



Application Assister Welcome Letter Plan Year 2019

Getting Started with the Kentucky Health Benefit Exchange

As an Assister, you will work with clients to complete applications and facilitate their enrollment in health insurance coverage. You will assist them with the appropriate health insurance coverages based on their situation, by either purchasing health insurance through the Federally Facilitated Marketplace (FFM) using www.HealthCare.gov, or qualifying for Medicaid or the Kentucky Children's Health Insurance Program (KCHIP) using www.benefind.ky.gov.

There are 7 required steps you must complete to participate in the Kentucky Health Benefit Exchange (KHBE) Assister Program. These requirements will prepare you for working within the computer programs used to facilitate applications, enrollments and case management, as well as provide information and resources on health coverage options.

The KHBE oversees the Assister Program for the State Based Marketplace on the Federal Platform (SBM-FP). KHBE has oversight and management of the Assister Program, education and outreach, and Exchange Program information.

Due to recent reorganization of our agency, KHBE is now part of the Office of Health Data and Analytics, which is in turn, part of the Cabinet for Health and Family Services (CHFS). There were no changes made to our processes or our operations. KHBE is still obligated under federal requirements to confirm and record completion of all requisites for Application Assistants.

KHBE tracks both federal and state training completions for all Assistants in the Commonwealth of Kentucky. The office coordinates, monitors, and oversees Kentucky's Assister Program, and works with these organizations to provide in-person assistance to individuals in each county in the state.

Requirements are detailed here to assist you in understanding each step you must complete, where to access the materials, and how to acknowledge your completion of the required trainings. If you need any assistance or have any questions in fulfilling these requirements, your manager has a guide for each step. You may also contact us at KHBE.Program@ky.gov.



Completion Requirements

There are 7 required steps to complete for Assisters entering the system to become a State Certified Application Assister. These items should be completed in the EXACT order below:

1. Read Application Assister Welcome Letter
2. [Complete FFM Training](#) and submit Certificate of Completion to KHBE.Program@ky.gov
3. Create a [Kentucky Online Gateway \(KOG\)](#) account
 - i. Read KOG Dashboard Guide
4. [Access KHBE SharePoint site](#)
5. Complete KHBE Medicaid Training
 - i. Introduction and Overview Module
 - ii. Prescreening and Basic Application Module
 - iii. Complex Scenarios
 - iv. Exam
6. Request Certificate of Completion from KHBE.Program@ky.gov
7. Complete [Kentucky HEALTH](#) training, available on our [webpage](#).
8. (Recommended Step): Read all Job Aids, Quick Reference Guides and General Resources and view [webinars](#) on the [KHBE webpage](#).

Assister Welcome Letter

This letter is the starting point to help explain the steps necessary for certification by KHBE to assist consumers with application, enrollment, and case management. Assisters can use this as a checklist and reference for completing all steps required by KHBE.



FFM (Federally Facilitated Marketplace) Training

Assisters are to complete the FFM training for their role as their FIRST training. You *must* complete this step first. The FFM training can be found at <https://marketplace.cms.gov/technical-assistance-resources/training-materials/training.html>. FFM training covers marketplace function and procedures and lays the foundation for understanding the terminology and eligibility of the Affordable Care Act (ACA). FFM modules teach Assister role responsibilities; health insurance marketplace and ACA basics; eligibility; affordability programs; appeals and exemptions; SHOP; working with special populations; community outreach and customer service; privacy and fraud; and advanced marketplace issues.

The FFM training concludes with an exam that must be passed with a score of 80% or higher. Trainees receive a Certificate of Completion from the FFM. You will send your Certificate of Completion to KHBE at KHBE.Program@ky.gov for record keeping. Please send the appropriate certificate that reads “Certified Application Counselor Curriculum (CAC)” if you are fulfilling CAC certification requirements. The “In-Person Assister” nor the “Registration Confirmation” certificates are the certification verification for which KHBE is asking. Sometimes this creates confusion, so please pay close attention to which certificate you are submitting. Passing the test and submitting your completion certificate are conditions of participation as Application Assisters in the Commonwealth of Kentucky. KHBE will conduct periodic audits and those whom are not in compliance, will suspended from the Program. You will receive an email notice of non-compliance and will be locked out of your KOG account until you fulfill the requirements.

Kentucky Online Gateway (KOG) account

Once KHBE has received confirmation that all training has been successfully completed with a passing score, you will receive an invitation from your organization administrator to create your KOG account to access the Assister Dashboard. The KOG account allows users to log into the local portals and the Medicaid application in benefind.

[The Kentucky Online Gateway Account Creation Guide](#) will provide the steps to create a KOG account. CHFS uses KOG to approve and verify accounts for business partners.

It is extremely important that users do NOT create more than one KOG account. If you need assistance with your login credentials, you may contact the KOG Help Desk at KOGhelpdesk@ky.gov or by calling 502-564-0104 ext. 2.



KHBE SharePoint Site

The KHBE SharePoint site is a portal where Assisters can access any state required training and newly released, revised, or updated training.

The steps to access the SharePoint site are found in the [SharePoint Resource Guide](#). It is very important to follow each step exactly as it is outlined in the guide.

SharePoint, cont.

Through this process, you will request access to the site. After you make this request, you will receive an email that confirms your request has been approved. It will **ONLY** be approved if you have submitted your FFM completion certificate to KHBE. Once you receive this confirmation, you will be able to log into the account and will find a link to the CHFS Public SharePoint sites. This is where you will begin the required training modules.

KHBE Assister Training

There are three modules included in the KHBE Application Assister Training found on the SharePoint site. The KHBE Assister Training consists of information to facilitate understanding of the application, enrollment, and case management functions in the benefit system. The three modules are:

- KHBE Introduction and Overview Module
- Prescreening and Basic Application
- Complex Scenarios

There is an exam at the end of the Medicaid training modules. As with the FFM, it must be passed with a score of 80% or more.

***Our system does NOT automatically generate a Medicaid Training Completion Certificate.** Once you have completed the required modules and passed the exam, you may request a copy of your certificate as directed in the next section.



FFM and KHBE Certificates of Completion

KHBE manages the Assister Program by maintaining Certificates of Completion for all Assisters working with clients in the Commonwealth. Upon completion of the FFM training, the Assister must submit their certificate to KHBE. FFM certificates should be sent by email in PDF format, or my mail to the respective location listed below:

Email: KHBE.Program@ky.gov

Address: KHBE
Attn: Tera Cobb
275 E. Main Street, 4W-E
Frankfort, KY 40621

A KHBE certificate of completion is generated by the Health Benefit Exchange office. A copy of the Kentucky Medicaid Training Certificate of Completion can be provided to you upon request. Requests may be sent via email to KHBE.Progam@ky.gov.

Kentucky HEALTH training

Although not yet implemented, we want our Assisters to be best prepared when [Kentucky HEALTH](#) goes live. This is a new addition to our training requirements and may be found on our [webpage](#). Click the Agents/Assisters tab, then choose the Agent and Assister Webinar option. As with the FFM training, you must complete the assessment with a score of 80% or higher to pass. You will only have three attempt to pass. If you take all three assessments and still do not pass, please contact KHBE.Program@ky.gov for further instruction.

Once you have completed the three trainings, you will then be ready to begin facilitating the enrollment process for your clients!

Thank you for taking on the role of an Application Assister. It is through the dedicated efforts of individuals like you that Kentucky lowers its uninsured rate and that all Kentuckians have access to health care.

KHBE Team



KENTUCKY HEALTH BENEFIT EXCHANGE
HEALTH INSURANCE
IS FOR EVERYONE. GET YOURS.