

# Department for Medicaid Services

## Flood Recovery Resources for Members

### July 2022



The Department for Medicaid Services (DMS) is sharing the following resources with members affected by severe flooding in Eastern Kentucky beginning July 26, 2022. There are also some suggestions at the end for individuals who want to help flood survivors.

This is not an exhaustive list of resources available. If you are aware of a resource that could help, please email us at [MedicaidPublicComment@ky.gov](mailto:MedicaidPublicComment@ky.gov). A more extensive list of resources is also available on the [Governor's Office Flooding Resources Website](#).

**\*Note:** Additional resources have been added to the original list. The newest resources are highlighted in **bold**.

- Disaster Information
  - [Governor's Office Flooding Resources Website](#)
  - [FEMA Kentucky Flooding Disaster Information](#)
  - [FEMA Assistance](#)
  - [White House Disaster Declaration for Kentucky](#)
- Missing Persons
  - If you have a missing loved one, please call the Kentucky State Police Post associated with your county. Do not call 911. Officials say phone lines are busy and it may take multiple calls to get through.
    - Pike, Magoffin, Johnson, Martin, and Floyd: 606-433-7711
    - Breathitt, Knott, Leslie, Letcher, and Perry: 606-435-6069
    - Owsley, Jackson, and Lee: 859-623-2404
    - Wolfe and Morgan: 606-784-4127
    - Harlan: 606-573-3131
- State Services
  - **Health Insurance**
    - **You may qualify for Medicaid or a Qualified Health Plan if you lost income, job, or health insurance coverage due to the floods. See the [Natural Disasters and kynect Health Coverage sheet](#) for details.**
  - Medicaid
    - If you are a member of a Managed Care Organization (MCO), contact the member services number listed on your card or call:
      - Aetna: (855) 300-5528
      - Anthem: (855) 690-7784
      - Humana: (800) 444-9137
      - Passport by Molina: (800) 578-0603
      - WellCare: (877) 389-9457
      - United HealthCare: (866) 293-1796
      - For MCO pharmacy assistance, call MedImpact at (800) 210-7628.
    - If you need assistance related to a 1915(c) HCBS waiver, contact the 1915(c) Waiver Help Desk at (844) 784-5614, option 7 or [1915cWaiverHelpDesk@ky.gov](mailto:1915cWaiverHelpDesk@ky.gov)
      - If you are located in eastern Kentucky and need waiver-related assistance, let DMS know by filling out the appropriate form.
        - [Flood Assistance Form – Waiver Providers](#)
        - [Flood Assistance Form – Waiver Participants](#)

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- For waiver pharmacy assistance, call Magellan at (800) 635-2570.
- If you are a provider of Home Health, Private Duty Nursing, or Nursing Facility Services or a member who receives Home Health or Private Duty Nursing and need assistance, please let DMS know by filling out the appropriate form below.
  - [Medicaid Storm Assistance Form - Nursing Facilities, Home Health and Private Duty Nursing Providers](#)
  - [Medicaid Flooding Assistance Form - Home Health or Private Duty Nursing Members](#)
- If you have a loved one who may have been evacuated from a nursing facility, please fill out the form below.
  - [Medicaid Flooding Assistance Form – Family Members of Nursing Facility Resident](#)
- Department for Community Based Services
  - Several Department for Community Based Services (DCBS) offices are closed due to damage. If you need assistance from DCBS and your local office is closed, you can:
    - Contact the DCBS call center at (855) 306-8959.
    - Go to another local DCBS office. You can find other local DCBS offices at [https://prd.webapps.chfs.ky.gov/Office\\_Phone/index.aspx](https://prd.webapps.chfs.ky.gov/Office_Phone/index.aspx)
    - View benefit information on [kynect.ky.gov](http://kynect.ky.gov)
- SNAP
  - **Eligible Kentuckians can request the replacement of food lost in the flood or the purchase of hot foods for a 30-day period. Visit the [Governor’s Office Flood Resources](#) page and click Food Assistance for information.**
  - Kentuckians who need a replacement EBT card should follow the instructions below.
    - If you are able to receive mail at the address you have on file with DCBS, call (888) 979-9949 to request a replacement care.
    - If you are unable to receive mail at the address and have moved to a temporary location, contact DCBS at (855) 306-8959 to update your address. Once you have updated your address, request a new card to be sent to your current address.
- **Driver’s Licensing/State IDs**
  - **Fees for replacing driver’s licenses, ID cards, permits, motor vehicle registrations, and titles for residents in several counties have been waived. Affected individuals can visit any Driver Licensing Regional Office or a Pop-Up Driver Licensing location for assistance. Information on regional office and pop-up locations is available on the [Governor’s Office Flood Resources](#) page by clicking Driver’s Licensing/Motor Vehicle Replacement Papework**
- Shelter/Temporary Housing
  - The Red Cross has shelters open in several eastern Kentucky counties. Search for shelter at [redcross.org/shelter](http://redcross.org/shelter), call 1-800-RED-CROSS (733-2767) or download the Red Cross emergency app.
  - Contact your local emergency management office to request shelter.

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- The following state park resorts have been designated as shelters: Pine Mountain State Resort Park, Jenny Wiley State Resort Park, and Buckhorn Lake State Resort Park.
- Mental Health Support
  - If you are experiencing stress, anxiety, depression, or other mental health struggles as a result of the flooding, 24/7 crisis counseling is available through the Substance Abuse and Mental Health Services Administration's [Disaster Distress Helpline](#). You can call or text (800) 985-5990. Services are also available in Spanish and American Sign Language (ASL). Individuals needing services in ASL can call the 800 number above on their videophone.
- Storm Updates
  - Statewide
    - [Kentucky Governor's Office News Updates](#)
    - [Kentucky Emergency Management Facebook](#)
    - [Kentucky Cabinet for Health and Family Services Facebook](#)
    - Kentucky Department for Medicaid Services
      - Facebook
      - Instagram
      - Twitter
    - [Kentucky Red Cross Facebook](#)
    - [FEMA Facebook](#)
  - Local
    - [Clay County Emergency Management Facebook](#)
    - [Knott County Emergency Management Facebook](#)
    - [Martin County Emergency Management](#)
    - [Paintsville/Johnson County Emergency Management Facebook](#)
    - [Wolfe County Emergency Management Facebook](#)
- Power Outage Information
  - [Jackson Energy Outage Map](#)
  - [Kentucky Power Outage Map](#)
- Cooling Centers
  - **For the most up to date list of cooling centers, please visit the [Governor's Office Flood Resources](#) page and click "Cooling Centers"**
- Meals
  - If you are a 1915(c) HCBS waiver participant, need Home Delivered Meals, and local options are not available, you can receive meals from [Mom's Meals](#). Talk to your case manager about adding Mom's Meals as your Home Delivered Meals provider.
- Schools
  - Breathitt County Schools has a Flood Response Help Line for district students who need assistance. Call (606) 693-4908 and be prepared to give your student's name, contact information, and a brief explanation of need.
- Transportation
  - [Eastern Kentucky Road Updates from the Kentucky Transportation Cabinet](#)
- Recovery Assistance
  - The Federal Emergency Management Agency (FEMA) is accepting applications for individual assistance (IA) from residents in designated counties.

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- Those counties currently include Breathitt, Clay, Floyd, Knott, Leslie, Letcher, Magoffin, Martin, Owsley, Perry, Pike and Whitley. Additional counties may be added.
- **Survivors in IA-designated counties may apply for up to \$500 in Critical Needs Assistance. This assistance is used for lifesaving and/or life-sustaining items including, but not limited to: water, food, prescriptions, durable medical equipment, and personal hygiene items.**
- To apply:
  - Go to [DisasterAssistance.gov](https://DisasterAssistance.gov)
  - Call (800) 621-FEMA (3362). If you use a video relay service, captioned telephone service, or other communication services, please provide FEMA the specific number assigned for that service.
  - Use the FEMA mobile app
  - **In-person at a FEMA Mobile Registration Center. For a list of centers, go the [Governor's Office Flood Resources](#) page and click FEMA Mobile Registration Centers.**
- If you have [questions about the assistance FEMA provides](#), you can contact FEMA at (800) 621-3362 or TTY (800) 462-7585. Phone lines for these types of questions are open from 7 a.m. to 1 a.m. Eastern, seven days a week.
- When applying for assistance, whether online, in-person, or by phone, you will need the following information:
  - A current phone number where you can be contacted.
  - Your address at the time of the disaster and the address where you are now staying.
  - Your Social Security Number.
  - A general list of damage and losses.
  - Banking information if you choose direct deposit.
  - If insured, the policy number or the agent and/or the company name.
  - If applicants are unable to locate important documentation, FEMA will work with them to identify other ways to verify.
- If you have questions about making an insurance claim or need assistance, call the Department of Insurance at (800) 595-6053.
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- To Report Price Gouging
  - If you see price gouging related to the flooding, you can report to the Kentucky Attorney General's office [online](#) or by phone at (888) 432-9257.
- How to Help
  - Donations
    - Donations are being collected at East Perry Elementary. Needed items include baby formula, towels, sweat pants and t-shirts, dog food, hygiene products, an detergent.
    - Donations are being collected at Wolfe County High school. Needed items include fairly new clothing, shoes, socks, towels, and underwear.
    - If you are collecting donations, the biggest needs once it is safe to transport will be water and cleaning supplies.

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- The [Team Eastern Kentucky Flood Relief Fund](#) is taking monetary donations for affected Kentuckians.
- To Offer Donations or Other Assistance
  - [Team Kentucky – EKY Flooding Event Offers of Assistance Form](#)
- [Appalachian Regional Healthcare Donation Information](#)