

## Understanding Kentucky's 1915(c) HCBS Waivers

### Who to Call Quick Guide

January 2024

- I need...
  - Information on waivers or how to apply, help with my waiver services, to know my spot on the wait list, or to file a complaint or grievance.
    - For ABI, ABI LTC, CHILD, or MIIW
      - Contact the Department for Medicaid Services at (844) 784-5614 or [1915cWaiverHelpDesk@ky.gov](mailto:1915cWaiverHelpDesk@ky.gov)
    - For HCB
      - Contact the Department for Aging and Independent Living at (877) 315-0589 or [HCBInquiries@ky.gov](mailto:HCBInquiries@ky.gov).
    - For MPW or SCL
      - Contact the Department for Behavioral Health, Developmental, and Intellectual Disabilities at (502) 564-7700 or [DDID.Info@ky.gov](mailto:DDID.Info@ky.gov).
  - Information about or help with the Participant Directed Services (PDS) delivery model.
    - For all waivers, contact the Department for Aging and Independent Living at 877-315-0589 or [HCBInquiries@ky.gov](mailto:HCBInquiries@ky.gov).
  - To apply for Medicaid financial eligibility, help with Medicaid financial eligibility, or help with patient liability.
    - For all waivers, contact the Department for Community Based Services at (855) 306-8959 or [DFS.Medicaid@ky.gov](mailto:DFS.Medicaid@ky.gov).
  - To receive email updates about the waivers or to make a comment about a 1915(c) waiver program.
    - Email [MedicaidPublicComment@ky.gov](mailto:MedicaidPublicComment@ky.gov).

A listing of additional contacts can be found in our full [Who To Call List](#)

(<https://chfs.ky.gov/agencies/dms/dca/Documents/whomtocallist.pdf>).