



KHBE  
Medicaid  
Training  
Material

# **Helpful Resources Quick Reference Guide February 2017**



This Quick Reference Guide is designed to assist you to find helpful contact information.

Contact Information for Overarching Groups/Services			
Department or Entity Name	Phone Number	Website	Reason(s) to Call
Department of Insurance (DOI)	502-564-3630 (local) 800-595-8053	<a href="http://insurance.ky.gov/">http://insurance.ky.gov/</a>	<ol style="list-style-type: none"> <li>1. General insurance questions</li> <li>2. Issues or Complaints involving Agents or health plan issuers</li> </ol>
State Health Insurance Assistance Program (SHIP)	877-293-7447	<a href="http://chfs.ky.gov/dail/ship.htm">http://chfs.ky.gov/dail/ship.htm</a>	<ol style="list-style-type: none"> <li>1. The SHIP Program provides assistance to seniors and disabled individuals, their family members and caregivers make informed decisions about their health care, including Medicare part D and Medicare supplemental insurance options</li> <li>2. Medicare questions</li> </ol>
Cabinet for Health and Family Services (CHFS) Ombudsman	800-372-2973 800-627-4702 (TTY)	<a href="http://chfs.ky.gov/os/omb/">http://chfs.ky.gov/os/omb/</a>	Questions or issues concerning CHFS programs
Department for Medicaid Services (DMS)	800-635-2570	<a href="http://chfs.ky.gov/dms/">http://chfs.ky.gov/dms/</a>	<ol style="list-style-type: none"> <li>1. Questions concerning the Kentucky Medicaid Program</li> <li>2. Questions concerning Kentucky Children's Health Insurance Program</li> <li>3. Member services information</li> </ol>

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Kentucky Prescription Assistance Program (KPAP)	800-633-8100 502 564-8966 (program manager)	<a href="http://chfs.ky.gov/dph/info/dpqj/KPAP.htm">http://chfs.ky.gov/dph/info/dpqj/KPAP.htm</a>	<ol style="list-style-type: none"> <li>1. Questions concerning the KPAP program</li> <li>2. How do I access discount drug programs and discount pharmacy programs?</li> </ol>
Child Support Enforcement	800-248-1163 800-443-1576 (payments)	<a href="https://csws.chfs.ky.gov/csws">https://csws.chfs.ky.gov/csws</a>	<ol style="list-style-type: none"> <li>1. Questions about the Child Support Enforcement Program</li> <li>2. Make child support payments</li> </ol>
Child Care Council of Kentucky	800-809-7076	<a href="http://ChildCareCouncilofKY.com">ChildCareCouncilofKY.com</a>	For application assistance and eligibility determination for child care
Department for Community Based Services (DCBS) Each county has its own DCBS office. Please refer to the website for more information.	855-306-8959	<a href="http://chfs.ky.gov/dcbs/">http://chfs.ky.gov/dcbs/</a>	<ol style="list-style-type: none"> <li>1. Family support</li> <li>2. Child care</li> <li>3. Child and adult protection</li> <li>4. Administration of an energy cost assistance program</li> <li>5. SNAP questions</li> <li>6. KTAP questions</li> <li>7. Medicaid eligibility</li> </ol>
Center for Medicare & Medicaid Services (CMS)	800-635-2570	<a href="http://www.cms.gov/">http://www.cms.gov/</a>	<ol style="list-style-type: none"> <li>1. Medicare</li> <li>2. Medicaid</li> <li>3. Children's Health Insurance Program (CHIP)</li> </ol>
Medicare	1-800-Medicare (1-800-633-4227)	<a href="http://www.medicare.gov/">http://www.medicare.gov/</a>	For general Medicare information, ordering Medicare booklets, and information about health plans.

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The Cabinet for Health and Family Services (CHFS)	502-564-3703	<a href="http://chfs.ky.gov/">http://chfs.ky.gov/</a>	CHFS consists of several agencies with various functions from internal administration to programs and direct services. Houses programs such as: Department for Medicaid Services (DMS) Department for Community Based Services (DCBS)
Special Supplemental Nutrition Program for Women, Infants and Children (WIC)	800-462-6122 502-564-3827 (local)	<a href="http://chfs.ky.gov/dph/mch/ns/wic.htm">http://chfs.ky.gov/dph/mch/ns/wic.htm</a>	<ol style="list-style-type: none"> <li>1. If you are pregnant</li> <li>2. Recently had a baby</li> <li>3. You are breastfeeding</li> <li>4. You have a child younger than 5 years of age</li> </ol>
Supplemental Nutrition Assistance Program (SNAP)	502-564-3440	<a href="http://chfs.ky.gov/dcbs/dfs/foodstampsebt.htm">http://chfs.ky.gov/dcbs/dfs/foodstampsebt.htm</a>	For questions about the Supplemental Nutrition Assistance Program (SNAP)
Kentucky Transitional Assistance Program (K-TAP)	502-564-7050	<a href="http://chfs.ky.gov/dcbs/dfs/ktap.htm">http://chfs.ky.gov/dcbs/dfs/ktap.htm</a>	For questions concerning the Kentucky Transitional Assistance Program (K-TAP)
COBRA (via Kentucky DOI)	502-564-5868	<a href="http://insurance.ky.gov/static_info.aspx?static_id=120&amp;Div_id=16">http://insurance.ky.gov/static_info.aspx?static_id=120&amp;Div_id=16</a>	For questions concerning COBRA
Kentucky Health Benefit Exchange	855-459-6328	<a href="http://healthbenefitexchange.ky.gov/Pages/home.aspx">http://healthbenefitexchange.ky.gov/Pages/home.aspx</a>	The contact center can assist with citizen applications and questions for MAGI Medicaid and KCHIP.



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KHBE Support Professionals Line	1-855-326-4650		Provides assistance on a variety of topics specifically for Agents and Assisters.
Kentucky FFM Information Hotline	1-844-799-2699	<a href="http://Healthbenefitexchnage.ky.gov">Healthbenefitexchnage.ky.gov</a>	The KHBE FFM information hotline can answer general questions about the Federally Facilitated Marketplace.
HealthCare.gov	1-800-318-2596 TTY: 1-855-889-4325	<a href="http://www.HealthCare.gov">www.HealthCare.gov</a>	For customer service support, to start or finish an application, compare plans, enroll or ask a question. Available 24 hours a day, 7 days a week. Closed Memorial Day, July 4th, Labor Day, Thanksgiving Day and Christmas Day.



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FFM Navigator Marketplace Call Center line	1-855-868-4678 Enter your Assister code: 502 999 9999		CACs and Navigators should call their dedicated phone lines so the Call Center can better track the needs of assisters. The dedicated Assister Line can also help with password resets and can help with access to non-application SEPs.
CAC Marketplace Call Center line: 1-855-879-2683	1-855-879-2683 Enter your Assister code: 502 999 9999		CACs and Navigators should call their dedicated phone lines so the Call Center can better track the needs of assisters. The dedicated Assister Line can also help with password resets and can help with access to non-application SEPs.



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SHOP Call Center	1-800-706-7893 (TTY: 711).		<p>For customer service support, including assisting employers and employees apply for and enroll in SHOP.</p> <p>Available M-F 9:00 am-7:00 pm EST.</p> <p>Closed New Year's Day, Martin Luther King Day, Memorial Day, July 3rd, Labor Day, Veterans Day, Thanksgiving and the day after, and Christmas.</p>
Agent/Broker Call Center	1-855-CMS-1515 (855-267-1515)	Email: CMS_FEPS@cms.hhs.gov	<p>For questions about password resets and account lockouts on the CMS Enterprise Portal; HealthCare.gov website issues; and other CMS Enterprise Portal account issues, requests, or error messages. This Help Desk is available Monday through Saturday, 8:00 AM – 10:00 PM ET.</p>