

HELP FOR KENTUCKIANS DURING COVID-19

UPDATED MARCH 30, 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. You should check to see what programs you may be eligible for now, even if you were denied in the past.

PUBLIC ASSISTANCE PROGRAMS

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

MEDICAID & MARKETPLACE COVERAGE (HEALTH INSURANCE)

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

KY Healthcare Customer Service Line: 1-855-459-6328

If you need extra help, contact an Application Assister:

<https://kyhbe.ky.gov/General/AgentOrAssister>

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)

Screening tool: <https://wic.fns.usda.gov/wps/pages/preScreenTool.xhtml>

Contact your local health department using this directory:

<https://chfs.ky.gov/agencies/dph/dafm/LHDInfo/AlphaLHDListing.pdf>

ALREADY RECEIVING BENEFITS? READ THIS BEFORE YOU CALL DCBS:

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

OTHER IMPORTANT UPDATES:

Medicaid coverage will be extended until the COVID-19 state of emergency ends, thanks to a new federal relief package (HR 6201) passed by Congress on March 18th.

ALL Medicaid copays and prior authorization requirements are suspended during this time.

SNAP, CCAP, and the Kentucky Works Program have suspended job search, work, and participation requirements during this time.

CCAP daycare attendance requirements are suspended and copays will be covered by the state during this time.

No benefind account? You can email documents needed for "proof of eligibility" to: returnproofverif@ky.gov. Be sure to include your full name and Medicaid ID 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. For every qualifying child age 16 or under, the payment will be an additional \$500. **You must have a tax return on file for 2018 or 2019 to receive your 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 online application, try calling. Don't give up!

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

