Introduction

This Quick Reference Guide is designed to assist individuals in finding helpful contact information.
## Contact Information for Overarching Group/Services

<table>
<thead>
<tr>
<th>Department or Entity Name</th>
<th>Phone Number</th>
<th>Website</th>
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<tbody>
<tr>
<td>Agent/Broker Call Center</td>
<td>(855)-CMS-1515 (855-267-1515)</td>
<td><a href="https://portal.cms.gov/portal/">https://portal.cms.gov/portal/</a> Email: <a href="mailto:CMS_FEPS@cms.hhs.gov">CMS_FEPS@cms.hhs.gov</a></td>
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|                                                 |                               |                                              | 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/                         | CHFS consists of several agencies with various functions from internal administration to programs and direct services. Houses departments such as:  
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 | 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/                        | 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  
2. Eligibility determination for child care                                                                                                                                                                               |
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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 | To complete an application or ask questions about the following:  
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  

**Please note:** Each county has its own DCBS office. Please refer to the website for more information. |
| Department for Medicaid Services (DMS)        | (800)-635-2570  | https://chfs.ky.gov/agencies/dms/Pages/default.aspx | 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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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     | [KHB.E.ky.gov](https://KHB.E.ky.gov) | 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) |                                                | 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](https://KOG.chfs.ky.gov) | 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/dpgi/hcabo/Pages/kpap.aspx](https://chfs.ky.gov/agencies/dph/dpgi/hcabo/Pages/kpap.aspx) | 1. Questions concerning the KPAP program.  
2. How do I access discount drug programs and discount pharmacy programs? |
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<td>Kentucky Transitional Assistance Program (K-TAP)</td>
<td>(855)-306-8959</td>
<td><a href="https://chfs.ky.gov/agencies/dcbs/dfs/fssb/Pages/ktap.aspx">https://chfs.ky.gov/agencies/dcbs/dfs/fssb/Pages/ktap.aspx</a></td>
<td>For questions concerning the Kentucky Transitional Assistance Program (K-TAP)</td>
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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/nsb/Pages/wic.aspx](https://chfs.ky.gov/agencies/dph/dmch/nsb/Pages/wic.aspx) | 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:  
• 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](https://chfs.ky.gov/agencies/dail/Pages/ship.aspx) | 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](https://chfs.ky.gov/agencies/dcbs/dfs/nab/Pages/snap.aspx) | For questions about the Supplemental Nutrition Assistance Program (SNAP) |