

How can your kynector help you

Some kynectors can help with Medicaid, some can help with the Supplemental Nutrition Assistance Program (SNAP), and many can help with both!

SNAP kynectors

- ✓ **Start SNAP & Child Care applications and recertifications** to prepare for your interview and review by DCBS staff.
- ✓ **Upload verification documents and** provide guidance on what types of verification is needed.
- ✓ **Are not allowed to make changes to an existing SNAP or Child Care case.** If you need to make a change to your case, you must contact DCBS at your local office, or 1-855-306-8959
- ✓ **Only get access to your case for one action at a time**, so you can use any kynector you'd like at any time!
- ✓ **Explain what's next.** After applying with a kynector you must complete an interview with DCBS and return proof of the items DCBS requests.

Medicaid kynectors

- ✓ **Take applications for kynect health coverage including Medicaid/KCHIP, & Qualified Health Plan with or without financial assistance**, and approve them if all checks are passed.
- ✓ **Are allowed to submit changes for your medical case**
- ✓ **Upload verification documents and** provide guidance on what types of verification is needed.
- ✓ **Serve as your kynector on an ongoing basis;** Can help you to understand when actions are required and assist with the process.
- ✓ **Assist with choosing, and enrolling in a health plan that best suits your needs.**
- ✓ **Explain any tax credits and special discounts you may qualify** for and how best to apply them.

What is a kynector?

All kynectors are trained individuals that work through approved organizations and aid individuals applying for benefits through the Self Service Portal (SSP).

How are kynectors different than authorized representatives?

An authorized representative does not receive training and is close enough to the person applying to know their situation well. They act on behalf of the person applying, and take responsibility for the actions they take in the case.

A kynector is trained to assist anyone applying for benefits and uses their access to the SSP to submit applications for assistance.

Can kynectors be authorized representatives?

No, kynectors cannot serve as both Authorized Representative and kynector for the same household. Since kynectors have access to the benefits portal this presents a conflict of interest.