Agent/Assister Job Aid – Searching for an Agent/Assister

In this job aid, please find steps to use the Agent and Assister search tool. There are two options for accessing the tool.

1. An individual can begin the application process and proceed until they reach the screen asking whether they would like to be assigned an Agent or Assister. The steps for completing the application to this point and a description of the search tool are provided.
2. The other option is using the Get Help In-Person buttons at kynect.ky.gov. Either link for Assistors or Insurance agents will navigate to the search tool.

Processes covered in this job aid are:

- Navigating the search tool
- Searching for an Agent or Assister during an individual application

Navigating the Search Tool

Individuals may launch the search tool from kynect.ky.gov. In the Get Help In-Person section, an individual may click on Assistors or Insurance Agents. Clicking either option will navigate the user to the search screen.
Clicking either **Assisters** or **Insurance Agents** option will navigate the user to the search screen shown [here](#).

To search for Insurance Agents, use the top portion of the search tool for Insurance Agents.

To find an Assister, use the bottom portion of the screen for Assisters.
Insurance Agent Search Criteria

You can search for an Agent using the following criteria:

**First Name and/or Last name**

Please note that if you use only a first name you may end up with several pages of results. As an example, if you search for Insurance Agent First Name John, you will have six pages of results. If you use both first and last name, you will typically narrow the search to one specific person.
Agency:

In this field, you can search for Insurance Agents that work for a specific company, organization, or agency.

Insurance Companies:

When you choose to search by Insurance Companies, there is a drop down box that allows you to choose the specific Insurance Company. Please note that names of companies that participate in the Marketplace may change and are not necessarily those listed in the example below.
County:
Other

Includes:

Language preference
Method of contact
Availability
Assisters Search Criteria

<table>
<thead>
<tr>
<th>Assister First Name</th>
<th>Assister Last Name</th>
<th>Assister Organization</th>
<th>County</th>
<th>Zip Code</th>
<th>Preferred Language</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Select</td>
<td></td>
<td>Select</td>
</tr>
</tbody>
</table>

You can search for an Assister using the following criteria:

**First Name and/or Last name**

Please note that if you use only a first name you may end up with several pages of results. As an example, if you search for an Assister with the First Name John, you will have a longer list of results. If you use both first and last name, you will typically narrow the search to one specific person.

**Assister Organization**

Users can enter an organization name or even a partial name to get results.

**County**
Zip code

A Zip Code search may still return many results depending on location. Some zip codes have several organizations and locations to select from.

Preferred Language

This search function will display results based on the capability of Assisters to help in the language selected. Please note that the Assister may use the Language Line to assist with these appointments or calls.

The search results screen provides a list of Agents or Assisters based on the information entered. The individual should select their desired Agent or Assister, then click the Add button. If an applicant is making the selection during the application process they will proceed to the application.

Choose an Agent or Assister by checking the radio button next to their name.

Click Add, then click Next

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Add or Remove an Agent or Assister

To add an Agent or Assister to an existing application, an applicant can click the Assisters tab at the top of their dashboard, then choose, Get Help. This will allow for the same search we previously reviewed.

After an individual has assigned an Agent or Assister to their account, they will be able to view contact information for this Agent or Assister in their Assisters page. This information includes:

- Agency or organization information
- Mailing address for agency or organization
- Agent/Assister name
- Agent/Assister phone and email

To change or remove Agents or Assisters from an account. Click the Remove button.