



CABINET FOR HEALTH
AND FAMILY SERVICES

1915(c) CHILD Waiver Provider Certification and
Onboarding Guide

November 2025

Contents

1915(c) CHILD Waiver Provider Application and Certification Process	1
Step 1: Learn about the CHILD Waiver and Access Website.....	1
Step 2: Complete Introduction to CHILD Waiver and New Provider Orientation Training.....	1
Step 3: Access and Submit Certification Packet to DMS.....	2
Step 4: Submission Verification by DMS	2
Step 5: Comprehensive Certification Review.....	3
Step 6: On-Site Pre-Service Review (If Applicable)	3
Step 7: Certification Notice and Direct Service Providers ALMS Access.....	3
1915(c) CHILD Waiver Provider Onboarding Process	4
Step 8: Certified Providers Enroll in Medicaid	4
Step 9: Completion of CHILD Waiver Staff Training.....	4
Step 10: Service Initiation and Claims Processing.....	4
1915(c) CHILD Waiver Continuous Quality Improvement and Recertification	5
Step 11: 60-Day Quality Assurance Review	5
Step 12: Continuous Quality Improvement and Recertification.....	5
Resources	6
References.....	6

1915(c) CHILD Waiver Provider Application and Certification Process

Step 1: Learn about the CHILD Waiver and Access Website

Interested providers can learn about the Community Health for Improved Lives and Development (CHILD) Waiver and familiarize themselves with the six Medicaid-reimbursable services offered through the program by accessing the CHILD Waiver website at

<https://www.chfs.ky.gov/agencies/dms/dca/Pages/child.aspx>.

The CHILD Waiver website also includes links to provider resources, such as:

- ◆ Provider agency qualifications and requirements.
- ◆ Service descriptions, requirements checklist, waiver, and regulations.
- ◆ Summary of provider certification steps and process timeline.
- ◆ Instructional video and link for provider enrollment in CHILD Waiver New Provider Orientation (NPO).

Step 2: Complete Introduction to CHILD Waiver and New Provider Orientation Training

Executive directors and owners of provider agencies new to the CHILD Waiver must complete the Introduction to CHILD Waiver and NPO training before a certification packet can be submitted.

Providers can access the CHILD Waiver website to view the instructional video and then complete the required NPO through the Adobe Learning Manager System (ALMS).

- ◆ New providers self-register through a link to ALMS available through the CHILD Waiver website.
- ◆ Providers who have an existing ALMS account should email 1915cWaiverHelpDesk@ky.gov to request access to required training.
 - Once confirmed, the Department for Medicaid Services (DMS) notifies the provider of access to complete NPO curriculum.
- ◆ Providers with questions or in need of assistance may contact the 1915(c) Waiver Help Desk at 1915cWaiverHelpDesk@ky.gov or call (844) 784-5614.

Training is delivered via self-paced online modules. Upon completion of the training, ALMS will generate for the provider:

- ◆ Notice of completion.

- ◆ Link to download the Provider Certification Packet.

Step 3: Access and Submit Certification Packet to DMS

Following completion of NPO, provider accesses link to download the 1915(c) CHILD Waiver certification application packet. Required submission information must include, but is not limited to, the following:

- ◆ NPO completion notice.
- ◆ Completed checklist of services provider intends to offer.
- ◆ Copies of relevant licenses, certifications, etc.
- ◆ Business documentation.
- ◆ Service model and staffing description.
- ◆ Completed Provider 1915(c) CHILD Waiver Policy and Procedures Checklist.
- ◆ Description of Director or equivalent qualifications.
- ◆ Commitment to participate in fidelity and quality improvement activities.
- ◆ Proof of registered agent and registered office in Kentucky as filed with the Office of the Secretary of State. If the registered office or agent changes, provide proof of filing the appropriate statement of change documentation with the filing fee with the Office of Secretary of State.
- ◆ Proof of good standing with the Office of the Secretary of State of the Commonwealth of Kentucky.
- ◆ Providers should refer to the Provider Readiness Checklist to ensure all required materials are submitted for certification. Completed certification packet should be submitted to 1915cWaiverHelpDesk@ky.gov.

Step 4: Submission Verification by DMS

DMS staff will perform preliminary verification of the submitted materials ensuring that all required materials have been submitted.

Based on the results of the submission verification review, DMS will send providers one of three responses via email within five business days:

- ◆ **Approved for certification review.**
- ◆ **Resubmission required.** Provider must correct and/or provide the additional information needed to complete and resubmit the packet.
- ◆ **Denial.** Provider is not eligible for CHILD Waiver certification and may be referred to alternate programs.

DMS staff will provide technical assistance for corrections or clarification, as needed.

Step 5: Comprehensive Certification Review

DMS certification staff will conduct a comprehensive certification review which includes review of:

- ◆ Verification of licenses, provider staff qualifications, insurance, tax identification.
- ◆ Service descriptions to ensure 1915(c) alignment.
- ◆ Provider agency policies.
- ◆ Other requested documentation.

DMS staff then sends one of three standardized emails to provider:

- ◆ **Approved for pre-service review** (if applicable).
- ◆ **Resubmission required.** Provider will be prompted to respond within 15 calendar days to keep the application process moving forward.
- ◆ **Not eligible.**

Step 6: On-Site Pre-Service Review (If Applicable)

An on-site review is only required for **Supervised Residential Care** and **Congregate Respite** service sites.

Once the comprehensive certification review is satisfactorily completed, DMS will coordinate with the provider agency via email to schedule an on-site pre-service review.

DMS will provide instructions and the *Pre-Service Review Preparation Checklist* to the provider in advance of the visit. Providers should ensure the checklist is complete prior to the visit.

On-site pre-service reviewers will utilize the *Pre-Service Review Preparation Checklist* to evaluate a provider's on-site readiness. Reviews include, but are not limited to, the following:

- ◆ Safety and readiness of the physical space, if applicable.
- ◆ Staff training records.
- ◆ Operational readiness to deliver services.

Step 7: Certification Notice and Direct Service Providers ALMS Access

Upon completion of the comprehensive certification review and the pre-service on-site visit (if applicable), DMS will issue a certification decision notice via email:

- ◆ **Approval.** The provider agency will receive a Pre-Service Certification Letter along with instructions for access to direct service provider (DSP) training in ALMS, and Medicaid Partner Portal Application (MPPA) enrollment. The initial provider certification is valid for six months.
- ◆ **Denial.** The provider agency will receive a Pre-Service Certification Denial email with a detailed explanation. The provider may choose to reapply for certification at any time once they meet the CHILD Waiver program requirements.

1915(c) CHILD Waiver Provider Onboarding Process

Step 8: Certified Providers Enroll in Medicaid

Certified providers will be required to submit a Medicaid provider enrollment application via the MPPA at <https://medicaidsystems.ky.gov/Partnerportal/home.aspx>.

- ◆ MPPA resources available for providers include training videos and user guides accessible at [New Enrollment, Revalidation or Maintenance - Cabinet for Health and Family Services](#).

The MPPA application must include the Pre-Service Certification Letter and any additional documentation required by DMS.

Once the MPPA application and supporting documentation is reviewed and deemed complete, DMS will notify the provider by email of Medicaid enrollment confirmation, a Medicaid ID, and billing instructions.

Step 9: Completion of CHILD Waiver Staff Training

Provider agency staff identified as DSPs must complete additional DMS required training through ALMS prior to delivery of services to a CHILD Waiver participant.

Provider agency DSP staff members register in ALMS to complete required courses.

- ◆ The complete list of required training must be completed prior to independent functioning.
- ◆ Additional training is required to be completed six months after independent functioning.
- ◆ Provider type-specific training may also be required.

Step 10: Service Initiation and Claims Processing

Once a provider has been selected by a participant and accepts the referral, the provider will begin delivery of authorized services as per the participant's person-centered service plan.

Provider must use required forms and complete required documentation, such as service tracking logs and electronic visit verification, to meet service delivery requirements and to maintain billing compliance.

Providers will submit claims via the traditional Medicaid payment system for services rendered. They must notify their DMS certification reviewer via email when their first claims are submitted.

1915(c) CHILD Waiver Continuous Quality Improvement and Recertification

Step 11: 60-Day Quality Assurance Review

During the initial certification period, DMS will perform a 60-day quality assurance check to ensure provider compliance with all relevant CHILD Waiver regulations, policies, and program requirements.

- ◆ Prior to the review, DMS will notify the provider via email and provide information inclusive of a *Prep for 60 Day Review* document and when the review will be conducted.
- ◆ The provider should use the *Prep for 60 Day Review* guidance to ensure readiness for the review.

Following the 60-day quality assurance review, providers will receive one of the following responses via email:

- ◆ **Quality Assurance Check – No Citations.** A 60-day quality assurance check was completed successfully. The provider is certified for 18 additional months.
- ◆ **Quality Assurance Check with Citations.** Issues were identified. The provider needs to address the noted issues within an established recertification timeframe.

Step 12: Continuous Quality Improvement and Recertification

To ensure continuous certification, providers must maintain staff training and required service documentation, engage in continuing education opportunities, and participate in periodic fidelity reviews. Providers are also encouraged to participate in optional technical assistance sessions.

DMS monitors providers on a quarterly basis along with periodic site visits and audits.

Certified providers must complete the recertification process at least every two years. This process includes the following:

- ◆ DMS will coordinate an on-site recertification review 60-90 days from the end date of the certification period.
- ◆ MPPA will notify the provider agency with an email reminder within 30-60 days prior to Medicaid enrollment expiration.

- ◆ Providers will be required to submit updated documents (licenses, training, insurance) and performance data.
- ◆ DMS will complete the review and notify the provider agency of the findings:
 - For no deficiencies, providers receive a No Findings Email.
 - For deficiencies, providers receive Findings with Citation Email and must respond with a corrective action plan (CAP) within 30 days.
- ◆ DMS will review the CAP and will respond to the provider with either a CAP Accepted Email or CAP Rejected Email.
 - If the provider does not send a CAP in a timely manner, a Corrective Action Plan Overdue letter is issued indicating their participation in the CHILD Waiver is at risk.

Resources

The following resources are available to respond to provider questions and requests for assistance:

- ◆ **Email Communications.** For submission of materials, official updates, TA or other inquiry contact: 1915cWaiverHelpDesk@ky.gov or call (844) 784-5614.
- ◆ **MPPA.** For provider enrollment and maintenance into the Medicaid program, contact: Medicaidpartnerportal.info@ky.gov or call (877) 838-5085.
- ◆ **Medicaid Management Information System.** For provider billing inquiries and other system-related issues, contact Gainwell Tech at: Ky_provider_inquiry@gainwelltechnologies.com or call (800) 807-1232.

All status updates, including review decisions and certification outcomes, are communicated through email from the following address: 1915(c) Waiver Help Desk at 1915cWaiverHelpDesk@ky.gov.

References

- ◆ 1915(c) CHILD Waiver Website:
<https://www.chfs.ky.gov/agencies/dms/dca/Pages/child.aspx>.