

Application Assister Open Enrollment



Insight

The insight newsletter provides useful updates and helpful tips for Application Assisters when processing Federal Marketplace and Medicaid applications.

Open Enrollment Site Support

Site Support efforts for Open Enrollment began Monday, October 21st. If an Application Assister wishes to have site support at their events or office, please contact the Application Assister administrator or KHBE.

Issue Escalation Process

Application Assisters should escalate issues by calling the Professional Services Line (PSL).

Identify the Issue	Call PSL	System Ticket	Follow-Up
<p>Identify that there is a system issue. If a screen looks different, before reporting to PSL, please review release notes sent by KHBE Mailbox. Otherwise record steps taken that led to the potential error.</p>	<p>Call 1-855-326-4650 to report the issue. You must have the following information when calling PSL:</p> <ul style="list-style-type: none"> • Case/Application Number • Description of the issue • Error message number, if applicable 	<p>Ask for the PSL representative's name and a system ticket number before ending the call or before being transferred to DCBS.</p>	<p>You can call the PSL with the ticket number to follow-up on any issues if needed.</p>

KHBE

If there are any issues with PSL or with receiving a system ticket number, please contact the KHBE mailbox (KHBE.program@ky.gov) or 1-855-459-6328. When you email KHBE include the following information:

- Application Assister's Phone Number
- Name of PSL Representative contacted
- System Ticket # received from PSL Representative, if available
- Description of issue

