

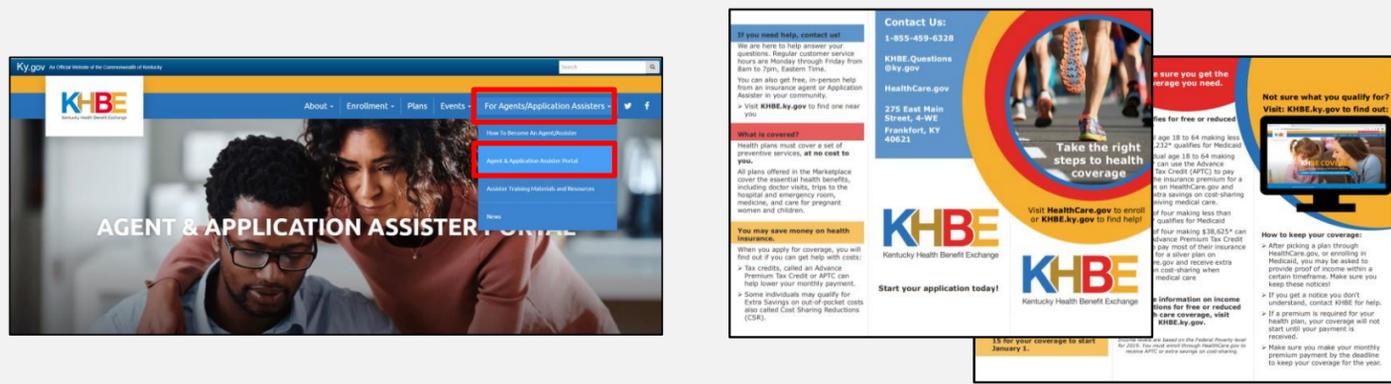
# Application Assister Open Enrollment *Insight*



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

## KHBE Trifold Brochure

The KHBE trifold brochure is now available on [KHBE.ky.gov](http://KHBE.ky.gov). Application Assisters may access the brochure through the *Agent & Application Assister Portal* under **Flyers, Brochures, and Information Sheets**. The brochure is available in both English and Spanish.



## Do you know the difference?

As Application Assisters, it may become confusing on which helpdesk to call when assistance is needed with a case. Please reference the chart below to know who to call when help is needed:

Helpdesk	Reasons to Call
<b>Professional Services Line (PSL)</b> 1-855-326-4650	<ul style="list-style-type: none"> <li>To gain access/become associated to an <u>active</u> case</li> <li>To speak to DCBS</li> <li>Errors received in Benefind Self-Service Portal (SSP)</li> </ul> <p><b>Please Note: For Application Assister use only. This number is not to be shared to the public.</b></p>
<b>Department for Medicaid Services (DMS)</b> 1-855-446-1245	<ul style="list-style-type: none"> <li>Request for MCO Plan Change</li> </ul>
<b>Benefind Helpdesk for Application Assisters</b> 1-855-459-6328	<ul style="list-style-type: none"> <li>Errors received in Benefind Self-Service Portal (SSP)</li> </ul>
<b>Benefind Call Center for the Public</b> 1-844-407-8398	<ul style="list-style-type: none"> <li>Errors received in Benefind Self-Service Portal (SSP) by individuals who are not Application Assisters</li> </ul>
<b>Federal Health Insurance Marketplace (FFM)</b> 1-800-318-2596 Please Note: Application Assisters should enter the Kentucky Passcode: 502-999-9999	<ul style="list-style-type: none"> <li>Issues with <a href="http://HealthCare.gov">HealthCare.gov</a></li> <li>Qualified Health Plan (QHP) Questions</li> <li>Advanced Premium Tax Credit (APTC) Issues or Questions</li> </ul>
<b>Kentucky Health Benefit Exchange (KHBE)</b> 1-855-459-6328 <a href="mailto:KHBE.Program@ky.gov">KHBE.Program@ky.gov</a>	<ul style="list-style-type: none"> <li>Cancellation/Approval of events</li> <li>Issues with Kentucky Online Gateway (KOG) profile</li> <li>Issues that have not been addressed by PSL or DCBS</li> <li>Report issues or complaints that arise with the PSL</li> </ul>

## DCBS and Case Processing

Moving forward it is important for Application Assisters to understand DCBS will **no longer** process Medicaid cases over the phone. It is necessary to notify DCBS if:

- ✓ Following up on a Request for Information (RFI)
- ✓ Eligibility related questions
- ✓ Following up on an Appendix B Consent Form
- ✓ A case is Dire Need (more information on Dire Need is forthcoming)