

HELP FOR KENTUCKIANS DURING COVID-19

UPDATED APRIL 6, 2020

A lot has changed for Kentucky families and workers because of the coronavirus pandemic. Kentucky's safety-net programs are here to help all of us through hard times. Below is a list of public assistance programs that may be available to support you and your family. Check to see what programs you may be eligible for now, even if you were denied in the past.

CHECK TO SEE IF YOU ARE ELIGIBLE!

Apply online, if you can. For help, call the number provided.

MEDICAID (HEALTH INSURANCE)

The fastest way to get Medicaid right now is to complete this [fast-track application](#) for temporary coverage (sometimes called "presumptive eligibility" or "PE"). This type of temporary Medicaid coverage will last through June 30th, 2020. It is available to Kentuckians who are uninsured and under the age of 65, regardless of income. Once you have temporary coverage, you can fill out the full application on [benefind](#), to see if you are eligible to stay on Medicaid past June 30th.

- Complete the [fast-track application](#) to get enrolled in Medicaid quickly: <https://medicaidpeform.chfs.ky.gov/GenLogEX/Detail.aspx?TK=103&Item=0>
- For questions, call the KY Healthcare Customer Service Line: 1-855-459-6328.
- If you need extra help, contact an Application Assister: <https://kyhbe.ky.gov/General/AgentOrAssister>.
- To find a medical provider that accepts Temporary Medicaid, go to the [Kentucky Medicaid Provider Directory](#) or call 1-800-635-2570.

SNAP (FOOD ASSISTANCE), KTAP (CASH ASSISTANCE), AND CCAP (CHILD CARE)

Online application: <https://benefind.ky.gov>

DCBS Hotline: 1-855-306-8959

WIC (NUTRITION ASSISTANCE FOR PREGNANT WOMEN AND FAMILIES WITH CHILDREN UNDER 6)

Screening tool: <https://wic.fns.usda.gov/wps/pages/preScreenTool.xhtml>

Contact your local health department using this directory:

<https://chfs.ky.gov/agencies/dph/dafm/LHDInfo/AlphaLHDListing.pdf>

ALREADY RECEIVING BENEFITS? READ THIS BEFORE YOU CALL DCBS:

If you are already enrolled in Medicaid, SNAP, KTAP, or CCAP, your benefits have been **automatically extended by 3 months**. This means that if you would typically reapply for benefits on April 30th, your benefits are now extended until July 31st. Benefits that would have ended on May 31st are now extended to August 31st and so on.

DURING THE COVID-19 STATE OF EMERGENCY:

- **Medicaid beneficiaries will not be disenrolled** unless they request it or move out-of-state.
- **ALL Medicaid copays and prior authorization requirements** are suspended.
- **SNAP benefits will increase** in April and May for many households.
- **SNAP, CCAP, and the Kentucky Works Program** have suspended job search, work, and participation requirements.
- **CCAP** daycare attendance requirements are suspended and copays will be covered by the state during this time.

No [benefind](#) account? You can email documents needed for "proof of eligibility" to: returnproofverif@ky.gov. Be sure to include your full name and Medicaid ID number.

UNEMPLOYMENT INSURANCE

State lawmakers recently expanded Kentucky's Unemployment Insurance (UI) program to cover more people during this time, including:

- People who have lost work or have had work hours reduced due to COVID-19.
- People who typically aren't eligible, including self-employed, independent contractors, freelance workers, substitute teachers, and many childcare workers.

UI typically provides between \$39 and \$552 per week. Under the federal CARES Act, benefits are extended from 26 to 39 weeks, with an additional \$600/week in benefits for four months (through July 31st).

Online: <https://kcc.ky.gov/>

Call: 502-875-0442

Due to a high volume of applications, please use the call schedule below:

Sunday: A-D

Monday: E-H

Tuesday: I-L

Wednesday: M-P

Thursday: Q-U

Friday: V-Z and anyone else who missed their day

STIMULUS PAYMENTS: Most adults will get a one-time payment of up to \$1,200. For every qualifying child age 16 or under, the payment will be an additional \$500. **You must have a tax return on file for 2018 or 2019 to receive your payment.**

STILL NEED HELP?

State offices and call centers are busy helping thousands of Kentuckians enroll in benefits right now. If you have access to the internet, try that first. If you have trouble with an application, try calling. Don't give up!

The DCBS call center hours have been extended. Weekdays 8AM-5PM EST and Saturdays 9AM-2PM EST:
855-306-8959

If you believe you have been unfairly denied benefits or have a problem that DCBS cannot fix, you can report it to the **Office of the Ombudsman: 1-800-372-2973.**

If the Ombudsman cannot help, you can contact your local Legal Aid office.

AppalReD Legal Aid

866.277.5733

Covering Eastern KY

Kentucky Legal Aid

270.782.5740

866.452.9243

Covering Western KY

Legal Aid of the Bluegrass

859.431.8200

Covering Central KY

Legal Aid Society

800.292.1862

Covering Louisville and surrounding area

IMPORTANT HOTLINES

If you are well, but nervous and need information, call Kentucky's official COVID-19 hotline at **1-800-722-5725.**

Report businesses or groups that are putting people at risk by calling the Kentucky Labor Cabinet's hotline at **1-833-597-2337.**

Report price gouging by calling the Attorney General's Consumer Protection hotline at **1-888-432-9257.**

STAY CONNECTED FOR UPDATED INFORMATION!

Official COVID-19 website: kycovid19.ky.gov

On Facebook and Twitter:

Governor's Office: @GovAndyBeshear

Kentucky Voices for Health: @KyVoices4Health

