expenses for utilities? YES NO

Medical Expenses ?

* Does the household have medical expenses or pay for Medicare Part D premiums? YES NO

* Does an elderly, blind, or disabled individual in the household have medical expenses? YES NO

Save & Exit | Back | Next

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10. The Shelter Expense information page displays; enter in the appropriate amount and frequency of the household's Shelter expenses

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Welcome Robert Medvedev | Sign Out | About | Help | ENGLISH

My Account | Browse Plans | Learn More | Get Help | FAQ

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

Application 200038521

69% Complete

Start Application

Household Member Information

Financial Information

Resources

Income

Expenses

Additional Medical Assistance

Questions

Authorized Representative Information

Review and Submit

Post Application Submission

Enter and Confirm Application | Review and Accept Eligibility | Select and Manage Plans | Submit Application

Shelter Expense Information

*=Required field

Enter the shelter expense details for the entire household.

JASON

* Type --Select--

* How Often --Select--

* Amount (\$) \$

Add Shelter Expense

Save & Exit | Back | Next

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11. As you continue through the application, a Summary page displays where you can review and confirm all the information and edit as needed; click **Next**

benefind My Account Browse Plans Learn More Get Help

Welcome Robert Medvedev Sign Out About Help ENGLISH

Overview Applications Payments Plans & Programs Messages

Application 200033963

Enter and Confirm Application Review and Accept Eligibility

88% Complete

- Start Application
- Household Member Information
- Financial Information
 - Resources
 - Income
 - Expenses
- Additional Medical Assistance
- Questions
 - Authorized Representative
- Information
 - Review and Submit
 - Post Application Submission

Before You Submit Your Application

You can review all of the information you have entered on this page. If you see any mistakes, please click Edit to return to your application and make changes.

Authorized Representative Information

- Authorized Representative

Household Member Information

- Who is in Your Household

First Name	Last Name	DOB	Gender	Action
JASON	JOGGER	01/01/1980	Male	✎
LISA	JOGGER	02/02/1982	Female	✎
MIKE	JOGGER	03/03/2005	Male	✎

- Deceased Household Members
- Contact Information
- Program Request
- Disability Information
- Relationships
- Personal and Tax Filing Information
- American Indian / Alaskan Native Information
- Living Arrangement
- Pregnancy Information
- Health Insurance Details
- Loss of Medical Coverage
- Out of State Benefits
- SSI Benefits
- Entitled Benefits
- Accident/Injury Information
- Medicare Benefit Information

Financial Information

- Resources
- Income
- Expenses

Additional Medical Assistance Questions

- Past Medical Expenses

◀ Back Next ▶

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Before you complete the application, you also able to review the entire application prior to submitting.

12. Fill out and **Submit** the Sign & Submit page
13. Once you submit and continue on, you reach the Post-Eligibility Questions of the application. A new section of the Post-Eligibility section is Waiver Screening. In this scenario, we will select **No** to all questions for all individuals and click **Next**

The screenshot displays the 'benefind' website interface. At the top, there is a navigation bar with 'My Account', 'Browse Plans', 'Learn More', 'Get Help', and 'FAQ'. Below this is a secondary navigation bar with icons for 'Overview', 'Applications', 'Payments', 'Plans & Programs', 'Messages', 'Assisters', and 'Settings'. The main content area shows a progress bar with four steps: 'Enter and Confirm Application' (completed), 'Review and Accept Eligibility' (current step), 'Select and Manage Plans', and 'Submit Application'. Below the progress bar, there are three profile cards for 'JASON', 'LISA', and 'MIKE'. The 'JASON' card is selected, and the 'Post-Eligibility Questions' section is active. The questions are:

- Does JASON have an acquired brain injury? (YES/NO)
- *Is JASON dependent on a ventilator? (YES/NO)
- * Does JASON require assistance in order to be able to remain in his or her home? (YES/NO)
- * Does JASON have an intellectual or developmental disability? (YES/NO)
- * Is JASON currently receiving services in a facility that they would like to continue receiving in the home or community? (YES/NO)

At the bottom of the form are 'Back' and 'Next' buttons. A callout box on the left side of the form contains the text: 'If you continue on to the Post-Eligibility section, you will reach the Waiver Screening Gatepost questions'. The footer contains 'Privacy Policy | Terms of Use | ©Copyright 2013', social media icons, and contact information: 'Contact Us | www.healthbenefitexchange.ky.gov | 1-855-4kynect | (459-6328)'.

14. The Verification screen displays, notifying you of the documents needed for verification. Here, the individual can choose the method in which they want to submit the documents; click **Next**

Thank You

Thank you for completing your application. Please see the instructions to determine your Medicaid eligibility. For all other benefits, you will need to come into your local office for an interview.

Your case number is 100037939. Please keep this number handy.

Verification Results

The chart below will tell you if we were able to confirm your answers on the application.

You and Your Dependents	Results of Verification	Requires More Proof	Examples of documents that can be used as proof (You only need to send 1 document for each area requiring proof)	Date Due
JASON	✘	US Citizenship	Adoption Record Affidavit from US citizen American Indian Card I-872 Birth Record Click Here to view full list	06/13/2016

We will need Documents From You to Complete Verification

You have until the date listed to send us the documents. Please select how you would like to give us those documents (online, fax, mail or in person) below. If you do not know what document to provide or want to know more about the verification process, call DCBS at 1-855-306-8959.

- I will upload documents online right now.
- I will fax in the documents to 1-502-573-2007 by the date(s) shown in the above table.
- I will mail in the documents to 'P.O. Box 2104, Frankfort, KY 40602' by the date(s) shown in the above table.
- I will deliver the documents in person to 'a local DCBS office' by the date(s) shown in the above table.
- I will upload documents later. The upload process can be accessed by logging back into your account.

Remember your documents must be received by the due date(s) shown in the above table.

Please note that DCBS has up to 30 days to process your documents once they are submitted.

The Verification screen lists the documentation the individual must provide and options for submitting, including due dates.

17. The Eligibility Results screen displays; note that family members are eligible for different programs. Lisa will need to complete an interview to determine her eligibility for Non-MAGI Medicaid. Once you review the results, click **Next**

benefind
Assistance & Support Programs for Kentuckians

Welcome Robert Medvedev | Sign Out | About | Help | ENGLISH

My Account | Browse Plans | Learn More | Get Help | FAQ

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

Case Number 100038081

Enter and Confirm Application | **Review and Accept Eligibility** | Select and Manage Plans | Submit Application

Enter and Confirm Application

Review and Accept Eligibility

Post-Eligibility Questions

Verification Screens

Eligibility Results

Select and Manage Plans

Programs You Qualify For ?

Below you will see a summary of your eligibility results. These eligibility results are based on the information you have told us. Each and every person's situation is different. Some programs may require you to complete an interview due to the type of assistance they provide. On the next pages, we will give you more information. You must click **Click Next** to continue.

Household Member	Program	Eligibility Results
LISA	Medicaid	Eligibility Decision Pending Interview
	KCHIP	Not Eligible
	Payment Assistance	Not Eligible
	Health Insurance Plans	Eligible
JASON	Medicaid	Not Eligible
	KCHIP	Not Eligible
	Payment Assistance and Special Discounts Category B	Eligible
	Health Insurance Plans	Eligible
MIKE	Medicaid	Not Eligible
	KCHIP	Pending
	Payment Assistance	Not Eligible
	Health Insurance Plans	Eligible

Special discounts are determined based on income. [Please click here to view details.](#)

Individuals who are eligible for Medicaid may not be eligible for claims payment or MCO enrollment. The recipient must call the Department for Community Based Services (DCBS) at 855-306-8959, call kynect at 1-855-4kynect (459-6328), or use the Report A Change in Circumstance link from the Overview to make changes to their case.

[Back](#) [Next](#)

This is the Eligibility Results Screen; note that this is a mixed eligibility household. You can continue and enroll any members whose eligibility is not pending.

15. The Enrollment Manager screen displays. Based on the individuals' eligibility results, you can select a Managed Care Organization (MCO) or a Qualified Health Plan. In this case we will proceed by clicking **Next**;

Enrollment Manager

Welcome to the Enrollment Manager! You can see your current eligibility results and enrollment information. Based on your results, you will be able to do certain actions, such as add a new plan or edit an existing plan.

Current Eligibility

Below is the summary of your current eligibility.

Member	Current Eligibility	Enrolled
LISA	Medicaid : - Health Insurance Plans : 12/01/2015 -	✗
JASON	Payment Assistance : 12/01/2015 - Health Insurance Plans : 12/01/2015 -	✗
MIKE	KCHIP : - Health Insurance Plans : 12/01/2015 -	✗

Medicaid Plans (MCOs)

[View History](#) [Add Plan](#)

Health Insurance Plans (with and without payment assistance)

When can I enroll?
Open Enrollment for Health Coverage 2016 : Sunday, 01 November 2015-Sunday, 31 January 2016
Note : if you have had a recent qualifying life event, you may be eligible for special enrollment. For most life events, you have 60 days to report the event

[View History](#)

Coverage Year 2015:

[Change APTC](#) [Add Plan](#)

Coverage Year 2016:
You do not currently have any coverage for 2016. Please click Add Plan to select a new plan

[Change APTC](#) [Add Plan](#)

[Back](#) [Next](#)

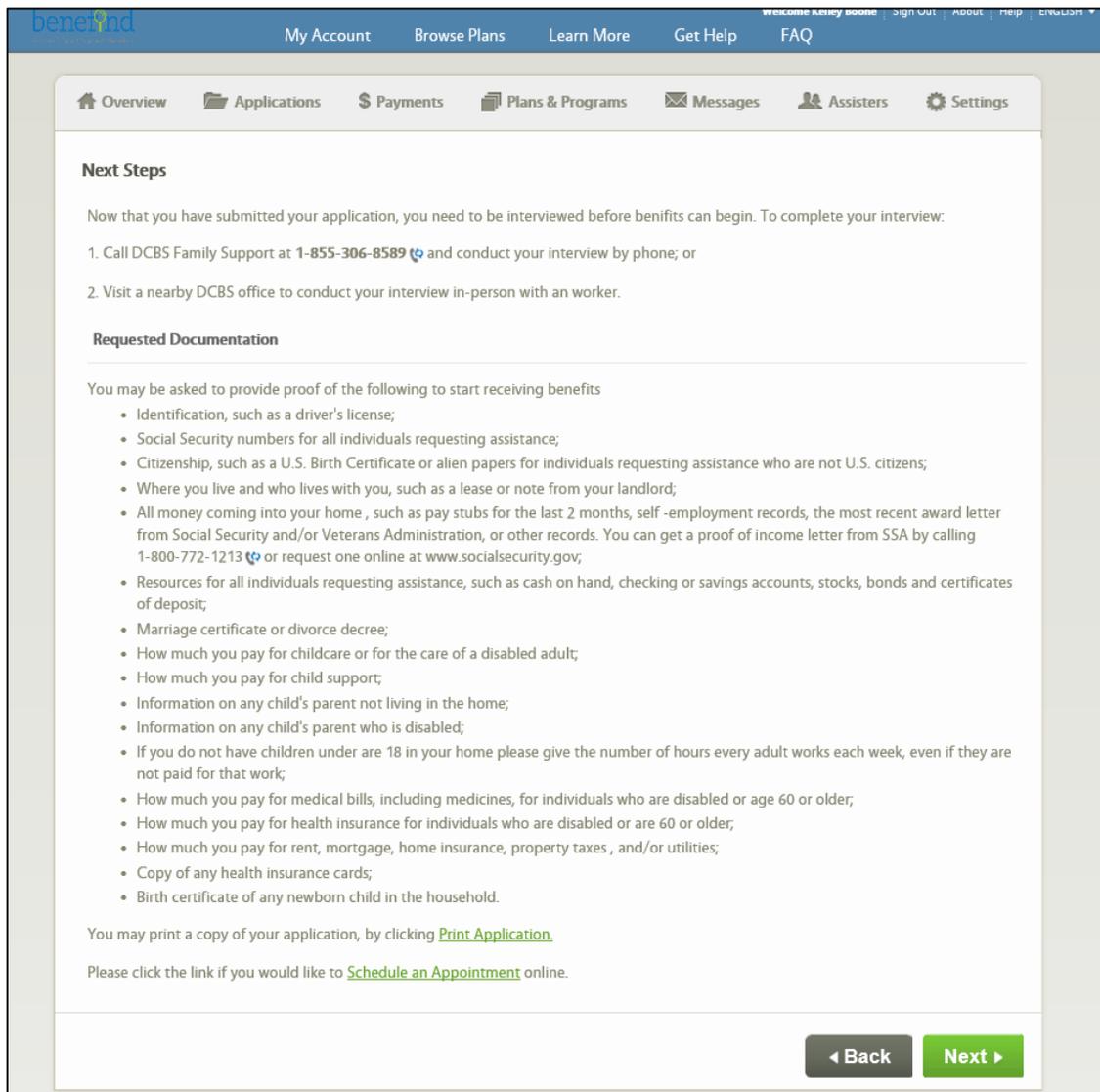
You can select a plan for anyone whose eligibility is not pending based on the results from the previous screen.

In some instances, 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.

16. After you complete enrollment, the Next Steps screen displays notifying you that Lisa must be interviewed for benefits to begin; click **Next**. Advise Lisa that her application is pending and that she must complete an interview with DCBS.



The screenshot shows a web portal interface for 'benefitaid'. At the top, there is a navigation bar with 'My Account', 'Browse Plans', 'Learn More', 'Get Help', and 'FAQ'. 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 'Next Steps' and contains the following text:

Now that you have submitted your application, you need to be interviewed before benefits can begin. To complete your interview:

1. Call DCBS Family Support at **1-855-306-8589** and conduct your interview by phone; or
2. Visit a nearby DCBS office to conduct your interview in-person with a worker.

Requested Documentation

You may be asked to provide proof of the following to start receiving benefits

- Identification, such as a driver's license;
- Social Security numbers for all individuals requesting assistance;
- Citizenship, such as a U.S. Birth Certificate or alien papers for individuals requesting assistance who are not U.S. citizens;
- Where you live and who lives with you, such as a lease or note from your landlord;
- All money coming into your home, such as pay stubs for the last 2 months, self-employment records, the most recent award letter from Social Security and/or Veterans Administration, or other records. You can get a proof of income letter from SSA by calling 1-800-772-1213 or request one online at www.socialsecurity.gov;
- Resources for all individuals requesting assistance, such as cash on hand, checking or savings accounts, stocks, bonds and certificates of deposit;
- Marriage certificate or divorce decree;
- How much you pay for childcare or for the care of a disabled adult;
- How much you pay for child support;
- Information on any child's parent not living in the home;
- Information on any child's parent who is disabled;
- If you do not have children under age 18 in your home please give the number of hours every adult works each week, even if they are not paid for that work;
- How much you pay for medical bills, including medicines, for individuals who are disabled or age 60 or older;
- How much you pay for health insurance for individuals who are disabled or are 60 or older;
- How much you pay for rent, mortgage, home insurance, property taxes, and/or utilities;
- Copy of any health insurance cards;
- Birth certificate of any newborn child in the household.

You may print a copy of your application, by clicking [Print Application](#).

Please click the link if you would like to [Schedule an Appointment](#) online.

At the bottom right of the content area, there are two buttons: a grey 'Back' button with a left arrow and a green 'Next' button with a right arrow.

Scenario 2: Reporting a Change in a MAGI/non-MAGI Mixed Household

Jason returns to report a change to his household. His and Lisa's son, Mike, was injured and is now disabled. Remember, in order to be considered disabled, the individual must have a determination of disability from the SSA.

1. Navigate to his case as you normally would and click the **Report a Change in Circumstance** link from the kynect dashboard

The screenshot shows the kynect dashboard interface. At the top, there is a navigation bar with the kynect logo and links for My Account, Browse Plans, Learn More, Get Help, and FAQ. A user greeting 'Welcome Dprmpus Sbjkgib' and links for Sign Out, About, Help, and ENGLISH are also present. Below the navigation bar, there are tabs for Overview, Applications, Messages, Assisters, and Settings. A callout box with an orange border and a pointer highlights the 'Report Change in Circumstance or Attest to Filing Taxes' link in the top right area. The main content area is divided into sections: Quick Links (Message Center, Notifications & Alerts, Application, Contact Information), Plans & Programs (with Case Number: 110897050 and View/Edit Enrollments link), and Ongoing Applications (showing no ongoing applications). A table displays enrollment information for Jason Jogger and Mike Jogger. At the bottom right, there are links for View My Documents and Upload.

Enrollment	Enrolled Individuals
Anthem Bronze Pathway X HMO 5000 40	JASON JOGGER, MIKE JOGGER

2. Select the type of change you are reporting; in this case, select **Someone in my household has a reason to report a change that is not listed in the reasons shown above.**

kynect My Account Browse Plans Learn More Get Help FAQ

Welcome Robert Medvedev Sign Out About Help ENGLISH

Overview Applications Payments Plans & Programs Messages Assisters Settings

Type of Change You Are Reporting *Required field

Please answer the questions as they apply to you or a member of your household. If there has been a major change in your lives, you may be eligible for special enrollment. This allows you to make changes to your healthcare coverage outside of the normal open enrollment period.

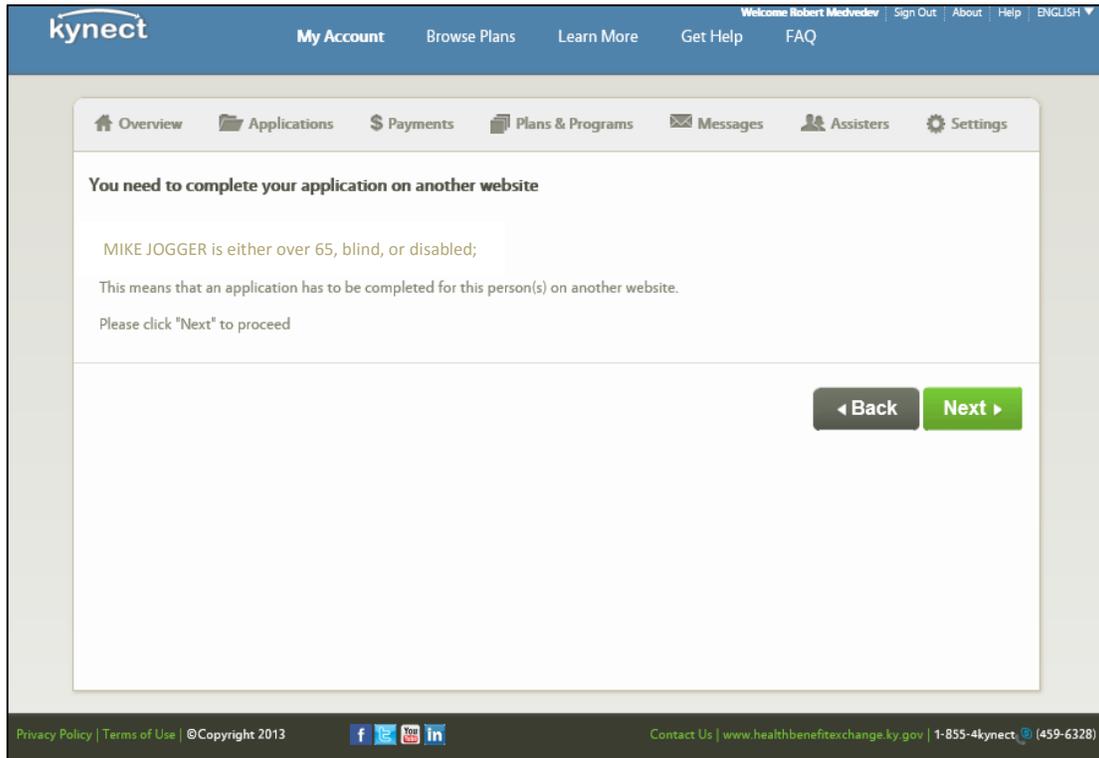
*** Please select all statements that apply to you or someone in your household:**

- I wish to self-attest to filing taxes in a previous year
- My household income or work hours have recently changed.
- My household expenses have recently changed.
- My household resources have recently changed.
- Someone in my household recently lost a job.
- The employer of someone in my household recently stopped providing healthcare coverage.
- Someone in my household lost minimum essential health insurance coverage within the past 90 days.
- There was a recent change in my household size due to someone getting divorced.
- There was a recent change in my household size due to someone moving out of the household.
- There has been a death in my household.
- Someone in my household recently gained a dependent through marriage.
- Someone in my household recently gained a dependent through birth or adoption.
- Someone in my household has become pregnant.
- Someone in my household recently lost a pregnancy from a miscarriage or other cause.
- Someone in my household recently entered prison.
- Someone in my household recently changed their citizenship or lawful presence status.
- Someone in my household has lost health insurance in the future or it will be no longer affordable to him/her.
- The recent change related to a household member's school attendance.
- Someone in my household has a reason to report a change that is not listed in the reasons shown above.

[← Back](#) [Continue](#)

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3. Proceed through the remaining individual information, such as demographic and contact information
4. Indicate that **Mike** is **permanently disabled** on the Disability Information screen
5. Click **Next**.



6. Continue through the application to add any additional changes to Income, Expenses, or Resources if applicable.
7. Once all Individual, Non-Financial, and Financial information is completed, eligibility is determined for all members of the household
8. If eligible, the individual can upload any document verification and the MAGI Medicaid individuals can shop for a plan. Any pending Request for Information will be sent to the individual.

Scenario 3: Waiver Services

Casey wants to apply for Waiver Services. Even though she is not considered disabled, she requires help to remain in her home so she will mark that on the Waiver Gatepost.

1. Initiate the application through kynect as you normally would, and fill out Casey's information
2. Continue on until you reach the Waiver Gatepost in Post-Eligibility
3. Select **Yes**, that Casey requires assistance in order to remain in her home and click **Next** to enable the Waiver application

Casey requires assistance to remain in home so select **Yes** on the Waiver Gatepost screen in Post-Eligibility

- Continue through Post-Eligibility until you reach the Medicaid waiver program screen. Do not click **Begin Waiver Questions**. Refer the individual to the Department of Medicaid Services (DMS) website at <http://chfs.ky.gov/dms/> if they wish to submit a Waiver Services application. You can complete any MAGI Medicaid or QHP enrollments but do not initiate a Medicaid Waiver application.

The screenshot shows the kynect website interface. At the top, there is a navigation bar with the kynect logo and links for My Account, Browse Plans, Learn More, Get Help, and FAQ. Below this is a secondary navigation bar with icons for Overview, Applications, Payments, Plans & Programs, Messages, Assisters, and Settings. The main content area displays a message about Medicaid waiver eligibility and a table with the following structure:

Household Member	Screen for Waiver
CASEY	Begin Waiver Questions

Below the table are two buttons: a grey "Back" button and a green "Next" button. Two callout boxes provide instructions: one points to the "Begin Waiver Questions" link, and the other points to the "Next" button.

Agents and kynectors who are **not** Waiver Case Managers should click **Next** to complete the application for any other members

kynectors who are also Waiver Case Managers can click **Begin Waiver Questions** if the individual wants to complete a Waiver application

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Scenario 4: Multiple Program Applicant

Amber wants to apply for both QHP and SNAP and logs in to kynect. In kynect, she will only have the option to apply for QHP. As an agent or kynector, you can help her complete her QHP application as you normally would through kynect. You can refer the individual to benefind or to DCBS to complete these applications.

1. Log in to kynect and indicate Amber wants to apply for QHP.
2. You can complete the QHP application for Amber. On her kynect Dashboard, there will be a link to apply for other programs. This link will transfer Amber to benefind. You cannot help Amber through this application so it is best to refer her to DCBS if she needs assistance.

The screenshot displays the kynect website interface. At the top, the kynect logo is on the left, and navigation links for 'My Account', 'Browse Plans', 'Learn More', 'Get Help', and 'FAQ' are in the center. On the right, there is a user greeting 'Welcome Gerald Potatoes' and links for 'Sign Out', 'About', 'Help', and 'ENGLISH'. Below the navigation bar, a secondary menu includes 'Overview', 'Applications', 'Payments', 'Plans & Programs', 'Messages', 'Assisters', and 'Settings'. The main content area shows a progress bar with three steps: '1 Enter and Confirm Application', '2 Review and Accept Eligibility', and '3 Select and Manage Plans'. The current step is '1 Enter and Confirm Application', which is further divided into sub-steps: '29% Complete', 'Start your application', 'Build Your Household' (highlighted), 'Tax status and Relationship', 'Household Details', 'Household Income', 'Health coverage details', and 'Review'. An orange callout box points to the 'Build Your Household' step with the text 'Complete Build Your Household information'. The 'Personal Information' section includes a profile picture placeholder for 'AMBER' and a form titled 'Tell us more about AMBER BLUEFIN'. The form contains several required fields: 'Is AMBER applying for health coverage?' with radio buttons for 'YES' (selected) and 'NO'; 'Social Security Number(SSN)' with a text input field and a checkbox for 'AMBER does not have a Social Security Number'; 'Confirm Social Security Number(SSN)' with another text input field; and 'Is AMBER a US citizen?' with radio buttons for 'YES' (selected) and 'NO'. At the bottom of the form are 'Save & Exit', 'Back', and 'Next' buttons. The footer contains 'Privacy Policy | Terms of Use | ©Copyright 2013', social media icons for Facebook, Twitter, YouTube, and LinkedIn, and contact information: 'Contact Us | www.healthbenefitexchange.ky.gov | 1-855-4kynect (459-6328)'.

The screenshot displays the 'kynect' website interface. At the top, there is a navigation bar with 'My Account', 'Browse Plans', 'Learn More', 'Get Help', and 'FAQ'. A user is logged in as 'Gerald Potatoes'. Below this is a secondary navigation bar with 'Overview', 'Applications', 'Payments', 'Plans & Programs', 'Messages', 'Assisters', and 'Settings'. The main content area shows a progress bar for 'Application 200041160' which is 37% complete. The current step is '1 Enter and Confirm Application', with subsequent steps being '2 Review and Accept Eligibility' and '3 Select and Manage Plans'. The 'Tax status and Relationship' section is highlighted with an orange callout box containing the text 'Complete Tax status and Relationship information'. This section includes a 'Tax Filing Self-Attestation' form with three questions: 'Did AMBER's household receive payment assistance in a prior year?', 'Did AMBER's household file a tax return for that year?', and 'Did AMBER's household reconcile payment assistance for that year?'. A 'Please attest Yes:' dropdown menu is set to '--Select--'. Below this is a profile card for 'AMBER BLUEFIN' with a question: '*How will AMBER file for her 2016 taxes?' with a dropdown menu set to 'Head of Household'. At the bottom of the form are 'Save & Exit', 'Back', and 'Next' buttons. The footer contains 'Privacy Policy | Terms of Use | ©Copyright 2013', social media icons, and contact information: 'Contact Us | www.healthbenefitexchange.ky.gov | 1-855-4kynect (459-6328)'.

The screenshot shows the 'kynect' website interface. At the top, there is a navigation bar with 'My Account', 'Browse Plans', 'Learn More', 'Get Help', and 'FAQ'. A user is logged in as 'Gerald Potatoes'. Below this is a secondary navigation bar with 'Overview', 'Applications', 'Payments', 'Plans & Programs', 'Messages', 'Assisters', and 'Settings'. The main content area is titled 'Application 200041160' and shows a progress bar with three steps: '1 Enter and Confirm Application', '2 Review and Accept Eligibility', and '3 Select and Manage Plans'. The current step is 'Enter and Confirm Application', which is further divided into sub-steps: 'Start your application', 'Build Your Household', 'Tax status and Relationship', and 'Household Details'. The 'Household Details' sub-step is currently active. The main form area is titled 'American Indian, Alaskan Native Information' and contains a question: '* Is any member of your household an American Indian or Alaskan Native?' with radio buttons for 'YES' and 'NO'. A 'Save & Exit' button is visible, along with 'Back' and 'Next' navigation buttons. A callout box with an orange border and arrow points to the 'Household Details' sub-step, containing the text 'Complete Household Details information'. The footer contains 'Privacy Policy | Terms of Use | ©Copyright 2013', social media icons, and contact information: 'Contact Us | www.healthbenefitexchange.ky.gov | 1-855-4kynect (459-6328)'.

kynect My Account Browse Plans Learn More Get Help FAQ

Welcome Gerald Potatoes | Sign Out | About | Help | ENGLISH

Overview Applications Payments Plans & Programs Messages Assistants Settings

Application 200041160

1 Enter and Confirm Application 2 Review and Accept Eligibility 3 Select and Manage Plans

71% Complete

- Start your application
- Build Your Household
- Tax status and Relationship
- Household Details
- Household Income**
- Health coverage details
- Review

Entered Total Household Income \$ 2,900.00

Household Income - Summary

Household Income Builder Progress:

Job Income Self-Employed Income Other Income Expenses

Complete Household Income information

Household Member	Reported Monthly Income	Estimated Annual Income
AMBER	\$ 241.67	\$ 2,900.00
		\$ 2,900.00

Based on what you told us, we estimated that your household would make about **\$ 2,900 for the coverage year.**

Reported MONTHLY Income:
If the Reported Monthly Income amount is correct, continue reading. If you think you may have made a mistake entering your Reported Monthly Income, please click Back and make any needed changes now.

Estimated ANNUAL Income:
The **\$2,900** Estimated Annual Income may include income you entered for a tax dependent who is not required to file taxes. [Click to learn more about income that should not be counted and about who is required to file taxes.](#)

If you have entered income for a dependent who is not required to file taxes, you should subtract that dependent's income from the Estimated Annual Income amount (it is ok to leave that amount listed under the Reported Monthly Income).

* Do you need to adjust the Estimated Annual Income amount of **\$2,900**?

Yes No

Save & Exit Back Next

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kynect Welcome Gerald Potatoes | Sign Out | About | Help | ENGLISH ▾

My Account | Browse Plans | Learn More | Get Help | FAQ

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

Application 200041160

1 Enter and Confirm Application | 2 Review and Accept Eligibility | 3 Select and Manage Plans

84% Complete

- ✓ Start your application
- ✓ Build Your Household
- ✓ Tax status and Relationship
- ✓ Household Details
- ✓ Household Income
- ▼ Health coverage details
- Review

Healthcare Coverage and Benefits Information *-=Required field

* Does anyone in your household currently have healthcare coverage, including dental coverage, that is not Medicaid or KCHIP?

YES NO

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

Complete Healthcare coverage details information

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kynect My Account Browse Plans Learn More Get Help FAQ

Welcome Gerald Potatoes | Sign Out | About | Help | ENGLISH ▼

Overview Applications Payments Plans & Programs Messages Assisters Settings

Case Number 100088104

1 Enter and Confirm Application 2 **Review and Accept Eligibility** 3 Select and Manage Plans

Enter and Confirm Application

Review and Accept Eligibility

Post-Eligibility Questions

Verification Screens

Eligibility Results

Select and Manage Plans

*=Required field

Complete Post-Eligibility Questions information

AMBER's Information

*Does AMBER have an **acquired brain injury**? YES NO

*Is AMBER dependent on a **ventilator**? YES NO

* Does AMBER require assistance in order to be able to remain in his or her home? YES NO

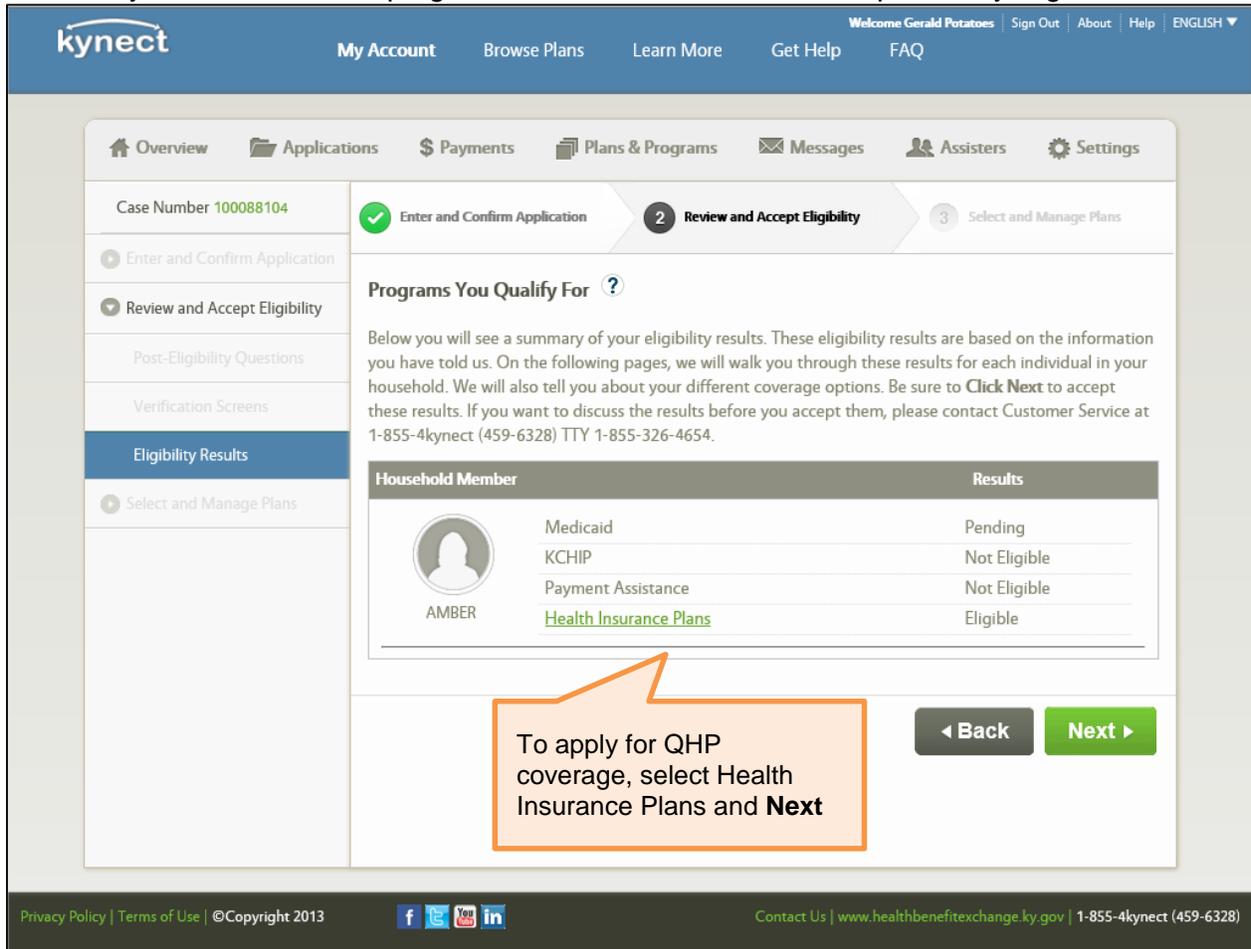
* Does AMBER have an **intellectual** or **developmental disability** disability? YES NO

* Is AMBER currently receiving services in a facility that she would like to continue receiving in the home or community? YES NO

◀ Back Next ▶

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- To apply for QHP for Amber, select **Health Insurance Plans** and click **Next**. Under Programs You Qualify For it shows what programs each household member is potentially eligible for.



Case Number 100088104

Enter and Confirm Application 2 Review and Accept Eligibility 3 Select and Manage Plans

Programs You Qualify For ?

Below you will see a summary of your eligibility results. These eligibility results are based on the information you have told us. On the following pages, we will walk you through these results for each individual in your household. We will also tell you about your different coverage options. Be sure to **Click Next** to accept these results. If you want to discuss the results before you accept them, please contact Customer Service at 1-855-4kynect (459-6328) TTY 1-855-326-4654.

Household Member	Results	
 AMBER	Medicaid	Pending
	KCHIP	Not Eligible
	Payment Assistance	Not Eligible
	Health Insurance Plans	Eligible

◀ Back Next ▶

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4. This is the final screen you are able to complete as a kynector. If the applicant needs additional assistance, refer the applicant to DCBS. Select **Yes** or **No** and click **Confirm** to confirm the applicant's decision to apply or not apply for other programs and to be directed back to the applicant's personal page.

The screenshot displays the kynect website interface. At the top, there is a navigation bar with the kynect logo, "My Account", "Browse Plans", "Learn More", "Get Help", and "FAQ". A user greeting "Welcome Gerald Potatoes" is visible along with "Sign Out", "About", "Help", and "ENGLISH" options. Below the navigation bar is a secondary menu with icons for "Overview", "Applications", "Payments", "Plans & Programs", "Messages", "Assisters", and "Settings". The main content area shows a sidebar with a "Case Number 100088104" and a list of steps: "Enter and Confirm Application", "Review and Accept Eligibility", and "Select and Manage Plans" (which is highlighted). The main panel is titled "You may be eligible for other benefits" with a red asterisk indicating a required field. The text states: "AMBER BLUEFIN, based on the information you have given us, you may be eligible for other programs to help you and your family. * If you want to apply, please click 'Yes' and then 'Confirm' to start your application. If you do not want to apply, click 'No' and then 'Confirm' to be directed to your personal page." Below this text are radio buttons for "YES" (selected) and "NO". At the bottom of the main panel are three buttons: "Save & Exit", "Back", and "Confirm". A callout box with an orange border contains the text: "This is the final page you can complete as a kynector, refer applicant to DCBS if additional assistance is required". The footer includes "Privacy Policy | Terms of Use | ©Copyright 2013", social media icons for Facebook, Twitter, YouTube, and LinkedIn, and contact information: "Contact Us | www.healthbenefitexchange.ky.gov | 1-855-4kynect (459-6328)".

Scenario 5: Updating case information when DCBS is processing a case for an individual/family receiving or recently received SNAP, KTAP, Non-MAGI Medicaid

There are two reasons why agents and kynectors will not be able to update a household's information based on individuals DCBS actively processing the case. This is caused by two reasons

1. Log in to kynect and click **overview**.
2. 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.
3. Inconsistencies between existing case data and a converted case from the legacy system (KAMES) which holds previous database information, the information is required 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.
4. You will not be able to make any updates to the case while the case is being reviewed by DCBS including changes like adding a kynector or agent to a case. DCBS is working as fast as they can to process these cases.
5. You will see the message below if this is the situation:

The screenshot shows the kynect website interface. At the top, there is a navigation bar with the kynect logo and links for My Account, Browse Plans, Learn More, Get Help, and FAQ. Below this is a secondary navigation bar with icons for Overview, Applications, Payments, Plans & Programs, Messages, Assisters, and Settings. A yellow banner at the top of the main content area reads: "At this time, you are unable to make changes since a kynect Worker is updating information for your case. Please check back later or contact Customer Service at 1-855-4kynect(459-6328)".

The main content area is divided into two columns. The left column contains a "Quick Links" section with categories: Message Center (Inbox, Tax Information, Reprint 1095A), Notifications & Alerts (Address Validation), Application (Download a new application, Application pre-screening, Start an application, Start Waiver Application), Contact Information (kynect Call Center, CHFS Programs, Consumer Assistance), and Other (Manage/Change, Appointments, Request Medicaid Card, Request a Hearing/Appeals, File a Complaint, Report Fraud, Claims Information). At the bottom of this column is an Adobe Reader download button.

The right column contains three sections: "Current Benefits" (Plans & Programs, Enrollment with Humana - CareSource), "Ongoing Applications" (No ongoing applications), and "Request For Information" (No documents pending for verification, with links for View My Documents and Upload).

Two callout boxes provide additional information. The first callout, pointing to the "Plans & Programs" section, states: "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". The second callout, pointing to the "Request For Information" section, states: "You will not be able to make any updates to the case while the case is being reviewed by DCBS including changes like adding a kynector or agent to a case. DCBS is working as fast as they can to process these cases".

At the bottom of the page, there is a footer with links for Privacy Policy, Terms of Use, and Copyright 2013, along with social media icons for Facebook, YouTube, and LinkedIn. On the right side of the footer, there is a "Contact Us" link, the website URL www.healthbenefitexchange.ky.gov, and the phone number 1-855-4kynect (459-6328).

Scenario 6: Add/update an Authorized Representative for a case that includes SNAP, KTAP or Non-MAGI Medicaid individual

Lisa wants to add/update information about an Authorized Representative for her existing case. She visits an agent or kynector for help. She is on a case that includes SNAP, KTAP or a Non-MAGI Medicaid applicant.

1. Select the **Assisters** link in kynect which is accessed from the dashboard.

The screenshot shows the kynect dashboard interface. At the top, there is a navigation bar with the kynect logo and links for My Account, Browse Plans, Learn More, Get Help, and FAQ. The user is logged in as James58 Gossling. Below the navigation bar is a secondary menu with links for Overview, Applications, Payments, Plans & Programs, Messages, Assisters, and Settings. The main content area is divided into several sections: Quick Links, Current Benefits, Ongoing Applications, and Request For Information. The Assisters link in the secondary menu is highlighted with an orange callout box containing the text: "Select the Assisters link in kynect which is accessed from the dashboard".

Quick Links

- Message Center
 - [Inbox](#)
 - [Tax Information](#)
 - [Reprint 1095A](#)
- Notifications & Alerts
 - [Address Validation](#)
- Application
 - [Download a new application](#)
 - [Application pre-screening](#)
 - [Start an application](#)
- Contact Information
 - [kynect Call Center](#)
 - [CHFS Programs](#)
 - [Consumer Assistance](#)
- Other
 - [Manage/ Change Appointments](#)
 - [Request a Hearing/Appeals](#)
 - [File a Complaint](#)
 - [Report Fraud](#)
 - [Does my Employer offer coverage on kynect?](#)

[Get ADOBE READER](#)

[View My Other Cases](#)

Current Benefits [Report Change in Circumstance or Attest to Filing Taxes](#)

No current benefits found

Ongoing Applications

Case Number: 100032224

Complete your application to enroll in coverage. You're

Application Results Find a Plan Enrollment

[Continue Application](#)

Request For Information [View My Documents](#) [Upload](#)

Below is a list of proofs that either need to be uploaded and submitted to kynect or that are still under review by a kynect worker.

Type of Proof	Name of Person	Date Needed
US Citizenship	LISA JOGGER	12/07/2015
Social Security Number	LISA JOGGER	12/07/2015

2. Since this case includes SNAP, you will be transitioned to benefind to add/update Authorized Representative.

The screenshot shows the kynect website interface. At the top, there is a blue navigation bar with the kynect logo on the left and links for My Account, Browse Plans, Learn More, Get Help, and FAQ on the right. The user is logged in as James58 Gossling. Below the navigation bar is a secondary menu with icons and labels for Overview, Applications, Payments, Plans & Programs, Messages, Assisters, and Settings. The main content area displays a message: "You need to complete your application on another website". Below this message, it states: "This means that an application has to be completed for this person(s) on another website. Please click 'Next' to proceed". At the bottom right of the message area are two buttons: a grey "Back" button and a green "Next" button. An orange callout box with a pointer to the message contains the text: "Since this case includes SNAP, you will be **transitioned to benefind** to add/update Authorized Representative".

3. Using the next 3 screens on benefind, you can add/update Authorized Representative/Agent/ Assistor information. Click **Get Help** under Find a Local Insurance Agent to add an agent. Click **Get Help** under Find a Local kynector to add a kynector. Finally, click **Add Rep** to add a new Authorized Representative.

The screenshot shows the 'Assisters' page on the benefind website. The top navigation bar includes the benefind logo, 'My Account', and 'Browse Plans'. The user is logged in as James58 Gossling. The main content area has a navigation menu with 'Overview', 'Applications', 'Payments', 'Plans & Programs', 'Messages', 'Assisters', and 'Settings'. Below the menu, there is a heading 'Assisters' and a sub-heading 'Insurance Agents'. The page is divided into three sections:

- Find a Local Insurance Agent:** This section includes a 'Get Help' button and a message: 'Currently, no Agent is associated with your account.'
- Find a Local kynector:** This section includes a 'Get Help' button and a message: 'Currently, no Assister is associated with your account.'
- Add an Authorized Representative:** This section includes an 'Add Rep' button and a message: 'Currently, no Authorized Representative is associated with your account.'

An orange callout box points to the 'Get Help' button in the 'Find a Local Insurance Agent' section, containing the following text: 'Using the next 3 screens on benefind, you can add/update Authorized Representative/Agent/ Assistor information. Click **Get Help** under Find a Local Insurance Agent to add an agent. Click **Get Help** under Find a Local kynector to add a kynector. Finally, click **Add Rep** to add a new Authorized Representative.'

4. Add or update the Authorized Representative's information including basic information (name, SSN, gender, relationship), Level of Permission, and the Authorized Representative's contact information.
5. Click **Add Representative** to add the representative, click **Next** to continue.

The screenshot shows the 'benefind' web portal interface. At the top, there's a navigation bar with 'My Account' and 'Browse Plans'. Below that, a secondary navigation bar contains icons for Overview, Applications, Payments, Plans & Programs, Messages, Assisters, and Settings. The main content area is titled 'Authorized Representative Information' and includes a progress indicator with steps: Start Application, Household Member Information, Financial Information, Additional Medical Assistance, Questions, Authorized Representative Information (current step), Review and Submit, and Post Application Submission. The form itself is divided into several sections: 1. 'Authorized Representative Information' with a definition and a list of reasons to have one (e.g., apply for benefits, receive notices). 2. 'About Your Authorized Representative' with fields for First Name (JOHN), Last Name (GOSSLING), SSN, Gender, Date of Birth, and Relationship (Legal Guardian). 3. 'Level of Permission' with a table for Program (Medicaid/KCHIP/Health in) and Level of Permission (Apply, Report Changes, Recertify). 4. 'How do we reach your Authorized Representative?' with fields for Address Line 1 (12 SMITH LANE), City (FRANKFORT), State (KENTUCKY), Zip Code (40601), and County (FRANKLIN). At the bottom, there are buttons for 'Save & Exit', 'Add Representative', 'Back', and 'Next'. An orange callout box with a white background and black border points to the 'Add Representative' button, containing the text: 'Add or update agent, kynector or authorized representative information'.

6. Electronically sign the changes to the case and mark the check box.

7. Click **Submit**. Once the changes have been completed, click **My Account** to transition back to the kynect homepage.

The screenshot shows the 'My Account' page for user James58 Gossling. The page is titled 'Finalize Your Authorized Representative Choice' and includes a progress bar with steps: 'Enter and Confirm Application', 'Review and Accept Eligibility', 'Select and Manage Plans', and 'Submit Application'. The current step is 'Enter and Confirm Application'. The form contains a signature line for 'JASON JOGGER E-Signature' and a checkbox labeled '* By checking this box and typing my name in the signature line, I agree to the terms and conditions for giving information that we will use to report changes within the required time frame and to pay back benefits I received.' Below the checkbox are input fields for 'First Name', 'M.I.', and 'Last Name'. A 'Submit' button is visible at the bottom right. Two callout boxes provide instructions: 'Electronically sign the changes and mark the Check Box' and 'Click Submit. Once the changes have been completed, click on My Account to transition back to the kynect homepage'.

Scenario 7: Updating enrollments for an individual/family who is applying or receives assistance for SNAP, KTAP or Non-MAGI Medicaid

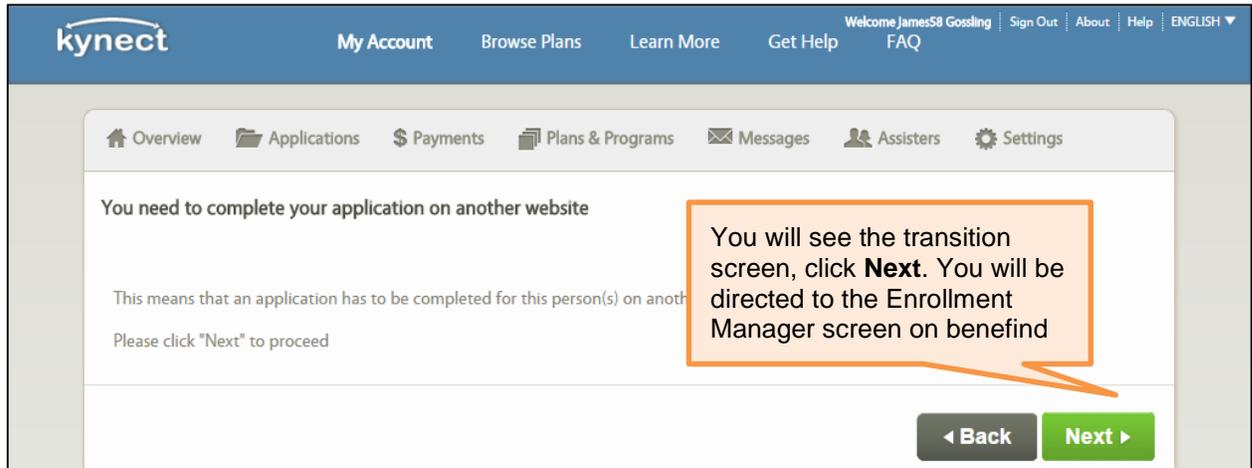
You need to add/update enrollments for Lisa who receives SNAP and Medicaid. Agents and kynectors can continue to make updates to enrollments when an individual applies for or is receiving benefits being processed by DCBS.

1. Click on **Plans & Programs** through the Dashboard. Since Lisa is on a case that includes Medicaid and SNAP, you will be transitioned to benefit to complete this enrollment process.

The screenshot shows the kynect website dashboard. The top navigation bar includes the kynect logo, 'My Account', 'Browse Plans', 'Learn More', 'Get Help', and 'FAQ'. The user is logged in as 'James58 Gossling'. The main dashboard area has a navigation menu with 'Overview', 'Applications', 'Payments', 'Plans & Programs', 'Messages', 'Assisters', and 'Settings'. The 'Plans & Programs' section is active, showing 'Current Benefits' (None found), 'Ongoing Applications' (Case Number: 1000, Date: Mar 27, 2016), and 'Request For Information'. A callout box points to the 'Plans & Programs' menu item with the text: 'Click on Plans & Programs through the Dashboard. Since Lisa is on a case that includes Medicaid and SNAP, you will be transitioned to benefit to complete this enrollment process'. The 'Request For Information' section includes a table of proofs under review.

Type of Proof	Name of Person	Date Needed
US Citizenship	JASON JOGGER	06/27/2016
US Citizenship	LISA JOGGER	06/27/2016
Social Security Number	LISA JOGGER	12/07/2015
US Citizenship	MIKE JOGGER	06/27/2016

2. You will see the transition screen, click **Next**. You will be directed to the Enrollment Manager screen on benefind.



3. You are directed to the Shopping Portal where you are able to update enrollments for the applicant. Once enrollment has been completed, navigate back to your homepage by clicking **My Account**.

benefind
Assistance & Support Programs for Medicaid

Welcome James58 Gossling | Sign Out | Help | ENGLISH

My Account | Browse Plans

Plans & Programs | Messages | Assisters | Settings

Application | Review and Accept Eligibility | Select and Manage Plans

You are able to do certain actions, such as add a new plan or edit an existing plan.

Current Eligibility

Below is the summary of your current eligibility.

Member	Current Eligibility	Enrolled
DANIEL	Medicaid : 03/01/2016 -	✓

Medicaid Plans (MCOs)

Click Request MCO Change

Enrollment ID	Member	Enrollment Dates	Request MCO Change	Terminate MCO
1000025006	DANIEL ROBINSON	03/01/2016	Request MCO Change	Terminate MCO

The total premium for this plan is \$0. Your monthly payment will be \$0.

View History | Add Plan

Health Insurance Plans (with and without payment assistance)

When can I enroll?
Open Enrollment for Health Coverage 2017 : Saturday, 15 October 2016-Wednesday, 07 December 2016
Note : if you have had a recent qualifying life event, you may be eligible for special enrollment. For most life events, you have 60 days to report the event
Alert! Individuals who are eligible for Medicaid benefits will not be allowed to enroll in Health Insurance Plans.

Coverage Year 2015:
View History

Coverage Year 2016:
Change APTC | Add Plan
Change APTC | Add Plan