



Welcome to kynect.
A healthier, happier
Kentucky starts here.




Whatever your situation or need, there's a way to kynect.

We've been working hard to bring more valuable benefits and resources to more families across the Commonwealth. Today's kynect is designed to be your one-stop shop for the programs and assistance you need no matter who you are, or where you are in life. Because we could all use a little help now and then.

Find out all that kynect can help you do by answering a few quick questions. As always, kynect is a program of the Kentucky Cabinet for Health and Family Services.


kynect.ky.gov



Health Coverage

Programs covering Qualified Health Plans (QHP) and Advance Premium Tax Credit (APTC) also known as Payment Assistance and Cost-Sharing Reductions to help your family get Health Coverage.


[Apply for Health Coverage —>](#)



Benefits

Programs covering food assistance (SNAP), Medicaid, child care assistance, financial aid for children and caregivers (KTAP) and many more state assistance programs.

[Apply for all programs —>](#)



Resources

Local help with food, transportation, housing, employment, finances, physical and mental health are closer than you think.

[Get Help —>](#)



Who Can Help

kynect Contact
Center
855-4kynect
[855-459-6328](tel:855-459-6328)

[kynectors](#)

[Insurance Agents](#)

DCBS Caseworkers
[855-306-8959](tel:855-306-8959)

[Local DCBS Office](#)

A Qualified Health Plan (QHP) is a health insurance plan that

- Provides essential health benefits including “minimum essential coverage”
- Follows established limits on cost-sharing (like deductibles, copayments, and out-of-pocket maximum amounts)
- Meets requirements under the Affordable Care Act

When applying for a Qualified Health Plan, users may qualify for an Advance Premium Tax Credit (APTC) or Cost Sharing Reduction. These help lower the cost of premiums and out of pocket costs.



- Qualified Health Plans are certified for the state-based marketplace by the Kentucky Health Benefit Exchange.
- Individuals and families enroll in QHP during Open Enrollment period or with a qualifying event.
- Open Enrollment is a period of time each year when an individual can enroll in health coverage on the State Based
- Those with a qualifying event have a 60-day Special Enrollment Period to enroll in medical and dental plans.
Examples of qualifying events include loss of coverage due to: job loss, out of state move, divorce, or marriage.

The following requirements must be met to enroll in a QHP:

- Resident of Kentucky or intends to reside in KY
- Citizen or national of the US, or individual is lawfully present in the US
- Not incarcerated

kynect Prescreening Tool



Individuals and families may qualify for a premium tax credit that lowers the monthly premium.

The amount of the premium tax credit depends on the estimated household income.

Medicaid is a state and federal program.

It is authorized by Title XIX of the Social Security Act.

Kentucky Medicaid/KCHIP provides health coverage for eligible low-income residents.

Eligibility includes:

- children
- low income adults
- parent and caretaker relatives
- pregnant women
- the elderly (age 65 or above)
- people with disabilities

Medicaid

Completely free

Can sign up whenever you qualify

Fairly large service areas



Medicaid Income Limits

- Pregnant women with countable income up to 200% of the FPL
- Adults between the ages of 19-64 with countable income up to 138% of the FPL

The Kentucky Children's Health Insurance Program (KCHIP) is free health insurance for children younger than 19 without health insurance.

Children in families with incomes less than 213 percent of the federal poverty level are eligible.

A family is considered a child or children and the natural, adoptive or step-parents residing in a household.

KCHIP eligibility is determined using the Modified Adjusted Gross Income and family size.



It is easy to apply for KCHIP through kynect. Individuals and families may fill out one application and kynect will determine eligibility for Medicaid, KCHIP or other health coverage



KCHIP Income Limits

Number of Family Members (include parents and children)	Total Monthly Family Income (before taxes)	Total Annual Family Income (before taxes)
1	\$2,588	\$31,056
2	\$3,500	\$42,000
3	\$4,413	\$52,956
4	\$5,325	\$63,900
5	\$6,237	\$74,844
6	\$7,150	\$85,800
7	\$8,062	\$96,744
8	\$8,974	\$107,688

Note: Income limits change annually based on the publication of the federal poverty levels (FPL). This table shows the 213 percent FPL guidelines.

For family units of more than eight members, add \$825 per month for each additional member.

A family is defined as a child or children and the natural or adoptive parents residing together in a household.

[kynect Prescreening Tool](#)

[KCHIP Fact Sheets and Resources](#)

KCHIP Income Limits

- Children up to age 1 with countable income up to 200% of the Federal Poverty Level (FPL)
- Children ages 1 to 18 with countable income up to 147% of FPL
- KCHIP is available to uninsured children with countable income up to 218% of the FPL

Eligibility Charts

Fact Sheets and Materials

2022-2023 Medicaid Table										
Household Size	2022 Baseline FPL		Eligible for MAGI Medicaid		Children (18 and Under) Eligible for Medicaid					
	100%		138%*		147%*		200%*		218%*	
	Monthly	Yearly	Monthly	Yearly	Monthly	147%	Monthly	200%	Monthly	218%
1	1,133	13,596	1,563	18,756	1,665	19,980	2,265	27,180	2,469	29,628
2	1,526	18,312	2,106	25,272	2,243	26,916	3,052	36,624	3,326	39,912
3	1,919	23,028	2,648	31,776	2,821	33,852	3,838	46,056	4,184	50,208
4	2,313	27,756	3,191	38,292	3,399	40,788	4,625	55,500	5,041	60,492
5	2,706	32,472	3,734	44,808	3,978	47,736	5,412	64,944	5,899	70,788
6	3,099	37,188	4,277	51,324	4,556	54,672	6,198	74,376	6,756	81,072
7	3,493	41,916	4,820	57,840	5,134	61,608	6,985	83,820	7,614	91,368
8	3,886	46,632	5,362	64,344	5,712	68,544	7,772	93,264	8,471	101,652
Each Additional Add	393	4,716	543	6,516	578	6,936	787	9,444	858	10,296

There may be other factors to consider for eligibility.

Use the [kynect Prescreening Tool](#) or contact a kynect professional for more information

QHP/APTC Table Plan Year 2023												
Household Size	2022 Baseline FPL		Eligible for QHP with APTC and Cost Sharing Level "94" > 138% - 150%		Eligible for QHP with APTC and Cost Sharing Level "87" > 150% - 200%		Eligible for QHP with APTC and Cost Sharing Level "73" > 200% - 250%		Eligible for QHP with APTC No Cost Sharing > 250% - 400%			
	100%		150%*		200%*		250%*		300%*		400%*	
	Monthly	Yearly	Monthly	Yearly	Monthly	Yearly	Monthly	Yearly	Monthly	Yearly	Monthly	Yearly
1	1,133	13,596	1,699	20,388	2,265	27,180	2,831	33,972	3,398	40,776	4,530	54,360
2	1,526	18,312	2,289	27,468	3,052	36,624	3,815	45,780	4,578	54,936	6,103	73,236
3	1,919	23,028	2,879	34,548	3,838	46,056	4,798	57,576	5,758	69,096	7,677	92,124
4	2,313	27,756	3,469	41,628	4,625	55,500	5,781	69,372	6,938	83,256	9,250	111,000
5	2,706	32,472	4,059	48,708	5,412	64,944	6,765	81,180	8,118	97,416	10,823	129,876
6	3,099	37,188	4,649	55,788	6,198	74,376	7,748	92,976	9,298	111,576	12,397	148,764
7	3,493	41,916	5,239	62,868	6,985	83,820	8,731	104,772	10,478	125,736	13,970	167,640
8	3,886	46,632	5,829	69,948	7,772	93,264	9,715	116,580	11,658	139,896	15,543	186,516
9	4,279	51,348	6,419	77,028	8,558	102,696	10,698	128,376	12,838	154,056	17,117	205,404
10	4,673	56,076	7,009	84,108	9,345	112,140	11,681	140,172	14,018	168,216	18,690	224,280

Higher than 400% Eligible for QHP with APTC >400%

Expected premium contribution not to exceed 8.5% of household income

Who Can Help

kynect Contact Center
855-4kynect
[855-459-6328](tel:855-459-6328)

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MEDICAID PUBLIC HEALTH EMERGENCY UNWINDING AND RENEWALS

Public Health Emergency (PHE)

The Secretary for the Department of Health and Human Services declared a PHE on January 31, 2020, due to COVID-19



The PHE allowed states several flexibilities by:

- Triggering a variety of federal emergency powers
- Temporarily waiving certain Medicaid and Children's Health Insurance Program (CHIP) requirements
- Permitting continuous coverage with 6.2% enhanced Federal Medical Assistance Percentage (FMAP)



PHE flexibilities remain in effect for 90 days

- The PHE has been extended numerous times
 - Most recent extension is to **April 11, 2023**
 - White House announced end on **May 11, 2023**



The Consolidated Appropriations Act 2023 separates continuous coverage from the PHE effective **March 31, 2023** and phases out the enhanced FMAP through December 31, 2023



Upon PHE expiration

- ✓ Unwind PHE flexibilities
- ✓ Resume temporarily waived requirements and conditions
- ✓ Identify flexibilities to permanently integrate into state plan or waivers

The Public Health Emergency allowed all Medicaid Enrollees to remain continuous enrolled in Medicaid until the emergency was lifted.

States were allowed additional flexibilities within the Medicaid program.

Unwinding means this population will need to renew their Medicaid eligibility or enroll in other health coverage such as a QHP.

MEDICAID PUBLIC HEALTH EMERGENCY UNWINDING AND RENEWALS

KY Medicaid Renewals: Overall **SNAPSHOT**

Medicaid current population: 1,719,927



Estimated total who may lose eligibility: 236,246

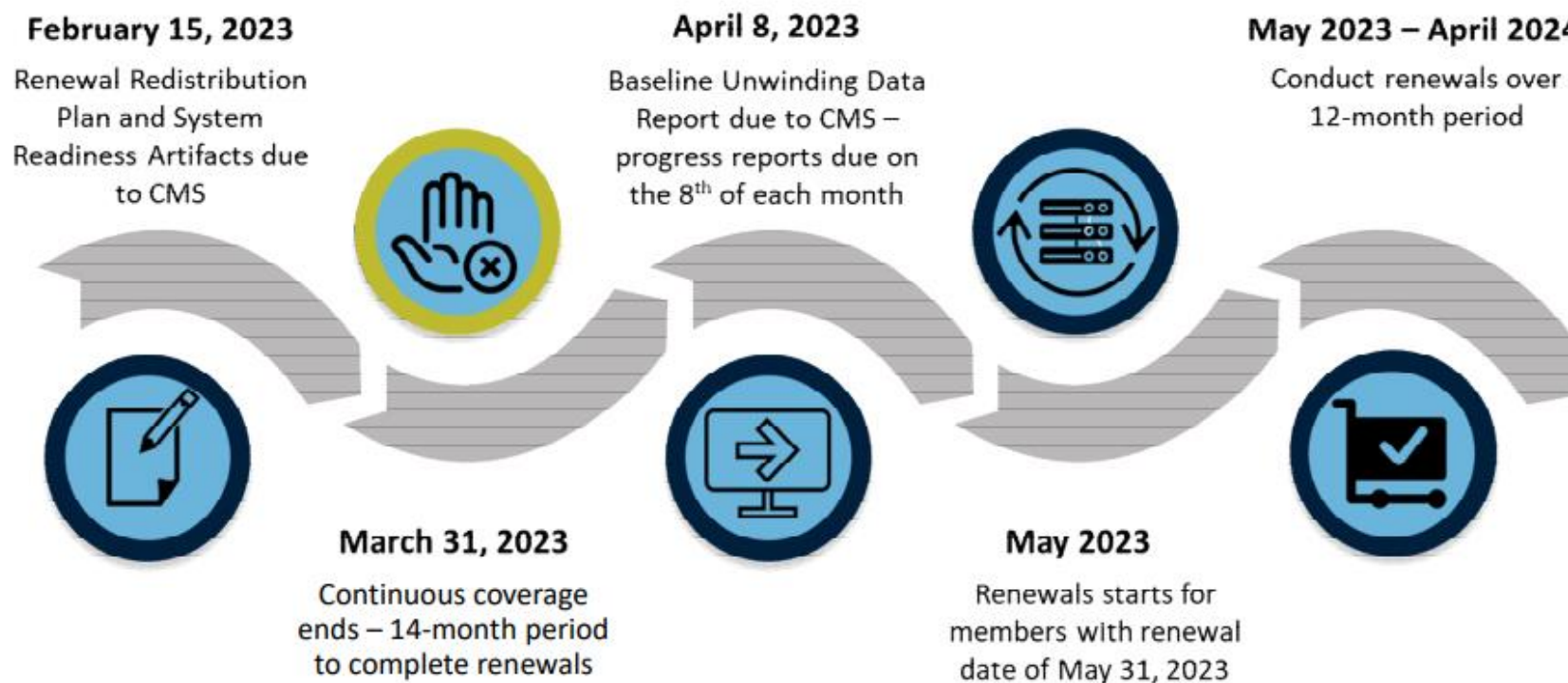
Of those, **74,764** are over 138% FPL and may qualify for other coverage such as a Qualified Health Plan (QHP) with Advance Premium Tax Credit (APTC)

IMPORTANT: Member may provide information or circumstances may change prior to redetermination

Age	Member Count	%
18 or younger	59755	25%
19 to 64	158505	67%
65 or older	17986	8%
Grand Total	236,246	

MEDICAID PUBLIC HEALTH EMERGENCY UNWINDING AND RENEWALS

High Level Timeline for Renewals



What to expect and what you can do!



Members should keep their contact information updated so Kentucky Medicaid is able to reach them when it is their time to renew!

Update your information as soon as possible!

Visit kynect.ky.gov or call kynect at **855-4kynect (855-459-6328)** with questions and to update your mailing address, phone number, and email!



Be on the look out for any mail or outreach from Kentucky Medicaid and be sure to respond!

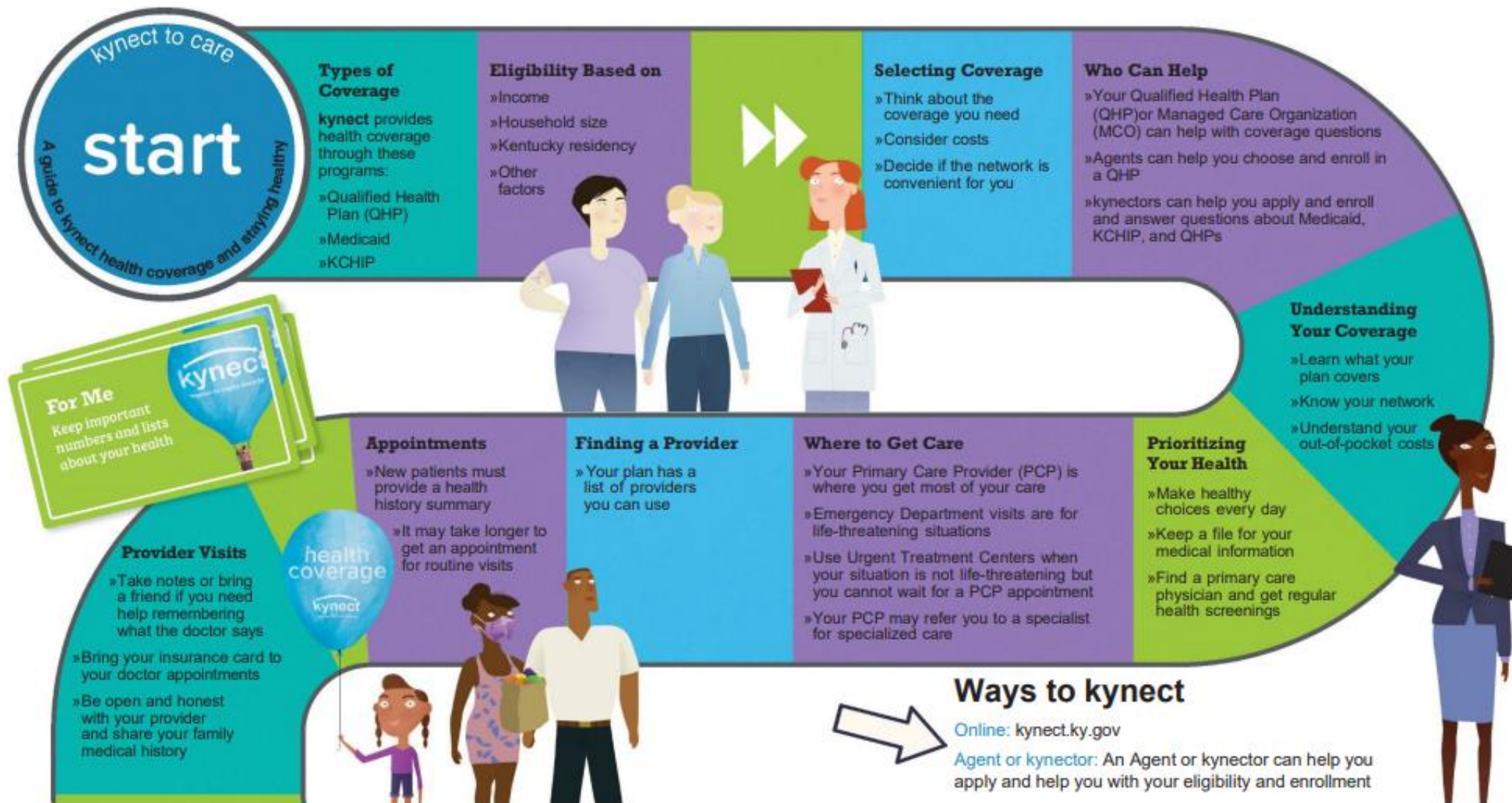
Medicare Help

Kentucky also has knowledgeable insurance counselors that can help you understand Medicare and how to sign up.

Please call the Kentucky State Health Insurance Program (SHIP) Hotline at **1-877-293-7447** (option #2) or call The Department for Aging and Independent Living at **(502) 564-6930** and ask for a SHIP counselor.

Click here for
Medicaid Unwinding and Renewal
Page

kynect to Care



48 page booklet that covers every step of health coverage, from enrolling in coverage to using coverage to healthy habits.

Who Can Help

DCBS Caseworkers

[855-306-8959](tel:855-306-8959)

[Local DCBS Office](#)

kynect Contact
Center

855-4kynect
[855-459-6328](tel:855-459-6328)

[kynectors](#)



Welcome to
kynect benefits.

Supplemental Nutrition Assistance Program (SNAP)



Supplemental Nutrition Assistance Program (SNAP)

SNAP helps families buy food needed for good health.

What is the Supplemental Nutrition Assistance Program (SNAP)?

The Supplemental Nutrition Assistance Program (SNAP), formerly known as food stamps, helps low-income individuals buy food for healthy meals at participating stores. Families can use their SNAP benefits to purchase almost any food item, or purchase seeds and plants to grow fruits and vegetables.

Find more information on the [CHFS SNAP page](#)

Any household who meets basic income and other requirements may be eligible to receive SNAP benefits. Requirements include United States citizenship (or being a qualified immigrant), Kentucky residency, work registration, and financial resource limits. A household is any person, family, or group of people who buy and eat food together. Spouses, parents living with their natural or adopted children who are age 21 or younger, and children under age 18 are considered to be one household.



Basic Eligibility Requirements

Citizenship	Only United States citizens and some qualified immigrants may receive food benefits
Work Registration	Anyone in a household who is 16 to 59 years old and able to work must agree to register for work in order to receive benefits. There are some exceptions to this requirement.
Financial Resources	Household resources (i.e. cash and bank accounts) are used to determine eligibility. Money from wages or other payments to any household income is counted as income.

SNAP Eligibility Table

Household Size	Maximum Gross Monthly Income			Maximum Net Monthly Income	Thrifty Food Plan	Standard Deduction
	130%	165%	200%			
1	\$1,383	\$1,755	\$2,128	\$1,064	\$204	\$167
2	\$1,868	\$2,371	\$2,874	\$1,437	\$374	\$167
3	\$2,353	\$2,987	\$3,620	\$1,810	\$535	\$167
4	\$2,839	\$3,603	\$4,368	\$2,184	\$680	\$181
5	\$3,324	\$4,219	\$5,114	\$2,557	\$807	\$212
6	\$3,809	\$4,835	\$5,860	\$2,930	\$969	\$243
7	\$4,295	\$5,451	\$6,608	\$3,304	\$1,071	\$243
8	\$4,780	\$6,067	\$7,354	\$3,677	\$1,224	\$243
Additional Member	\$486	\$616	\$748	\$374	\$153	\$243
Minimum SNAP Allotment		\$16		Telephone Standard		\$45
Basic Utility Allowance		\$281		Resource Limit Elderly/Disabled		\$3,500
Standard Utility Allowance		\$329		Resource Limit Other		\$2,250
Homeless Shelter Allowance		\$157		Maximum Shelter Deduction		\$586
Allowance Minimum Benefit		\$10				

Kentucky Transitional Assistance Program (KTAP)



Kentucky Transitional Assistance Program (KTAP)

KTAP helps families in need care for their children


What is the Kentucky Transitional Assistance Program (KTAP)?

The Kentucky Transitional Assistance Program (KTAP), also known as Temporary Assistance for Needy Families (TANF), provides short-term cash benefits to low-income children and their parents or caregivers. These benefits help pay for basic needs such as rent, utilities, and other household expenses. KTAP also helps these low-income families find and keep a job.

KTAP payments are based on family size and income. A family may receive KTAP cash benefits for up to five years (60 months) in a lifetime. Each month a family receives KTAP benefits counts towards the lifetime limit. KTAP benefits are counted cumulatively, meaning benefits may be received in smaller segments of time, rather than five consecutive years.

Who is Eligible for KTAP benefits?

To qualify for KTAP, an applicant must have low or very low income, be a Kentucky resident, United States citizen or qualified immigrant, unemployed or underemployed, and be a parent or relative caregiver responsible for children up to age 18 who live in the home.



Did You Know?

KTAP recipients may qualify for additional services such as childcare and transportation assistance through the Kentucky Works Program. Relocation assistance, educational bonuses, and work incentive bonuses are also available to qualified KTAP recipients.

Basic Eligibility Requirements

Residency	Only Kentucky Residents who are United States citizens (or qualified immigrants) may receive benefits
Income	An applicant must have low or very low income.
Employment	Applicants from two-parent households must be unemployed or underemployed (working for very low wages)
Parental Status	Applicants must be a parent or relative caregiver for children up to the age of 18 (or 19 if school attendance requirements are met)

More Information

[Fact Sheet](#)

[CHFS KTAP Page](#)

[Prescreening Tool](#)

KTAP Eligibility Table			
Household Size	Gross Monthly Income Scale	Maximum KTAP Monthly Payment	Net Income Limit
1	\$742	\$186	\$401
2	\$851	\$225	\$460
3	\$974	\$262	\$526
4	\$1,096	\$328	\$592
5	\$1,218	\$383	\$658
6	\$1,340	\$432	\$724
7+	\$1,462	\$482	\$790
Resources			
Family Limit			\$2,000



Kentucky's Child Care Assistance Program (CCAP) helps families in finding and paying for child care:

CCAP will help pay the cost of child care at approved child care providers state wide. Families must meet certain income requirements and may be responsible for copays based on their income and family size.

To be eligible for CCAP, Kentuckians must meet the following requirements:

- Resident of Kentucky;
- Child is a U.S. Citizen or qualified legal immigrant
- Child is under thirteen (13) years of age*

**children thirteen (13) to nineteen (19) years of age qualify if the child has a special need or court order.*

More Information

[CHFS CCAP Page](#)

[Prescreening Tool](#)

To be eligible for CCAP, Kentuckians must also have a need for child care so that they can:

- Maintain employment
- Maintain full-time education/training
- Support child protective/preventative services
- Participate in SNAP E&T or Kentucky Works activities (KTAP)
- Attend high school as a teen parent
- Participate in a job search

When they first apply, families not meeting the work or school requirements may have up to three (3) months of eligibility to search for a job or enroll in qualified education or training.



kynect resources Overview



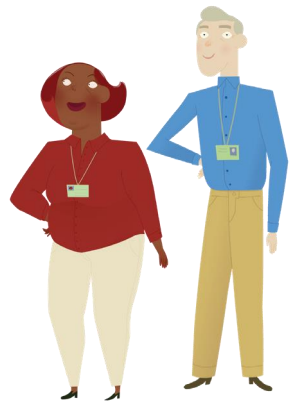
kynect resources is a place to find local programs and services. Through a partnership with United Way of Kentucky, kynect resources provide a mobile-friendly, managed directory to connect Kentuckians to the help they need.

Residents can find programs to help with needs such as food insecurity, housing and employment supports, support groups, health programs and family-centered help. Categories of help include:

- Housing
- Food
- Employment
- Transportation
- Health
- Finances
- Education
- Mental health and addiction
- Legal

Community partners, state agencies and others use **kynect resources** to connect residents to community programs and services.

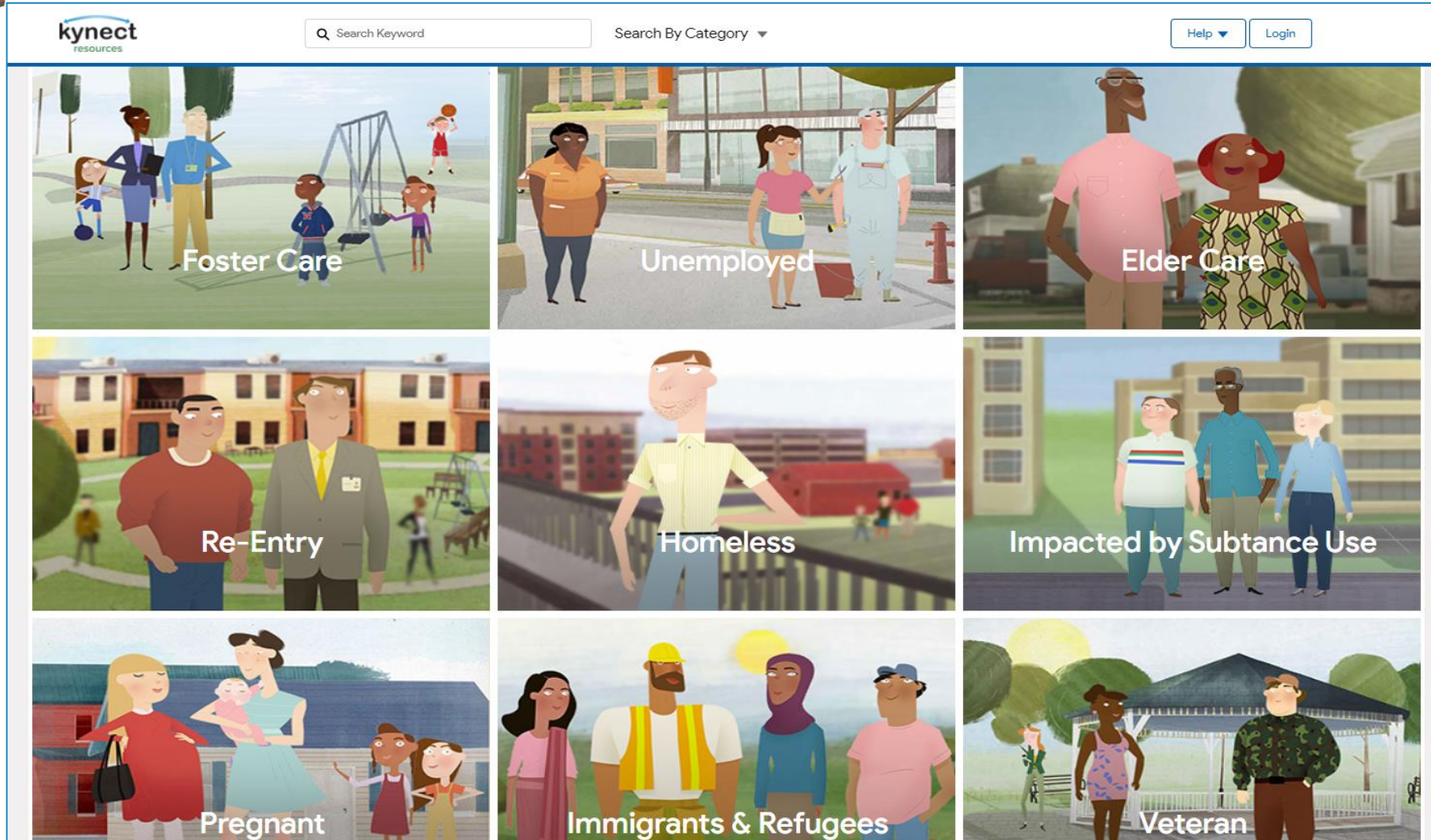
kynect resources provide management tools to facilitate collaboration and coordination across organizations.





Connecting Kentuckians to Help

kynect.ky.gov/resources



Residents browse programs or services in the community by situation, keyword, or category

Community Partners can manage referral activity and work together with residents and other organizations to address needs



Mission and Benefits

Mission

- **kynect resources** was developed with the primary mission of bringing together Community Partners and Commonwealth agencies into a comprehensive, **single platform** that **connects Kentuckians to services**.
- **Key benefits** include:
 - ✓ Reduced barriers to finding help
 - ✓ Faster connections to available resources
 - ✓ One-stop-shop with a wide variety of Community Partners and Commonwealth agencies to help address needs

Benefits of Use

- **Closed loop** referral process to guide **improved outcomes**, strengthen partnerships, promote wrap around services to residents.
- Collect **insights** and **key metrics** concerning **SDoH** to help inform policy, processes, practices and identify potential gaps in services





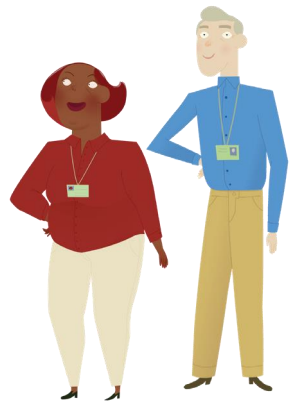
Social Determinants of Health

● Stable	● Vulnerable	● In-Crisis	● N/A
Risk Factors			
● Adult Education			
● Community Involvement			
● Food			
● Housing			
● Life Skills			
● Mental Health			
● Mobility			
● Disabilities			
● Employment			
● Health Care Coverage			
● Income			
● Legal			
● Childcare			
● Children's Education			
● Parenting Skills			
● Safety			
● Substance Abuse			
● Family/Social Relations			

Social Determinants of Health (SDOH) are life factors that may **influence overall health**. These may include where people live and work, age, access to transportation and other considerations and systems that determine their condition of daily life.

kynect resources **collects and shares** SDOH information to provide a holistic view of resident needs to Community Partners who support those needs.

This helps to prioritize action, and identify resident needs across the Commonwealth.





System Interfaces

United Way 211

- Sends data about the organization (contact information, location details, resources offered, etc.) from UW 211 to **kynect resources**
- Over 12,000 resources available from 211 data**
- Referral Specialist Outreach**

IEES

Integrated Eligibility and Enrollment System

- Sends **eligibility information** of all active and approved cases in IEES for the member identified from IEES to **kynect resources**
- Sends demographic information of all **household members** present in active and approved IEES cases

KHIE

Kentucky Health Information Exchange

- Sends Social Determinant of Health information captured by a patient's provider to **kynect resources** so Community Providers can better understand resident needs
- kynect resources** link within the ePartnerViewer for provider offices.

kynect resources

- Receives organization data and resource data about the Community Partner from UW 211
- Receives case details, eligibility information, and household information from SSP
- Receives provider SDOH information from KHIE



United Way

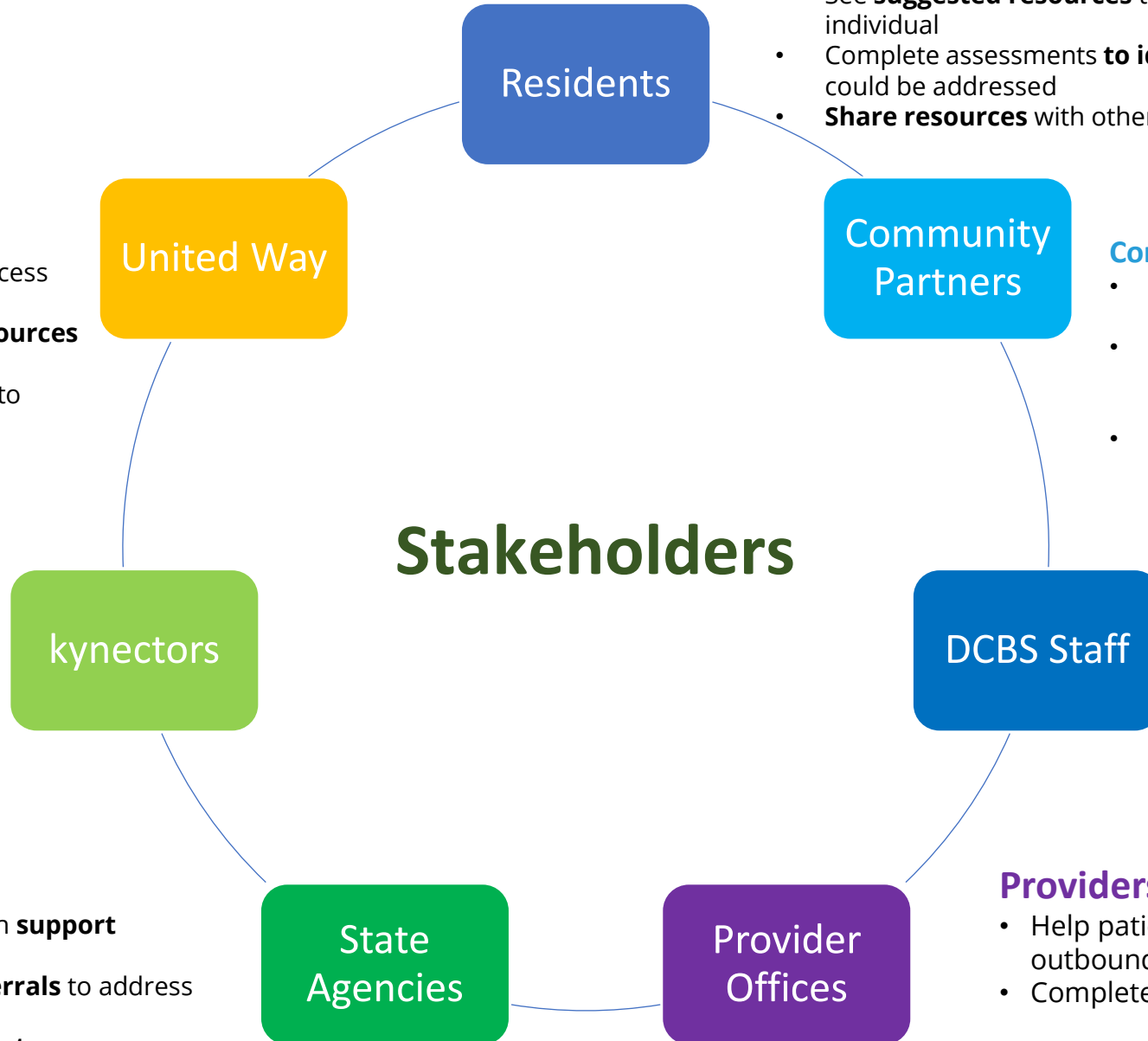
- Helps Community Partners access **kynect resources**
- Provides the **database of resources** that Kentuckians connect with
- Provides **2-1-1 Phone Access** to Resources
- **Referral Support Specialists**

kynectors

- Help Kentuckians **find health coverage and create referrals** for resources
- Help residents **address any needs and complete Assessments**

State Agencies

- Help Kentuckians with **support programs**
- **Find and create referrals** to address those in need
- **Complete Assessments**



Residents

Residents

- **Browse resources** available in the area and connect with them by creating a referral
- See **suggested resources** that could be helpful to the individual
- Complete assessments **to identify areas of need** that could be addressed
- **Share resources** with other Kentuckians

Community Partners

Community Partners

- Support residents by **managing referral activity** in a timely manner
- **Track metrics** related to how your organization is utilizing kynect resources
- Help Kentuckians by **creating referrals** to organizations

DCBS Staff

DCBS Staff

- Help Kentuckians by **creating referrals** to organizations that could help them
- Help resident **complete assessments**

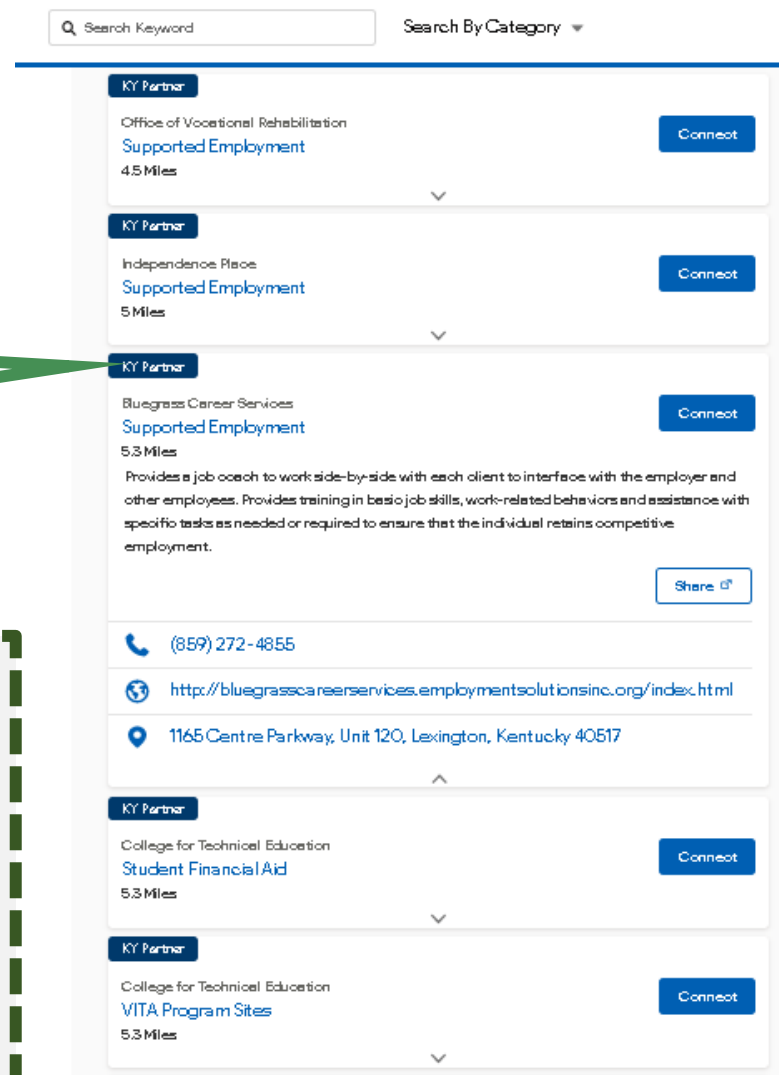
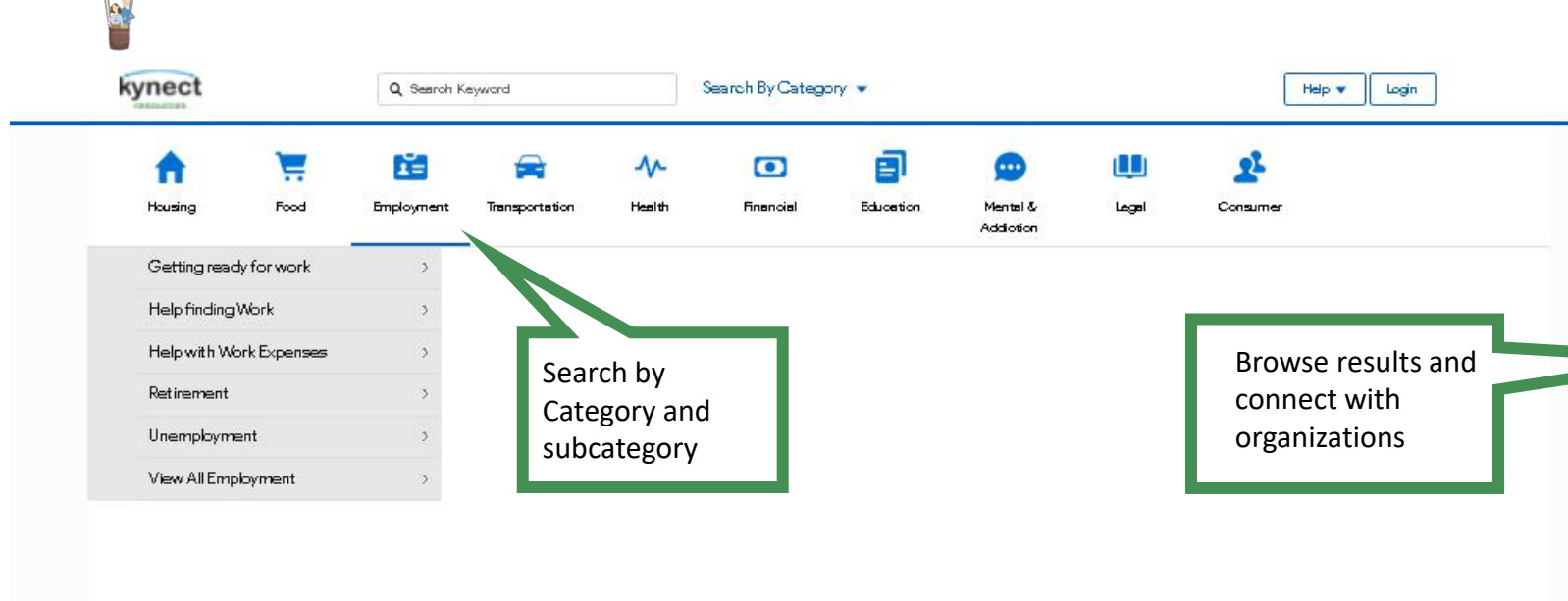
Provider Offices

Providers

- Help patients connect to organizations via outbound referrals
- Complete SDOH Assessments



Connecting Kentuckians to Help



Search by Category aligns with SDoH categories and offer Subcategory options or a View All option.

Search Results return based on proximity to location.

KY Partner designation indicates the organization is an onboarded kynect resources user.

Users can connect to organization, see details of program or service, and share the resources information from the results list.

In partnership with:





Connecting Kentuckians to Help

In its simplest form, kynect resources is an easy to access, easy to navigate directory.

To access additional information and management tools offered in kynect resources, an **Onboarding process** is required to be assigned the accurate role in the kynect resources system.





Community Partner Workspace



My Workspace

Referral Inbox

Referral Outbox

Referral Dashboard

Reports

Client Search

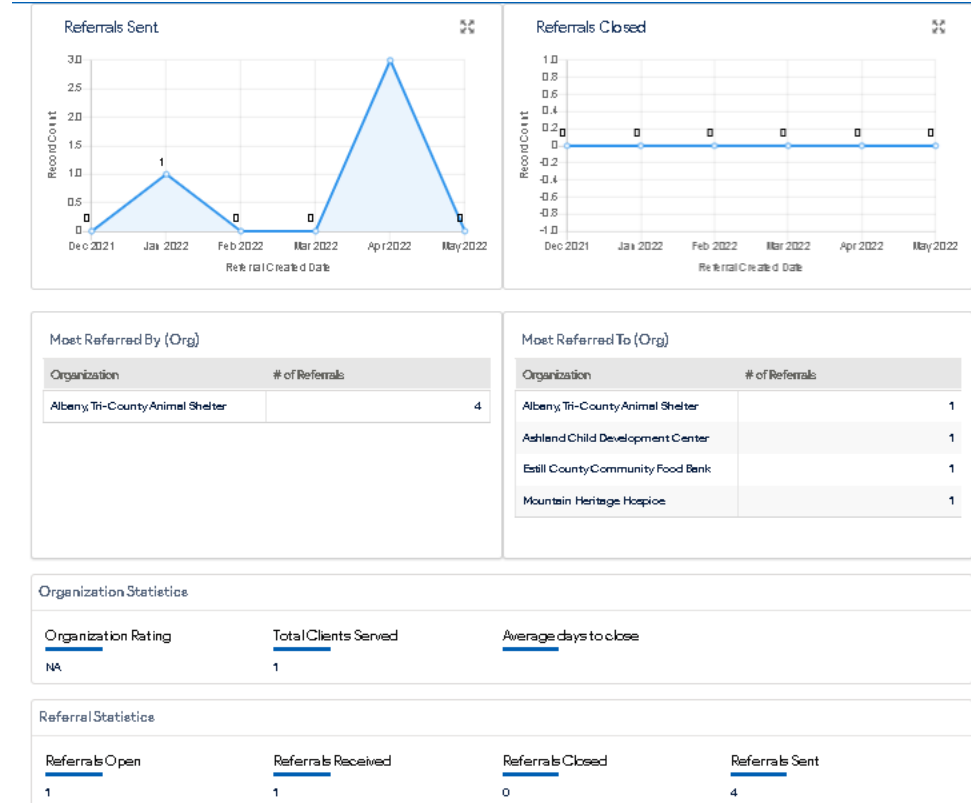
My Favorites

Organization

Resources

Staff

- View and respond to referrals received
- Send referrals
- View Dashboard with key metrics specific to the organization
- Search for Clients or view existing clients
- Create a Favorites list for quicker referral generation
- Add and Edit Staff





Community Partner Inbox

The Community Partner Inbox displays all referrals made to an organization. Each referral may be opened to access additional information.



Search By Category ▼

Referral Inbox



My Workspace

Referral Inbox

Referral Outbox

Referral Dashboard

Reports

Client Search

My Favorites

Organization

Resources

Staff

Referral Inbox

Client



Location

1 items selected ▼

Resource

0 items selected ▼

Status

3 items selected ▼

Created



Days Open

None ▼

Search

Reset

ID	First Name	Last Name	Referral Date	Created	Resource R...	Location	Status	Edit
REF-2462	Amy	Brand	6/2/2022	0 days ago	Animal Shelters	Albany, Tri-Coun...	New	▼
REF-2461	Amy	Brand	6/2/2022	0 days ago	Animal Adoption	Albany, Tri-Coun...	New	▼
REF-2460	Amy	Brand	6/2/2022	0 days ago	Diabetes Educat...	Albany, Tri-Coun...	New	▼
REF-2434	Alexis	Dale	5/20/2022	13 days ago	Animal Shelters	Albany, Tri-Coun...	In Progress	▼





Community Partner Inbox

The Referral Details screen allows for outreach to the resident and the referral Status may be changed to In Progress or Closed. Referrals may also be assigned to specific staff members. Click the Resident name to open the Resident Information Screen.

Click Name

[← Back to Referral Inbox](#)

Referral Details: REF-2462 Save

Referral Source Information

Resident
Amy Brand

Phone Number
(707) 244-9958

Email Address
amy.brand@mailinator.com

Referral Date
6/2/22 0 days ago

Referral Source
Albany, Tri-County Animal Shelter

Referral Made By
Julie Macaron

Referral Information

Resource Name
Animal Shelters

Status
New

Assigned to
Unassigned

Notes Add Note

Subject ↑	Description	Created By	Created Date	Modified Date
Referral Created		Julie Macaron	6/2/2022	6/2/2022

in partnership with:





Resident Consent: Residents control access to their information in **kynect resources**. Referrals may be made on behalf of a resident without full access to their information. Consent to view their full record may be provided via email, text or verbal acknowledgement.

Click the **Request Consent** action button.

[← Back to Clients](#)

Request Consent

Create Referral

Client Information

Contact

Client ID

Gender

DOB

Email Address

Contact Preference

Mobile Phone

Needs – SDOH



When **Send Email** or **Send Text** is selected, the **kynect resources** system will generate a **Consent** request to that resident.

Once the resident responds to kynect via email or text, Consent is granted to view their information.

Consent only needs to be obtained one time.

First Name	Last Name	DOB	Email Address	Phone	View
Amy	Brand	01/01/1990	amy.brand@mailinator.com	(707) 244-9958	▼

Consent is
NOT required to
create a referral

Request Access

You do not have permission to view Amy Brand's full information. Please request consent via one of the options below.

Cancel Send Email Send Text Verbal Consent



When meeting with a resident in person or via phone, the resident may provide **Verbal Consent**. Read the resident each statement and check the box to acknowledge agreement. When completed, click **Submit**.

Request Access

You do not have permission to view Amy Brand's full information. Please request consent via one of the options below.

Cancel

Send Email

Send Text

Verbal Consent

Referral Outbox

Referral Dashboard

Reports

Client Search

My Favorites

Organization

Resources

Staff

Search Keyword

Search By Category

Referral Inbox

Back to Clients

Verbal Consent

Cancel

Submit

By agreeing to share additional data you understand that Julie Macaron will be able to view:

☐

Your name, address, date of birth, household composition, and contact information

☐

Your consent can be revoked - and it requires about one day to process the cancellation

☐

Your program enrollment information from programs such as Medicaid, SNAP, TANF, and other state programs

☐

Your referrals to other resources

☐

Your needs assessments and survey information

☐

Your BackYard referrals (past and present), showing the number of referrals that are new, in progress, and closed

☐

The information may be shared outside of Resource Engine to monitor quality or to provide better services

☐

You may be asked to fill out a survey about your experiences

☐

Your information without your name could be used to support state reporting on needs and resources in the community

☐

You can cancel at any time

Additionally, you understand that

☐

Your information, without your name, can be shared outside of this site to monitor quality or to provide better service

☐

Service providers can contact you regarding referrals to provide services

☐

You can remove any partner's access to your data, at any time, within the application

☐

You will not hold the site responsible in the event you do not receive the resources requested

☐

If you choose not to share your information with this community partner it will not affect your ability to use this site.



Resident Information Screen

Quick
Action
Buttons

Integrated
IEES Data
Sources

Assessments inform
SDOH data. This tab
indicates the date of last
assessment and from where it
came.

Coordination
across partners

[← Back to Clients](#)

Amy Brand

[Send Email](#)[Add Note](#)[Create Referral](#)[Start Assessment](#)

Client Information

Client ID

901007575

Gender

Female

Contact

Email Address

estill@gmail.com

Preferred Contact Method

Email

DOB

12/01/1985

Mobile Phone

(303) 241-2679

Address

123 MAIN STREET NEW LANE
FRANKFORT, KY 40601-

Household

[View All](#)

Client	Age	Relationship
CLARK MERCER	19	Son
HAPPY BROTHER	35	Brother/ Half-Br...
(Child)	9	Son
RICHARDO POW...	59	Husband

Enrolled Programs

[View All](#)

Program	Start	Renewal
KTAP	6/1/2015	4/1/2016
Medicaid	6/1/2015	4/1/2016
Qualified Health ...	6/1/2015	4/1/2016

Assessments

[View All](#)

Date	Name	Taken By
1/21/2020	CMS Self-Su...	Catherine Eliza

Notes

[View All](#)

Subject	Created Date	Created By
Estill is expect...	1/21/2020	Catherine Eliza

Referrals

[View My Plan](#)

New

In Progress

Closed

2

0

0

Risk Factors

[View All](#)

● Stable

● Vulnerable

● In-Crisis

● N/A

● Childcare

● Education

● Food

● Housing

● Access to Services

● Career Resiliency/Training

● Clothing

● Employment Stability

● English Language Skills

● Transportation

Referral
Activity

Social
Determinants
of Health

Top 5 Critical Needs:
1. Housing
2. Employment
3. Financial
4. Food
5. Health



kynect resources Needs Assessment

The Social Determinant of Health (SDOH) Assessment captures information on risk levels of SDOH categories. These indicators help prioritize referrals and provides a quick understanding of a resident's immediate needs.

Prior **Assessments** are displayed in the Assessment section, indicating Assessment date and details.

My Workspace

- Referral Inbox
- Referral Outbox
- Referral Dashboard
- Reports
- Client Search**
- My Favorites
- Organization
- Resources
- Staff

Search Keyword **Search By Category** **Referral Inbox**

Alexis Dale

[Back to Clients](#)

[Send Email](#) [Add Note](#) [Create Referral](#) [Assessments](#) [+ Add to My Clients](#)

Client Information

Client ID Gender
Female

DOB
01/01/1990

Household

Client	Age	Relationship
--------	-----	--------------

Contact

Email Address Contact Preference
alexisdale@dispostable.com Email

Mobile Phone Address
(707) 244-9958

Enrolled Programs

Program	Start	Renewal
---------	-------	---------

There are no records to display

Assessments [View All](#)

Date	Name	Taken By	View
4/20/2022	Needs Asses...	Julie Maceron	▼
8/19/2020	Needs Asses...	Partner Admin	▼

Notes [View All](#)

Subject	Created Date	Creates...	View
note title	8/19/2020	Partner Admin	▼

Referrals [View My Plan](#)

New In Progress Closed
1 2 5

Needs - SDOH [View All](#)

- Employment
- Housing
- Income
- Legal
- Community Involvement
- Food
- Life Skills
- Mobility
- Adult Education
- Childcare



Closing Referrals and Tracking Outcomes

Referrals are closed by the receiving organization.

United Way Referral Specialist also conduct outreach for referrals made to organizations who have not yet onboarded.

Tell us about your experience

* How was your experience with the resident?

* Was the resource provided?

None ▼

None

Yes

No

Cancel

Submit

Tell us about your experience

* How was your experience with the resident?

* Was the resource provided?

No ▼

* Reason it was not provided

None ▼

None

Cancelled by Client

Didn't meet eligibility criteria

Client didn't come to appointment

Client refused plan

Funding not available

Unable to reach client

Services available didn't fit the client's need

Other

Expired

In partnership with:



kynect resources Metrics

Referrals Created

92,609 referrals created

Last 30 Days 10,281



Referrals Closed

81,845 Referrals closed

Last 90 Days 3,876



Community Partners Onboarded

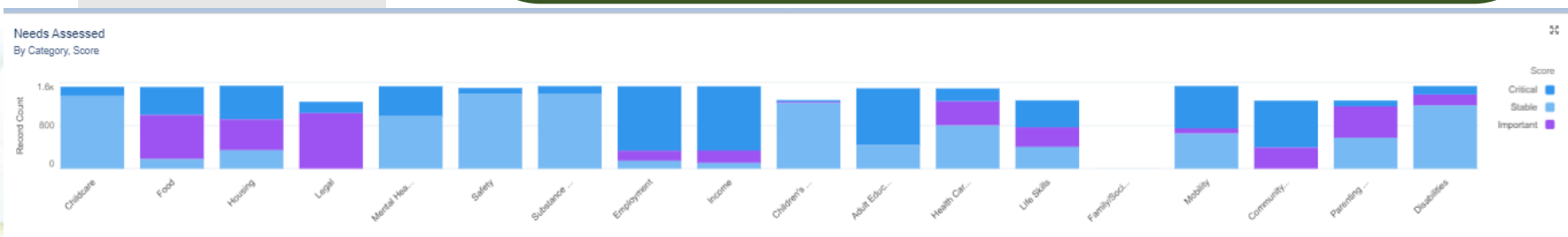
421

SDOH Assessments

235



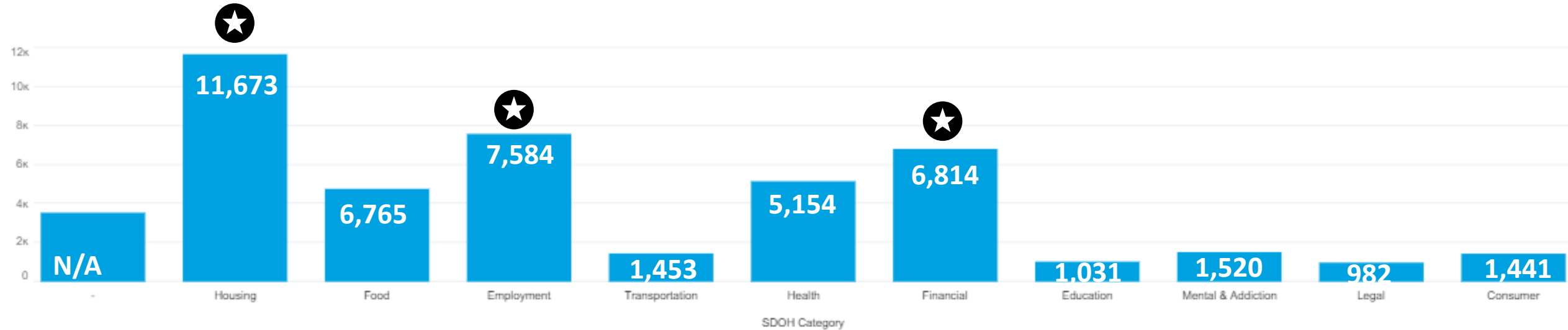
Metrics as of 4/06/2023



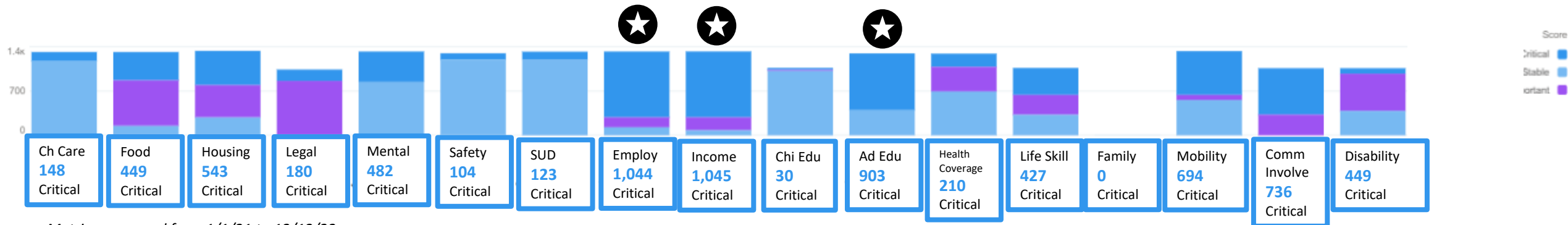


kynect resources Metrics

2022 Referrals Made by SDOH Category



2022 Assessment Results by SDOH Category



Metrics measured from 1/1/21 to 12/12/22

Community Partner Onboarding

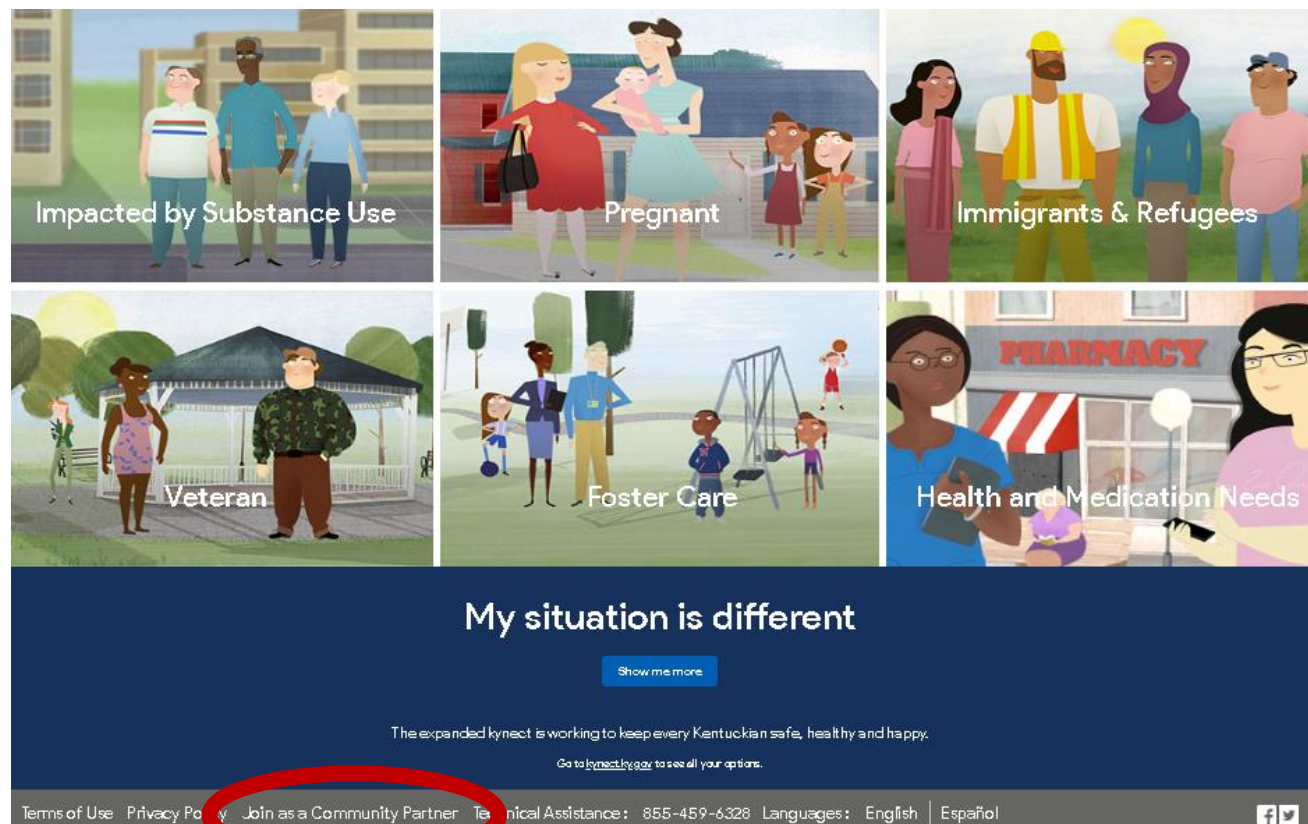


In partnership with:





Join As A Community Partner



1

Click Join as a
Community
Partner

Welcome Community Partners

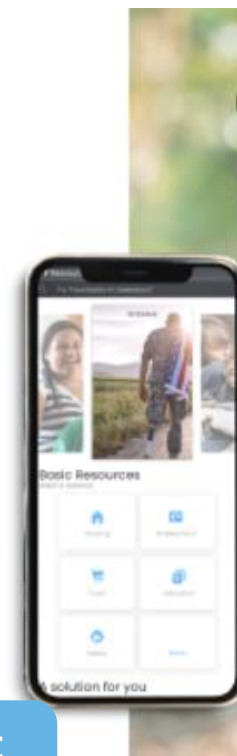
kynect resources is the connection point between members, partners, and providers of kynect resources. Create an account to join a community of Kentuckians providing and accessing assistance and services.

Watch this video below to learn how to register your organization.



2

Click Get
Started



In partnership with:





Join As A Community Partner

Find Your Organization

Organization Name:

City:

Search

3

Enter your Organization name and click **Search**

Add organization

Select your organization below

Organization Name:

City:

Search [I can't find my organization](#)

Department For Community Based Services PartnerOrg	275 East Main Street 3W-A, Frankfort, Kentucky, 40621	https://chfs.ky.gov/agencies/dobs/Pages/def...	Select
KENTUCKY DEPARTMENT FOR COMMUNITY BASED SERVICES - NORTHERN BLUEGRASS REGION PartnerOrg	8311 US Highway 42, First Floor Victory Centre, Florence, Kentucky, 41042	http://www.chfs.ky.gov	Select

4 Click **Select**

Contact 2-1-1 to be added to kynect resources



Join As A Community Partner

5

Enter Information in the
Claim Site Request form and
click **Continue**

Claim Site Request

Add contact information

Department for Community Based Services PartnerOrg	275 East Main Street 3W-A Frankfort, Kentucky 40621 https://ohfs.ky.gov/agencies/dobs/Pages/default.aspx
---	---

<p>* First Name</p> <input type="text"/>	<p>* Role in your organization</p> <p>Manager</p>
<p>* Last Name</p> <input type="text"/>	<input type="text"/>
<p>* Company Email address</p> <p>youraddress@company.com</p>	<p>How did you hear about kynect resources</p> <p><input type="radio"/> From a State</p> <p><input type="radio"/> From an Assister</p> <p><input type="radio"/> From another community</p> <p><input type="radio"/> From Commonwealth</p> <p><input type="radio"/> Other</p>
<p>* Phone Number</p> <input type="text"/>	<input type="text"/>

* Terms and Conditions
By continuing, you agree you have the authority to claim this account on behalf of this community partner. You agree to KY [Terms of Service](#) and [Privacy Policy](#).

You also understand that KY may send marketing emails regarding KY's products, services, and events. You can unsubscribe at any time.

☐ I have read and agree to the terms and policies

☐ My organization offers volunteer opportunities, which we would like to share online for residents to apply.

Next you will receive an email from the Commonwealth of Kentucky to either create a Kentucky Online Gateway (KOG) Account or log in with your existing credentials .

In partnership with:





Onboarding Email KOG Account

Upon approval of the Claim Site Request, **kynect resources** will send a Welcome email with next steps to complete Onboarding

Important Note: Users with an existing Kentucky Online Gateway (KOG) account **MUST** use the link specified in the Welcome email message.
This assigns the correct role in **kynect resources** and adds the kynect Staff Portal widget to the KOG homepage.



Hello Pat Fernandez,

Welcome to **kynect resources**! You are now able to complete the remainder of the onboarding process.

Click [here](#) to start the Kentucky Online Gateway (KOG) registration for the first time. If you already have a KOG account, please log-in to that account [here](#).

This is a time sensitive link, so please complete these steps within 24 hours of clicking the link.

Please note that you will be asked to confirm your identity via individual specific questions generated by the system. This step ensures access security and is confidential. Verifying your identity is a required step to complete your onboarding to kynect resources. The information is secure and not used for any other purposes.

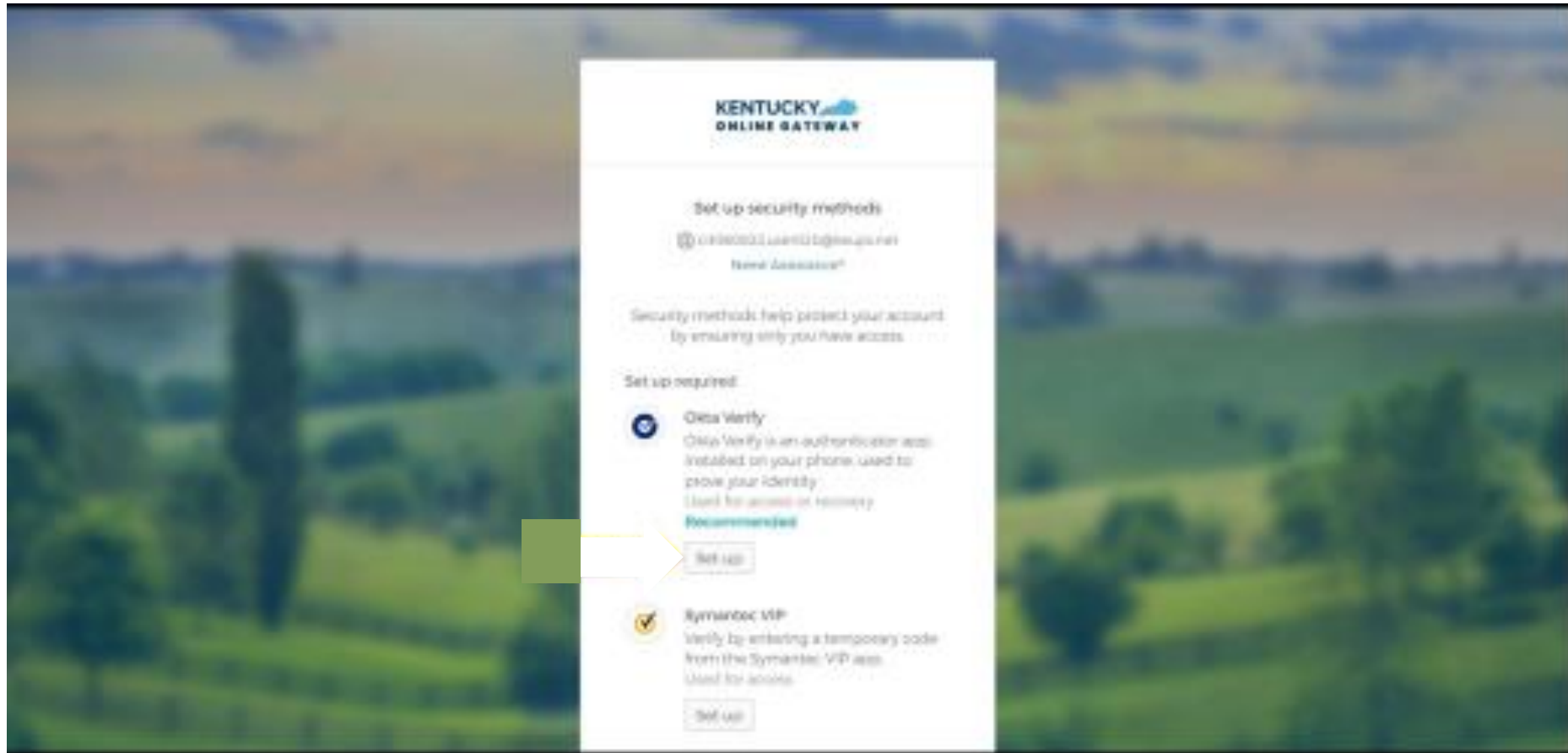


KOG Account Creation and Multifactor Authentication

The steps to create the Kentucky Online Gateway account include setting up a username and password, verifying identity, and downloading a MFA token via Symantec VIP or OKTA verify app.

There are prompts on the screen for each step.

Refer to the [kynect resources Onboarding QRG](#) for detailed steps.





Required kynect resources Training



Upon log in, three required training modules will be displayed. Click **Launch** to begin each training.

Upon completion of the Privacy and Security, Program Summary, and System Trainings, click **Next** to complete this step.

Use the
down
arrow to
complete
each
module

Status: Not Started 0% **Duration: 11 mins**

ACTIVITIES

Plan activities

^ Privacy and Security	Status: 0%	Duration: 0 min	
Privacy and Security	<div><div></div></div> 0%	0 min	View
Privacy and Security Quiz	<div><div></div></div> 0%	0 min	Launch
▼ Program Summary	Status: 0%	Duration: 0 min	
▼ System Trainings	Status: 0%	Duration: 11 mins	

Next





Required kynect resources Training



The last step of onboarding is completing the **First Time Log in** Screen.

Once completed the user is fully onboarded.

Some organizations have multiple locations. User must select a Primary Location

A screenshot of the "First Time Login" screen for the kynect resources system. The screen has a white background with a black border. At the top left is the "kynect resources" logo. Below it is the title "First Time Login". On the right side, there are two blue buttons: "Log Out" and "Save". The "Save" button is highlighted with a red square, and a red arrow points to it from the right. The form contains several input fields: "First Name" with the value "Joan", "Last Name" with the value "Hall", "Email Address" with the value "joan.hall@claportable.com", "Mobile Phone" with the value "(614) 444-4444", and "Primary Location" with the value "Lexington". Each field has a red asterisk to its left, indicating it is required.



KOG Sign-In

Always start login at
kog.chfs.ky.gov

A screenshot of the KY KY MyKentucky.gov website. The page has a blue header with the 'MY KY MyKentucky.gov' logo on the left and 'TEST', 'FAQ', 'Help', and 'English' on the right. The main content area is white. On the left, there is a 'Citizen (or) Business Partner Sign In' section with a 'Sign in with your Kentucky Online Gateway Account.' link. Below this are fields for 'Email Address' (containing 'joan.hall@dispostable.com') and 'Password'. A red box highlights the 'SIGN IN' button, with a red arrow pointing to it from the left. To the right of the sign-in fields is a yellow 'WARNING' box with text about unauthorized access. At the bottom left of the sign-in section are links for 'Forgot/Reset Password?' and 'Resend Account Verification Email'.

Onboarding is complete.
The kynect Staff Portal is now a tile on
the KOG homepage.

Click **Launch** to access **kynect resources**.

A screenshot of the KOG homepage. At the top is a 'My Apps' button. Below it is a search bar labeled 'Search for Applications' with a 'QSearch' button. A row of alphabet tiles (C through X) is visible. The main area contains two large white tiles. The left tile is titled 'Resources Community Portal' and describes it as a 'Portal for community partners to connect with resources'. It has a red box around it and a large red arrow pointing down to a 'Launch' button. The right tile is titled 'Resources Staff Portal' and describes it as a 'Portal for managing the organization claim request'. It also has a 'Launch' button at the bottom.



Events and Opportunities

Support Event	Date/Time	Additional Information
Monthly kynect to You Newsletter Distribution	Second Thursday of each month	<ul style="list-style-type: none">• Spotlight key information and metrics• Let us know if you need to be added to the distribution list
Monthly Community Partner Check in Webinar	Last Thursday of each Month	<ul style="list-style-type: none">• Monthly update on metrics and a system spotlight• Spotlight Topics based on reported issues and questions
Onboarding Webinar	<ul style="list-style-type: none">• Monthly• As needed• By request	<ul style="list-style-type: none">• Walks attendees through the onboarding process step-by-step• Receive system training and have any questions about they system answered in real time
Training Materials	<ul style="list-style-type: none">• Access the Help section in kynect resources• Visit https://www.chfs.ky.gov/agencies/dms/Pages/kynectres.aspx for videos, FAQs, Quick Look QRGs	<ul style="list-style-type: none">• There are several micro videos, Quick Reference Guides, and FAQs within the Help section and on the DMS agency page.• We recommend placing the DMS link in your favorite places for quick reference and to be shared with new employee users.



Want to Schedule a kynect resources Information Session?

The team is happy to schedule a Virtual Site Visit to provide one-on-one information about kynect resources with your team or group.

Reach out to kynectresources@ky.gov to schedule at your convenience!

In partnership with:



Whatever your situation or need, there's a way to kynect.

We've been working hard to bring more valuable benefits and resources to more families across the Commonwealth. Today's kynect is designed to be your one-stop shop for the programs and assistance you need no matter who you are, or where you are in life. Because we could all use a little help now and then.

Find out all that kynect can help you do by answering a few quick questions. As always, kynect is a program of the Kentucky Cabinet for Health and Family Services.

health coverage



- kynect health coverage is Kentucky's state-based health insurance marketplace. It serves Individuals, families, and small employers and provides access to a range of coverage options.
- kynect health coverage is a one-stop-shop enabling Residents to enroll in a range of health coverage options, including QHPs, APTC, and CSRs.

Benefits



- kynect benefits is Kentucky's integrated eligibility and enrollment system for state programs like Medicaid, Kentucky Children's Health Insurance Program (KCHIP), Supplemental Nutrition Assistance Plan (SNAP), Kentucky Transitional Assistance Program (KTAP), Child Care Assistance Program (CCAP), and Kentucky Integrated Health Insurance Premium Payment (KIHIPP) program.

Resources



- kynect resources is an interactive portal designed to connect Kentucky Residents with a wealth of resources across the Commonwealth, including local community partner organizations, based on their interests and needs.
- It features a streamlined process that improves the existing referral process for community partners and helps move Residents towards self-sufficiency.

*During the application process Applicants may be automatically routed to different portals based on eligibility or application responses.



Questions and Discussion

Thank you

Tracy.Williams@ky.gov

kynectresources@ky.gov



In partnership with:

