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# Open Enrollment for Qualified Health Plans (QHPs) is Open!

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## Qualified Health Plan (QHP) Open Enrollment

Open Enrollment for Qualified Health Plans (QHPs) is open now through January 16, 2024. Agents, kynectors, and Residents should check the Resident Dashboard and navigate to the Health Plans tab to check enrollments and coverage effective dates. You should also navigate to the Document Center tab to upload any Request for Information (RFI), if applicable.

## Medicaid Open Enrollment

There will be no Medicaid Open Enrollment period this year due to the Public Health Emergency (PHE) Unwinding coming to an end and Medicaid Renewals beginning. Annual Medicaid renewals restarted May 2023. This means Kentucky Residents with Medicaid who were eligible during the Public Health Emergency (PHE) may be at risk of losing Medicaid coverage if they are no longer eligible or do not complete the renewal.

The ability to change MCOs through the Self-Service Portal will be live on December 16, 2023. Leading up to that point, if a MCO change is needed, this request can be emailed to [DMS.eligibility@ky.gov](mailto:DMS.eligibility@ky.gov).

## Open Enrollment Incident Tracker

The Open Enrollment Incident Tracker is available for Agents and kynectors to escalate incidents pertaining to: the kynect system, Managed Care Organizations (MCOs), Issuers, the Kentucky Online Gateway (KOG), enhancement suggestions, and more.

## One-on-One Sessions

As the Open Enrollment period begins, Agents and kynectors have the opportunity to receive personalized, virtual one-on-one support with KHBE and Deloitte team members. One-on-One Sessions will remain available through January 16, 2024.

If Agents or kynectors are interested in signing up for a session, please reference the previously distributed One-on-One Session invites or reach out to [uskentuckyimrteam@deloitte.com](mailto:uskentuckyimrteam@deloitte.com).

Availability of One-on-One Sessions is listed below:

- Monday: 2PM-3PM EST
- Tuesday: 1PM-2PM EST and 2PM-3PM EST

- Wednesday: 1PM-3PM EST
- Thursday: 1:30PM-2:30PM EST and 2:30PM-3:30PM EST
- Friday: 10AM-11AM EST and 1PM-2PM EST

## Important Open Enrollment Dates

- **November 1, 2023:** Open Enrollment begins.
- **December 15, 2023:** Final day to complete enrollments for a January 1, 2024 coverage effective date. Enrollments completed on or after December 16, 2023 will have a February 1, 2024 coverage effective date.
- **January 16, 2024:** Open Enrollment ends.

## KHBE Key Resources

Below are resources Agents and kynectors may utilize throughout Open Enrollment to assist with common case needs and Resident questions.

- **[kynect health coverage Prescreening Tool](#):** The kynect health coverage Prescreening Tool allows Agents, kynectors, and Residents to anonymously browse available plans.
- **[KHBE Website](#):** The KHBE website is where Agents and kynectors may find various resources to reference throughout Open Enrollment.
  - **[Agent and kynector Resources](#):** The Agent and kynector Resources page is where Agents and kynectors may find the Open Enrollment Toolkit, brochures, and other printable materials.
  - **[2024 Federal Poverty Level \(FPL\)](#):** The 2024 FPL chart outlines income levels for Medicaid and QHPs.
  - **[Agent Training Materials](#):** The Agent Training Materials page is where training resources specific to Agents are housed.
  - **[kynector Training Materials](#):** The kynector Training Materials page is where training resources specific to kynectors are housed.
- **Dire Need Inbox:** Agents and kynectors should email [kynectdireneed@ky.gov](mailto:kynectdireneed@ky.gov) when an Individual needs access to medical care that cannot be delayed and needs immediate active health coverage.
- **Division of Family Support (DFS) Inbox:** Agent and kynectors should email [DFS.Medicaid@ky.gov](mailto:DFS.Medicaid@ky.gov) when inquiring about Medicaid Waivers and retroactive coverage.
- **Supplemental Nutritional Assistance Program (SNAP) Inbox:** Agents and kynectors should email [famsupportkynectors@ky.gov](mailto:famsupportkynectors@ky.gov) for SNAP related case assistance and questions.

- **ID Proofing Inbox:** Agents and kynectors should email [DMS.IDProofing@ky.gov](mailto:DMS.IDProofing@ky.gov) to complete the necessary steps for Manual Identity Proofing to verify the identity of users with KOG accounts that have previously failed the Remote Identity Proofing process.
- **KOG Helpdesk Inbox:** Agents and kynectors should email [KOGHelpdesk@ky.gov](mailto:KOGHelpdesk@ky.gov) for any KOG related incidents and account inquiries.
- **KHBE Program Inbox:** Agents and kynectors should email [KHBE.program@ky.gov](mailto:KHBE.program@ky.gov) for any incident that remains unresolved or requires further escalation.
  
- **Qualified Health Plan Issuer Contacts Website and Phone Numbers:**
  - [Anthem Blue Cross Blue Shield](#) - (855) 738-6671
  - [BEST Life](#) – (877)-205-8767
  - [CareSource](#) - (833)-230-2099
  - [Passport Health Plan by Molina Healthcare](#) - (833) 644-1621
  - [WellCare of Kentucky \(Ambetter\)-](#) (877) 389-9457
  
- **Medicaid MCO Issuer Contacts Website and Phone Numbers:**
  - [Aetna Better Health of Kentucky](#) - (855) 300-5528
  - [Anthem Blue Cross Blue Shield](#) - (855) 690-7784
  - [Humana Healthy Horizons in Kentucky](#) - (800) 444-9137
  - [Passport Health Plan by Molina Healthcare](#) - (844) 778-2700
  - [UnitedHealthcare Community Plan](#) - (866) 293-1796
  - [WellCare of Kentucky](#) - (877) 389-9457

The above listed resources may also be found on the [Agent and kynector Escalation Path](#) document on the [KHBE.ky.gov](http://KHBE.ky.gov) website.