

The Commonwealth of Kentucky
kynect State-Based Marketplace



Helpful Resources
Quick Reference Guide

Introduction

This Quick Reference Guide is designed to assist individuals in finding helpful contact information.

Last Updated: December 10, 2021

Contact Information for Overarching Group/Services			
Department or Entity Name	Phone Number	Website	Reason(s) to Contact
Agent/Broker Call Center	(855)-CMS-1515 (855-267-1515)	https://portal.cms.gov/portal/ Email: CMS_FEPS@cms.hhs.gov	<ol style="list-style-type: none"> 1. Questions about password resets and account lockouts on the CMS Enterprise Portal 2. CMS Enterprise Portal account issues, requests, or error messages 3. This Help Desk is available Monday through Saturday, 8:00 AM – 10:00 PM ET.
Cabinet for Health and Family Services (CHFS)	(502)-564-3703	https://chfs.ky.gov/	<p>CHFS consists of several agencies with various functions from internal administration to programs and direct services. Houses departments such as:</p> <ol style="list-style-type: none"> 1. Department for Medicaid Services (DMS) 2. Department for Community Based Services (DCBS) 3. Department for Behavioral Health, Developmental and Intellectual Disabilities (BHDID)
Cabinet for Health and Family Services (CHFS) Ombuds	(800)-372-2973 (800)-627-4702 (TTY)	https://chfs.ky.gov/agencies/os/omb/Pages/default.aspx	<ol style="list-style-type: none"> 1. Questions or issues concerning CHFS programs 2. Assist an applicant filing a complaint 3. Investigate customer complaints and work with CHFS management to resolve them 4. Advise CHFS management about patterns of complaints and recommend corrective action when appropriate
Center for Medicare & Medicaid Services (CMS)	(800)-635-2570	https://www.cms.gov/	<ol style="list-style-type: none"> 1. Medicare 2. Medicaid 3. Kentucky Children’s Health Insurance Program (KCHIP)
Child Care Assistance Program	(859)-254-9176	https://chfs.ky.gov/agencies/dcbs/dcc/Pages/ccap.aspx https://kynect.ky.gov/benefits/s/program-page?program=CC&language=en_US	<ol style="list-style-type: none"> 1. Application assistance 2. Eligibility determination for child care

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Child Support Enforcement	(800)-248-1163	https://csws.chfs.ky.gov/csws/	<ol style="list-style-type: none"> 1. Questions about the Child Support Enforcement Program 2. Make Child Support payments 3. Quickly view payments and account balances, provide employment information and address changes, view upcoming court dates and appointments 4. Upload documents and send messages to your caseworker
COBRA (via Kentucky DOI)	(502)-564-5868	https://insurance.ky.gov/ppc/new_default.aspx	For questions concerning COBRA
Department for Community Based Services (DCBS)	(855)-306-8959	https://chfs.ky.gov/agencies/dcbs/Pages/default.aspx Please note: Each county has its own DCBS office. Please refer to the website for more information.	To complete an application or ask questions about the following: <ol style="list-style-type: none"> 1. Family support 2. Child care 3. Child and adult protection 4. Low Income Home Energy Assistance Program (LIHEAP) questions 5. Supplemental Nutrition Assistance Program (SNAP) questions 6. Kentucky Transitional Assistance Program (KTAP) questions 7. Medicaid eligibility
Department for Medicaid Services (DMS)	(800)-635-2570	https://chfs.ky.gov/agencies/dms/Pages/default.aspx	<ol style="list-style-type: none"> 1. Questions concerning the Kentucky Medicaid Program 2. Questions concerning Kentucky Children’s Health Insurance Program (KCHIP) 3. Member services information 4. For a Manual ID request, email DMS.IDProofing@ky.gov

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Department of Insurance (DOI)	(502)-564-3630 (local) (800)-595-6053	https://insurance.ky.gov/ppc/new_default.aspx	<ol style="list-style-type: none"> 1. General insurance questions 2. Issues or complaints involving Agents or Health Plan Issuers
Dire Need Issues		Email: kynectdireneed@ky.gov	For Dire Need issues requiring attention within a 24-hour period
Kentucky Health Benefit Exchange	(855)-459-6328	KHBE.ky.gov	<ol style="list-style-type: none"> 1. The contact center can assist with citizen applications and questions for MAGI Medicaid and KCHIP. 2. KHBE also provides training resources, CAC applications, and reporting requirements.
Kentucky Health Benefit Exchange (KHBE) Professional Support Line	(855)-326-4650 (Option: 1)		<ol style="list-style-type: none"> 1. Self-Service Portal issues 2. Variety of other topics specifically for Agents and kynectors
Kentucky Online Gateway (KOG) Helpdesk	(502)-564-0104 (Extension: 2)	KOG.chfs.ky.gov Email: KOGHelpdesk@ky.gov	<ol style="list-style-type: none"> 1. KOG account issues 2. Application issues 3. Troubleshooting
Kentucky Prescription Assistance Program (KPAP)	(800)-633-8100 (502)-564-8966 Extension: 4008 (program manager)	https://chfs.ky.gov/agencies/dph/dpqi/hcab/Pages/kpap.aspx	<ol style="list-style-type: none"> 1. Questions concerning the KPAP program. 2. How do I access discount drug programs and discount pharmacy programs?

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Kentucky Transitional Assistance Program (K-TAP)	(855)-306-8959	https://chfs.ky.gov/agencies/dCBS/dfs/fssb/Pages/ktap.aspx	For questions concerning the Kentucky Transitional Assistance Program (K-TAP)
Medicare	(800)-Medicare (800-633-4227)	https://www.medicare.gov/	<ol style="list-style-type: none"> 1. General Medicare information 2. Ordering Medicare booklets 3. Information about health plans
Special Supplemental Nutrition Program for Women, Infants and Children (WIC)	(800)-462-6122	https://chfs.ky.gov/agencies/dph/dmch/nb/Pages/wic.aspx	<ol style="list-style-type: none"> 1. WIC provides nutrition education and services, breastfeeding promotion and education, monthly food prescription of nutritious foods and access to health-care services. 2. Support for individuals who: <ul style="list-style-type: none"> • Are pregnant • Recently had a baby • Are breastfeeding • Have a child younger than 5 years of age
State Health Insurance Assistance Program (SHIP)	(877)-293-7447 (Option: 2)	https://chfs.ky.gov/agencies/dail/Pages/ship.aspx	<ol style="list-style-type: none"> 1. SHIP provides assistance to seniors and disabled individuals, their family members, and caregivers to make informed decisions about their health care, including Medicare Part D and Medicare supplemental insurance options. 2. Call for Medicare questions.
Supplemental Nutrition Assistance Program (SNAP)	(855)-306-8959	https://chfs.ky.gov/agencies/dCBS/dfs/nab/Pages/snap.aspx	For questions about the Supplemental Nutrition Assistance Program (SNAP)