

## **kynect and the FFM Transition for kynectors Webinar**

**June 28, 2016 2PM**

### **Questions and Answers**

1. Can we expect marketing materials to be published in languages other than English and Spanish?

Yes, federal marketing materials and some Kentucky marketing materials will be published and available in other languages. If there is a language needed that is not already available, a request can be made.

2. Will we enroll QHP's through Healthcare.gov and Medicaid through kynect?

QHP's and APTC for 2017 will be enrolled through healthcare.gov and Medicaid will go through benefind.ky.gov.

3. Will there be a financial assistant calculator available for the new Federal side?

Yes.

4. Does Benefind come with different eligibility guide lines?

No, it is the same state guidelines as always for Medicaid. However, there are other state-assistance programs that have a different set of eligibility rules from Medicaid.

5. Please explain the use of email and how that will work for clients that do not have email access.

Clients are able to complete an application and enrollment without an email address by calling the Federal Health Insurance Marketplace call center and applying over the phone with the federal CSR. However, they would not be able to apply online, log on to manage their own account, application, or enrollments without first creating a healthcare.gov account. In order to create a healthcare.gov account, they MUST have an email address.

They can create a free email account and access it at a public library or through the agent or kynector, if needed.

6. We also are concerned about the need for email addresses. There are still areas here that don't have internet access or for those that may have access, the price is prohibitive. What about the homeless, Recovery Centers, halfway houses, etc.

Please see response to Question 5.

7. When is the next webinar?

To be determined.

8. Will we be able to sign up people for Snap benefits after we are trained on it?

You will be able to complete the SNAP application and enter the information, but eligibility is determined by the system or the DCBS worker.

9. Can we request communications in Arabic and Somali?

We have made a note to request/confirm with the FFM if these other languages are possible.

10. Do you know yet if the income guidelines will change?

The FPL guidelines for 2016 are already set. Medicaid is already using the new amounts to determine MA eligibility for the 2016 plan year. QHP/APTC will begin using the 2016 FPL guidelines for eligibility determination for the 2017 plan year.

11. Will the kynect website automatically reroute to federal market place after March 2017?

Yes. There will be an option that will link directly to healthcare.gov.

12. Will we receive a list of KCHIP and Medicaid clients with their recertification dates?

No, not for Medicaid and KCHIP, but we will send a list of QHP clients.

13. With fall festivals approaching, and the potential to reach massive audiences, what materials, information could we provide by September 1st?

Currently, we are only using the kynector map as a hand out during the state fair in August and other events until we have new marketing materials available. We will be working with CMS to develop these new materials.

14. Will clients have to call and change their assistor like they do with their kynectors or can they bounce back and forth from assistor to assistor?

Yes, they will have to call and request the change through the federal call center.

15. Will we be able to pull reports for the people we have enrolled? Both in Healthcare.gov and Benefind.ky.gov?

You will only be able to access reports of client lists in benefind.gov.

16. Currently agencies processing applications are funded by grants, so who decides which agencies will continue to process applications, if no state or federal funding is going to be available.

If an agency is interested in any federal funding, that agency is responsible for applying for any federal funding on their own. Certified Application Counselor agencies that wish to continue to process applications that have already been approved by the KOHBIE may continue through the

federal marketplace if they choose. Kentucky will not have any state funding available for these organizations other than the already contracted agencies obtained through the RFP process.

17. Why do clients need an email? Will they have an inbox in healthcare.gov like there is in kynect?

Please see response to Question 5. Yes, they will have an inbox with their healthcare.gov account.

18. What about the income eligibility for Medicaid? Will the Medicaid expansion income still be the same or will it change?

It will be the same for this open enrollment period, but may change with the federal poverty level updates.

19. Can clients upload and access mailed documents on healthcare.gov like they can on kynect?

Yes, as long as clients have an online account with healthcare.gov, they can upload their documents if there is an additional request for information and then also go back and see those documents.

20. How is identity proofing going to work for immigrants who are newly in the country and have no credit history, haven't yet been issued a SSN or don't have any prior U.S. addresses, etc?

They will more than likely have to be manually ID proofed by mailing their documentation to the federal office in London, KY, which may take longer before they can complete their enrollment. If Medicaid, they can go to the DCBS office to be ID proofed. Or, they can also call the healthcare.gov call center and request assistance completing the application by phone.

21. After the initial transition, outreach, etc., on January 1, 2017, what do the assister roles look like for us? As we understood it our ability to assist on the QHPs would be very limited compared to kynect. Will there be a great need for assisters through the transition and then not so much after the fact?

Assisters are very necessary. The biggest difference for assisters is having the kynect dashboard vs. not having their own dashboard, and the privacy practices of the federal government. Those things are differences in how you will assist, but certainly does not limit the need for assisters.

22. Will we have new login/password information on healthcare.gov?

The client will, but assisters will not have their own dashboard on the federal marketplace like they do in kynect. We have asked for this to be considered, but have not received a response from CMS.

23. Is there a separate "hotline" for the federal exchange like kynect?

Not currently, but we have inquired and asked our federal partners to consider incorporating this feature.

24. To clarify regarding the manual ID Proofing, as in kynect, how can we scan in the RFI for clients? We cannot do that on Healthcare.gov, correct? They will have to mail their info in?

Yes, you can assist consumers with uploading documents for the client but will have to go through the client's account to do so. Mailing in is also an option, but not recommended. The steps are outlined below:

- a. Log in to your Marketplace account.
  - b. Click "My Profile" from the menu on the left.
  - c. If your identity hasn't been verified, the screen will show "Identity wasn't verified" with an option to "Verify now."
  - d. After selecting "Verify now," you'll be taken to a screen to verify your identity. Click "Get started" to begin.
  - e. You'll be asked to provide information, like your contact information, to verify your identity.
  - f. If ID proofing isn't successful after 2 tries, you'll get a reference code to use when calling Experian (1-866-578-5409), an external identity verification provider that works with the Centers for Medicare & Medicaid Services (CMS).
  - g. If your identity verification fails again, you'll be taken to a screen to upload a document. Click "Upload documents."
  - h. Identity verification usually takes 7 to 10 days. After your documents are processed, the status on your profile should change to "Identity verified."
25. kynect directs me to Benefind and I do not have a login specifically for Benefind. How will kynectors get access to Benefind once the kynect website is no longer accessible?

kynectors will log in the same way they do today to get to Benefind.

26. Are we able to assist in the scanning of RFI that can be uploaded, our impression was not?

Please see response to question 24.