

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 Assisters 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 Assisters or Insurance Agents. Clicking either option will navigate the user to the search screen.

The screenshot displays the Kentucky Health Benefit Exchange website. At the top, there is a navigation bar with 'Welcome Guest', 'Log In', 'About', 'Help', and 'ENGLISH'. Below this is a yellow banner with a message about open enrollment for 2017 health insurance ending on January 31st. A menu bar contains 'Welcome', 'Individuals & Families', 'Small Business', 'Insurance Agents', 'Assisters', and 'Tax Information'. The main content area features a blue box with the text 'Welcome to the Kentucky Health Benefit Exchange' and 'Get Help In-Person. Click Below to get help from people in Kentucky trained to help you enroll in health insurance plans, Medicaid and KCHIP.' Below this are two green buttons: 'Assisters' and 'Insurance Agents'. Two large red arrows point to these buttons from the left and right respectively. Below the buttons are two circular icons: 'benefind' and 'HealthCare.gov'. The 'benefind' icon is associated with a box that says 'Click here for Medicaid and KCHIP. Enroll in Medicaid KCHIP SNAP, KTAP and other programs'. The 'HealthCare.gov' icon is associated with a box that says 'Click here for 2017 Health Coverage. Find out which coverage you may qualify for including Health Insurance Plans and Tax Credits'. At the bottom of the main content area is a green button that says 'Are you a Small Business Employer or Employee? Click here to get the information about your coverage.' The footer contains 'Privacy Policy | Terms of Use | ©Copyright 2013', social media icons for Facebook, Twitter, YouTube, and LinkedIn, and 'Contact Us | www.healthbenefitexchange.ky.gov | 1-855-459-6328'.

Clicking either **Assisters** OR **Insurance Agents** option will navigate the user to the search screen shown [here](#).

The screenshot shows the search interface for the Kentucky Health Benefit Exchange. At the top, there is a navigation bar with the site name and links for 'Getting Started', 'Browse Plans', and 'FAQ'. Below this is a header section titled 'Insurance Agent or Assister Help is Free' with a note that asterisks indicate required fields. A paragraph explains that users can fill in any box to search, and more information leads to better results. The main content area is divided into two sections: 'Insurance Agents' and 'Assisters'. The 'Insurance Agents' section is highlighted with a blue box and contains fields for Agency Information (First Name, Last Name, Agency, Insurance Companies, Marketplace), Location (County, Near public transportation), and Other (Preferred Language, Method of Contact, Availability). The 'Assisters' section is highlighted with a red box and contains fields for Assister First Name, Assister Last Name, Assister Organization, County, Zip Code, and Preferred Language. Both sections have a green 'Search' button. A blue callout box points to the top portion of the 'Insurance Agents' section, and a red callout box points to the bottom portion of the 'Assisters' section. The footer contains links for Privacy Policy, Terms of Use, Copyright 2013, social media icons, Contact Us, the website URL, and a phone number.

To search for Insurance Agents, use 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

The screenshot shows the 'Insurance Agent or Assister Help is Free' search page. A red box highlights the instruction: 'Only one box needs to be filled in to do a search'. The form is divided into several sections:

- Agency Information:** Includes 'Insurance Agent First Name' (labeled 'Search by Name'), 'Insurance Agent Last Name', 'Agency:' (labeled 'By Agency'), and 'Insurance Companies' (labeled 'By Company').
- Location:** Includes 'County' (labeled 'By Location') and a checkbox for 'Near public transportation'.
- Other:** Includes 'Preferred Language', 'Method of Contact', and 'Availability' (all labeled 'By Other'), and a checkbox for 'ASL, TTY or Kentucky Relay Capable'.

A green 'Search' button is labeled 'Click Search'. A large blue callout box on the right states: 'You may enter as little as one box of information. The more information you enter, the more specific your results.'

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.

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.

Insurance Companies

- Select-
- Humana Health Plan, Inc.
- Baptist Health Plan, Inc.
- Dentegra Insurance Company
- Anthem Health Plans of Kentucky, Inc.
- Delta Dental of Kentucky, Inc.
- Best Life and Health Insurance Company
- Guardian Life Insurance Company of America
- UnitedHealthcare of Kentucky, Ltd.
- Dental Concern Inc. (The)
- Aetna Health Inc. (PA)
- CareSource Kentucky Co.
- WellCare Health Plans of Kentucky, Inc.

County:

Location

County

Other

Name

John II

John II

Assiste

Assist

County

--Select--

Capable

-3322

-3322

1

2

Other

Includes:

Language preference

Method of contact

Availability

Preferred Language

- Select--
- English
- Vietnamese
- French
- Spanish
- Iranian
- Russian
- Sign Language
- Bosnian
- Chinese Mandarin
- Chinese Cantonese
- Arabic
- Korean
- Hindi
- Farsi
- Urdu
- Albanian
- German
- Czech
- Amharic
- Armenian
- Bengali
- Croatian
- Haitian Creole
- Hebrew
- Hungarian
- Indonesian
- Japanese
- Kurdish
- Laotian

Method of Contact

- Select--
- Phone
- Home Visit
- Office Visit

Availability

- Select--
- Mornings
- Daytime
- Evening
- Weekends

Search

Assisters Search Criteria

Assisters

Assister First Name

Assister Last Name

Assister Organization

County

Zip Code

Preferred Language

Search

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

Assisters

Assister First Name

Assister Last Name

Assister Organization

County

Zip

OLDHAM
 OWEN
 OWLSLEY
 FENDLETON
 PERRY
 PIKE
 POWELL
 PULASKI
 ROBERTSON
 ROCKCASTLE
 ROWAN
 RUSSELL
 SCOTT
 SHELBY
 SIMPSON
 SPENCER
 TAYLOR
 TODD
 TRIGG
 TRIMBLE
 UNION
 WARREN
 WASHINGTON
 WAYNE
 WEBSTER
 WHITLEY
 WOLFE
 WOODFORD
 CO
 OUT OF STATE

Jeanne Ferneau
 Greenview Medic

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.

<input type="radio"/>	Zjbw AbMgvj	NA	(206) 931-9675	email14695@yahoo.com
<input type="radio"/>	Sjynxz Hbckjzvm	NA	(890) 193-4101	email7916@sbcglobal.net
<input type="radio"/>	Avquudn Trsulzje	NA	(108) 684-4801	email12704@sbcglobal.net
<input type="radio"/>	Wvqr Etwnluhlb	NA	(961) 656-2855	email1558@comcast.net

1 2 3 4 5 6 7 8 9 10

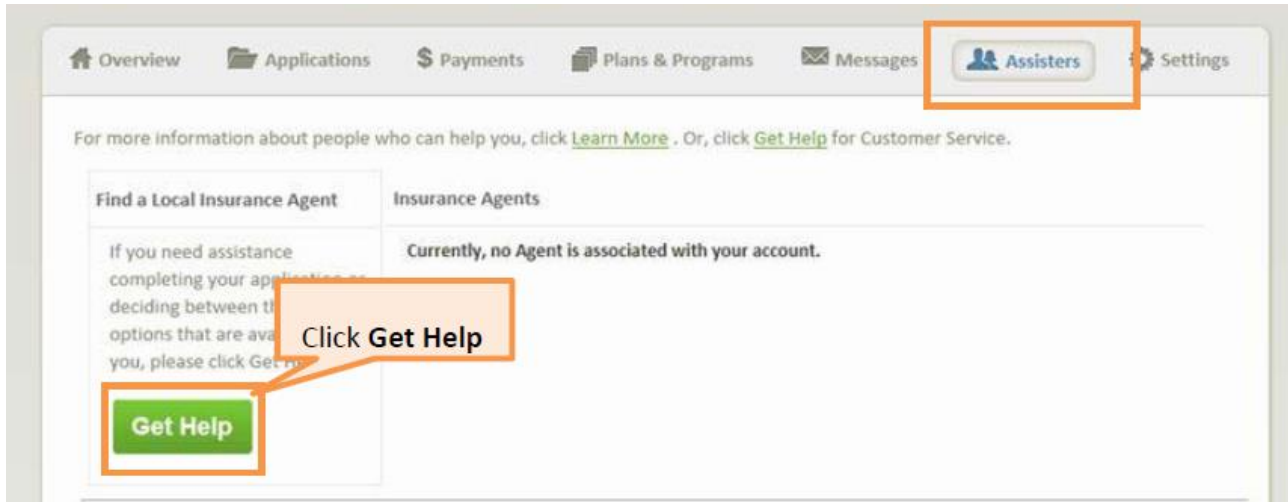
Your search returned too many results to display. Please enter additional search criteria to limit the number of results returned.

Save & Exit Add Back Next

Click Add, then click Next

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.

