

Application Assister Open Enrollment



Insight

The Insight newsletter provides useful updates and helpful tips for Application Assisters when processing Federal Marketplace and Medicaid applications.

Tip of the Week: Reassigning Cases

When an Application Assister is leaving their role, it is important for the Application Assister Administrator to reassign their cases before removing the Application Assister from Kentucky Online Gateway (KOG). Once the Application Assister is removed from KOG, any cases associated to the removed Application Assister are no longer available to assign to anyone else within the agency.

Please Note: For contracted Application Assisters, the contract specifies that Application Assisters leaving their role should be removed from KOG within three (3) days.

MCO Enrollment

Application Assisters cannot MCO shop/enroll individuals if their case is in the “Pending” status.

On the *Enrollment Manager* screen, it displays the status of the individual’s case and what RFIs are needed. It is important to understand Benefind Self-Service Portal (SSP) does not navigate to the MCO Shopping screen if the individual’s case is not approved. This is not an error! An individual cannot be enrolled with a MCO until they are approved for Medicaid. Please see the below screenshot for reference:

Member	Current Eligibility	Enrolled
JOHN	Medicaid - Kentucky HEALTH: 1/1/14 -	✓
JANE	Medicaid - Kentucky HEALTH: 1/1/14 -	✗
TIM	Medicaid - Kentucky HEALTH: 1/1/14 -	✗
ABC	Medicaid :1/1/14 -	✓

Please Note: If an Application Assister has an approved Medicaid case but is unable to select an MCO, contact the Professional Services Line (PSL) 1-855-326-4650 to place a system issue ticket and to be transferred to DCBS. Please follow-up on issues by email to the KHBE Program inbox (KHBE.Program@ky.gov).

Think Outside the Box!

As the Open Enrollment deadline is slowly approaching (December 15th), Application Assisters should try to schedule education, enrollment, and outreach events at locations not commonly visited by Application Assisters such as:

- Local Payday locations (Cash Express and Check Exchange)
- Grocery Stores (Wal-Mart, Kroger, IGA, Dollar General, etc.)

Please Note: To maximize outreach and enrollment efforts, Application Assisters should keep in mind high peak dates such as Fridays, the 1st of the month, and the 15th of the month.