

HELP FOR KENTUCKIANS DURING COVID-19

UPDATED MAY 4, 2020

A lot has changed for Kentucky families and workers because of the coronavirus pandemic. Kentucky's safety-net programs are here to help all of us through hard times. Below is a list of public assistance programs that may be available to support you and your family. Check to see what programs you may be eligible for now, even if you were denied in the past.

CHECK TO SEE IF YOU ARE ELIGIBLE!

Apply online, if you can. For help, call the number provided.

MEDICAID (HEALTH INSURANCE)

The fastest way to get Medicaid right now is to complete this [fast-track application](#) for temporary coverage (sometimes called "presumptive eligibility" or "PE"). This type of coverage generally lasts about two months or until June 30, 2020, whichever is greater. It is available to Kentuckians who are uninsured and under the age of 65, regardless of income. Once you have temporary coverage, you can fill out the full application on [benefind](#), to see if you are eligible to stay on Medicaid past June 30th.

- Complete the [fast-track application](#) to get enrolled in Medicaid quickly.
- For questions, call the KY Healthcare Customer Service Line: 1-855-459-6328.
- If you need extra help, contact an [Application Assister](#).
- To find a medical provider that accepts Temporary Medicaid, go to the [Kentucky Medicaid Provider Directory](#) or call 1-800-635-2570.

SNAP (FOOD ASSISTANCE), KTAP (CASH ASSISTANCE), AND CCAP (CHILD CARE)

Online application: <https://benefind.ky.gov>

DCBS Hotline: 1-855-306-8959

WIC (NUTRITION ASSISTANCE FOR PREGNANT WOMEN AND FAMILIES WITH CHILDREN UNDER 6)

Contact your local health department using this [directory](#).

ALREADY RECEIVING BENEFITS? READ THIS BEFORE YOU CALL DCBS:

If you were already enrolled in Medicaid, SNAP, KTAP, or CCAP in March, your benefits have been **automatically extended by 3 months**. This means that if you would typically recertify for benefits on May 31st, your benefits are now extended until August 31st. Benefits that would have ended on June 30 are now extended to September 30th and so on.

DURING THE COVID-19 STATE OF EMERGENCY:

- **If you have Medicaid ...**
 - You will not be disenrolled unless you request to be or move out-of-state.
 - You do not have to pay copays or get prior authorization to see a provider.
- **If you have SNAP ...**
 - Your household will receive the maximum benefit in April and May.
 - you can now [purchase groceries online](#) from Kroger, Walmart, and Amazon.
- **If you have CCAP ...**
 - You do not have to pay copays or meet daycare attendance requirements.
- **If you have SNAP, CCAP, or the Kentucky Works Program ...**
 - You do not need to report job search, work, or other participation requirements.

No [benefind](#) account? You can send pictures of documents needed for "proof of eligibility" by email to: returnproofverif@ky.gov. Be sure to include your full name and case number.

UNEMPLOYMENT INSURANCE

State lawmakers recently expanded Kentucky's Unemployment Insurance (UI) program to cover more people during this time, including:

- People who have lost work or have had work hours reduced due to COVID-19.
- People who typically aren't eligible, including self-employed, independent contractors, freelance workers, substitute teachers, and many childcare workers.

UI typically provides between \$39 and \$552 per week. Under the federal CARES Act, benefits are extended from 26 to 39 weeks, with an additional \$600/week in benefits for four months (through July 31st).

Online: <https://kcc.ky.gov/>

Call: 502-875-0442

Due to a high volume of applications, please use the call schedule below:

Sunday: A-D

Monday: E-H

Tuesday: I-L

Wednesday: M-P

Thursday: Q-U

Friday: V-Z and anyone else who missed their day

STIMULUS PAYMENTS: Most adults will get a one-time payment of up to \$1,200, although some will get less. For every qualifying child age 16 or under, the payment will be an additional \$500. Payments will be made automatically to eligible adults who have a tax return on file for 2018 or 2019. If you do not usually file a tax return, you can complete [this IRS form](#) to claim your stimulus payment.

STILL NEED HELP?

State offices and call centers are busy helping thousands of Kentuckians enroll in benefits right now. If you have access to the internet, try that first. If you have trouble with an application, try calling. Don't give up!

The DCBS call center hours have been extended. Weekdays 8AM-5PM EST and Saturdays 9AM-2PM EST:
855-306-8959

If you believe you have been unfairly denied benefits or have a problem that DCBS cannot fix, you can report it to the **Office of the Ombudsman: 1-800-372-2973.**

If the Ombudsman cannot help, you can contact your local Legal Aid office.

AppalReD Legal Aid

866.277.5733

Covering Eastern KY

Kentucky Legal Aid

270.782.5740

866.452.9243

Covering Western KY

Legal Aid of the Bluegrass

859.431.8200

Covering Central KY

Legal Aid Society

800.292.1862

Covering Louisville and surrounding area

IMPORTANT HOTLINES

If you are well, but nervous and need information, call Kentucky's official COVID-19 hotline at **1-800-722-5725.**

Report businesses or groups that are putting people at risk by calling the Kentucky Labor Cabinet's hotline at **1-833-597-2337.**

Report price gouging by calling the Attorney General's Consumer Protection hotline at **1-888-432-9257.**

STAY CONNECTED FOR UPDATED INFORMATION!

Official COVID-19 website: kycovid19.ky.gov

On Facebook and Twitter:

Governor's Office: @GovAndyBeshear

Kentucky Voices for Health: @KyVoices4Health

