How To Report a Change to your Case in benefind
What is benefind?
benefind is a website where you can apply for benefits like:

- Supplemental Nutrition Assistance Program (SNAP) – helps you buy healthy foods for you and your family.
- Medicaid – helps cover medical care costs.
- Kentucky Transitional Assistance Program (KTAP) – helps pay for basic needs like rent, utilities, and other household expenses.

You can access benefind by visiting benefind.ky.gov from any computer with internet.

Reporting a Change to your Case in benefind

If you have experienced any changes that would affect your benefits, such as a change in address, a new job, or a new dependent, you should update your case as soon as possible. Rather than visiting your local DCBS office to report the change, you can do it on benefind.

Follow the steps below to learn how to report a change to your case.

1. Open your internet browser and go to benefind.ky.gov.
2. Click the Log In link in the top right corner of the benefind homepage.
3. Enter your Kentucky Online Gateway Citizen Account username or email address and click the Log In button.

Note: If you have not already created a Kentucky Online Gateway Citizen Account, go to the Creating a Kentucky Online Gateway Citizen Account section to learn how.

4. Read the warning consent text and click Reject or Accept.

Note: If you click Reject, you will not be permitted to enter benefind and will be automatically signed out of your account.
5. Click the **Visit the marketplace for Individual and Families** button.

6. On your benefitd homepage, click the **Report Change in Circumstance** link.

**Note:** You will not see the **Report Change in Circumstance** link if you do not currently have active benefits.
7. Select all of the statements that apply to you or someone in your household. Click the green Continue button.
8. After clicking **Continue**, you will be taken to the screen that matches the option(s) you selected on the previous screen. For example, if you selected “My household expenses have recently changed,” you will be taken to the **Expenses** screen in your case. Check the “Report a Change” box for the information you’d like to submit a change for. Then, click the **Next** button to continue to making those changes.
9. Make all of the changes you need to in your case. When you’re done, review all of your changes to make sure they’re right. Click the green **Next** button at the bottom of the screen.
10. Review the information on the following screens and click the green **Next** button to continue.
11. Read the **Sign and Submit** screen carefully. You can sign by selecting the check box and typing your name at the bottom of the screen. Click the **Submit** button to submit your changes.

Checking this box means you agree to all of the information listed above.
12. After you click **Submit**, benefind will process your information.