

Disaster Relief Guide for Medicaid Members

This guide can help you know what to do before, during, and after a natural disaster such as flooding, tornadoes, or fires. It explains how to stay safe, where to get help, and how to replace important things. It also tells you what services your Medicaid plan may offer.

Note: In Kentucky, most Medicaid members have a health plan called a Managed Care Organization, or MCO.

The five MCOs in Kentucky are:

- Aetna Better Health of Kentucky,
- Humana Healthy Horizons in Kentucky,
- Passport Health Plan by Molina Healthcare,
- UnitedHealthcare Community Plan,
- WellCare of Kentucky.

Some have traditional Medicaid called Fee-for-Service, or FFS. This includes people who:

- Live in a nursing home or group home,
- Get waiver services at home,
- Get help paying for Medicare,
- Have short-term Medicaid,
- Are in the Medicaid Works Program.

Steps to Take After a Disaster

- Make sure you are safe first. You cannot help others unless you are safe.
- Help others in your home who may need support, like children or people with disabilities.
- Call 911 if you are hurt or need emergency help.
- If you cannot stay home, go to a shelter:
 - Call 211 to find a shelter near you.
 - Text SHELTER and your ZIP code to 43362 in order to reach FEMA.
 - For example, "SHELTER 40622."
 - Text GETEMERGENCY to 90999 to reach the Red Cross.
- If someone is missing, call your local Kentucky State Police (KSP) Post.
 - You can find the list of KSP phone numbers on the [KSP Contact Page](#).
 - Do not call 911 for missing people.
- Call the Department for Community Based Services (DCBS) at 855-306-8955:
 - Let them know what happened.
 - Update your contact information.
- If you get Waiver Services, call your care helper, also known as your case manager.
 - A list of who to call for each waiver service is available on the [Waivers Who To Call: Quick Reference Guide online](#) page.

Help During a Disaster

- **Refill Your Medicine** - If you lost your medicine or need an early refill because of a disaster:

Commonwealth of Kentucky
Cabinet for Health and Family Services
Department for Medicaid Services
Division of Quality and Population Health

- Visit the [MedImpact website](#).
- Or call MedImpact Member Services at (800) 210-7628.
- **Replace Medical Equipment** - If your medical equipment was lost or damaged:
 - Call your MCO (see the contact list on pages 3 and 4).
 - Each request will be looked at case by case to decide how they can help.
 - If you have FFS Medicaid, call your doctor or provider.
 - They will work with the Department for Medicaid Services (DMS) to help get what you need.
- **Mental Health Help**
 - If you feel sad, stressed, scared, or overwhelmed after a disaster, you are not alone. Help is available 24/7.
 - Call or text 988 to talk to the Suicide & Crisis Lifeline. This is for urgent mental health help.
 - Call or text 800-985-5990 to reach the Disaster Distress Helpline for support after storms, floods, or other emergencies.
 - Help is available in Spanish and American Sign Language (ASL).
 - If you use ASL, you can call the Disaster Distress Helpline using a videophone.
- **Help Getting Food**
 - **Mom's Meals** - If you get waiver services and need meals after a disaster:
 - Talk to your care helper (case manager) about signing up for [Mom's Meals](#).
 - **Red Cross Meals**
 - You may be able to get hot meals, snacks, and water at shelters or food trucks.
 - Call 1-800-RED-CROSS to find a nearby location.
 - You do not need an ID.
 - **Disaster Supplemental Food Assistance Program (D-SNAP)**
 - If the government declares a disaster, you may get food help even if you don't usually get food benefits.
 - Apply at DCBS at 855-306-8959 or online at [Kynect](#).
 - **Food Banks and Churches**
 - These groups may give out free food boxes or meals.
 - Call 211 or visit [Feeding Kentucky](#) online to find help near you.
 - **Schools**
 - Local schools may give free meals to students during emergencies.
 - Check with your school district.
 - **Older Adults (Not on Waiver)**
 - Seniors may be able to get [Meals on Wheels](#) or meals at local centers.
 - Call your local [Area Agency on Aging and Independent Living](#), or the Department for Aging and Independent Living (DAIL) at 502-564-6930.
- **More Help in your Community**- You can visit [kynect resources](#) page to find places in your community that can help you. These programs can help with:
 - Getting transportation,
 - Mental health support,
 - Help for pregnant women and children,
 - Food programs, and,

Commonwealth of Kentucky
Cabinet for Health and Family Services
Department for Medicaid Services
Division of Quality and Population Health

- Help for people without housing.

Don't Know Your Health Plan?

If you're not sure which Medicaid plan you have:

- Call DCBS at 855-306-8959,
- Call kynect services at 855-459-6328,
- Or log into your account at www.kynect.ky.gov.

Medicaid Plan	Contact Information	Response
Aetna Better Health of Kentucky	Member Services at 1-855-300-5528 www.aetnabetterhealth.com/kentucky	<ul style="list-style-type: none">• Calls members in hard-hit areas to see if they need help.• Starts the Aetna Rapid Disaster Response (RDR) Team to give extra support.• Gives a Disaster Relief Guide to members who call, with helpful information about the disaster.• Calls members in the SKY program or Case Management to offer help.• Sends text messages to members in the disaster area, telling them how to reach Member Services or the RDR team.• Posts a message on the Aetna Better Health of Kentucky website with steps on how to get help and who to call.

Commonwealth of Kentucky
 Cabinet for Health and Family Services
 Department for Medicaid Services
 Division of Quality and Population Health

<p>Humana Healthy Horizons in Kentucky</p>	<p>Member Services at 1-800-444-9137 www.humana.com/medicaid/ken-tucky</p>	<ul style="list-style-type: none"> • Calls members in the disaster area to ask what they need and help connect them to services. • If a member answers the call, staff ask if they have any urgent needs. • Help is given through Case Management, Behavioral Health, or Population Health programs. • Emergency help includes getting medicine, shelter, food, and medical care. • A disaster help link is in the “Member Support” section on Humana’s website.
<p>Passport Health Plan by Molina Healthcare</p>	<p>Member Services at 1-800-578-0603 www.passporthealthplan.com</p>	<ul style="list-style-type: none"> • Calls members in disaster areas and checks if they are in Care Management. • Sends text messages and emails to members to reach out and offer help. • Posts important phone numbers on social media so members know who to call. • Makes follow-up calls to check if members got help and to offer Care Management if needed. • A disaster help link is under the “Members” section on Passport’s website.

Commonwealth of Kentucky
 Cabinet for Health and Family Services
 Department for Medicaid Services
 Division of Quality and Population Health

<p>United Healthcare Community Plan</p>	<p>Member Services at 1-866-293-1796 www.uhc.com/communityplan/kentucky</p>	<ul style="list-style-type: none"> • Sends texts and emails to members in disaster areas who gave permission. Local health plans also call members in those areas. • Looks at records to find members who use powered medical devices, like oxygen machines, and checks on them first. • Makes backup plans based on how the disaster affected people with help from their national emergency team.
<p>WellCare of Kentucky</p>	<p>Member Services at 1-877-389-9457 www.wellcare.com/kentucky</p>	<ul style="list-style-type: none"> • Sends text messages for several days to member with information about: <ul style="list-style-type: none"> ➤ Emergency medicine ➤ Local help ➤ Food banks ➤ Nurse hotlines ➤ Crisis lines • Posts emergency updates on social media and their website so members can stay informed.
<p>Fee-For-Service (FFS)</p>	<p>Member Services at 1-800-635-2570 www.chfs.ky.gov/agencies/dms</p>	<ul style="list-style-type: none"> • Calls members and providers in disaster areas to find out who needs help. • Creates online forms for people and providers to report what they need. <ul style="list-style-type: none"> ➤ Staff reviews the forms and either contacts the person or sends the request to the correct agency. • Shares information about shelters and other help from the Governor’s Office website.

Commonwealth of Kentucky
Cabinet for Health and Family Services
Department for Medicaid Services
Division of Quality and Population Health

Important Things to Replace

- Medicaid ID Card,
 - Call your MCO or FFS Member Services. Use the phone numbers or websites listed above.
- Driver's License,
 - Go to www.drive.ky.gov to request a new license or ID card.
- Social Security Card,
 - Visit www.ssa.gov to apply for a new card.
- Birth Certificates (from Kentucky),
 - Visit [CHFS Vital Statistics](http://CHFS.Vital.Statistics) website to order a new copy.

Tips to Be Ready for a Disaster

- Keep Important Papers Safe.
 - Put copies of things like your birth certificate and Medicaid card in a waterproof or fireproof container.
- Sign Up for Emergency Alerts.
 - Go to KYEM or download the [FEMA app](#) to get alerts during storms or disasters.
- Keep Your Contact Info Updated.
 - Make sure your Medicaid information has your current phone number and address.
- Charge Devices Early.
 - Charge phones and other important devices before a storm or disaster happens.
- Use More Than One Alert System.
 - Don't rely on just one way to get alerts. Use a weather radio, phone app, and text messages too.
- Practice Your Safety Plan.
 - Know what to do during a fire, tornado, flood, or evacuation.
 - Practice your plan with your family every 6 months.
- Pack an Emergency Bag.
 - Make one for each person in your home. Keep it somewhere easy to grab. Include:
 - Copies of ID, Medicaid card, and emergency contact numbers,
 - A flashlight, extra batteries, phone charger,
 - Comfortable shoes, water, snacks, whistle, and a permanent marker,
 - A first aid kit and a list of emergency numbers (911, MCO, local help),
 - A note with special medical needs (diabetic, non-verbal, bedbound, deaf) and a list of the medicines you take,
 - Extra medicine or equipment you need to stay healthy, (insulin, oxygen tanks, or batteries).
- Stay calm and safe.
 - It's normal to lose water, power, or phone services during a disaster.
 - Stay calm and follow your plan.

Other Related Resources

- [Governor's Website Flood Resources page](#) for a Directory of Resources within Kentucky,
- [Kentucky Department for Public Health Emergency Preparedness & Response](#),

Commonwealth of Kentucky
Cabinet for Health and Family Services
Department for Medicaid Services
Division of Quality and Population Health

- [Natural Disasters and kynect Health Coverage sheet](#),
- [Federal Emergency Management Agency \(FEMA\)](#),
- [CMS Disaster Response Resources](#),
- [CMS Public Health Emergency Provider FAQs](#),
- [HHS Public Health Emergency Preparedness](#),
- [988 Lifeline](#),
- [Ready.Gov](#) (Disaster and Emergency Preparedness),
- [Ready.Gov/people-disabilities](#) (Disaster and Emergency Preparedness - People with Disabilities),
- [Ready.Gov/shelter](#) (Shelter Options),
- [SAMHSA Coping Tips for Traumatic Events and Disasters](#), and
- [American Red Cross Emotional Recovery After a Disaster](#).