



Andy Beshear
GOVERNOR

CABINET FOR HEALTH AND FAMILY SERVICES
DEPARTMENT FOR MEDICAID SERVICES

Steven Stack, MD
SECRETARY

Carmen V. Hancock
DIRECTOR

Division of Long-Term Services and Supports
275 East Main Street, 6W-B
Frankfort, Kentucky 40621

Lisa D. Lee
COMMISSIONER

@chfsky | CHFS.KY.GOV

To: Nursing Facilities

From: Carmen Hancock
Director, Division of Long-Term Services and Supports

Date: 12/12/2025

Re: Nursing Facilities Reassessment Tasks

The Kentucky Level of Care System (KLOCS) Modernization changes went into effect on September 29th. The department conducted training sessions on August 27th and August 29th, followed by additional office hours on September 30th, October 3rd, and October 14th.

During the KLOCS training sessions for Nursing Facilities, continued stay/reassessment tasks were discussed as part of the modernization efforts. This session can be reviewed in the Adobe Learning Manager (ALM) system. ALM includes KLOCS web-based training, reference guides, and additional documents used to assist facilities in understanding expectations and requirements. Reassessment information is included in the 'KLOCS' Nursing Facility User Guide,' Section 5.9 (Request for Reassessment), and the 'KLOCS' Information Session for Nursing Facilities Presentation' on page 18. In addition, the 'Frequently Asked Questions' document may also be beneficial.

The Department for Medicaid Services emphasizes that it is the provider's responsibility to manage KLOCS tasks in a timely manner. Applications will not be reopened, nor will level of care segments be backdated, after task due dates have passed. Providers should check KLOCS daily to ensure all tasks are completed promptly.

If you do not have access to the ALM where the KLOCS training materials are housed, please register immediately at [Click Here](#).

Thank you for your continued commitment to serving Kentucky's Medicaid participants.