



# Dire Need Guidance

It appears as though there is still some uncertainty in the field when it comes to Dire Need cases. This has been covered in a previous newsletter but it is important to address again.

## What is a Dire Need?

A Dire Need is when an individual is:

- Out of an essential medication.
- Has a medically-necessary surgery scheduled in the very near future.
- Trying to get into an essential treatment center, etc.

A Dire Need only has to do with the needs of the individual and their inability to access essential services relative to that need.

## What happens once I escalate a case as potential Dire Need?

- Navigator/Certified Application Counselor (CAC) sends a potential Dire Need case to [KHBE.Program@ky.gov](mailto:KHBE.Program@ky.gov) (including case number and brief description of the need).
- Submitted cases are escalated by KHBE to DCBS. **NOTE:** cases that do not meet the Dire Need criteria will be addressed within the standard time frame (not an expedited time frame since it does not meet the Dire Need criteria).
- DCBS will then assign those cases to their field staff to take action on the case provided that the necessary documentation exists to do so.

## Dire Need Reminders/Best Practices

- Please do not request cases to be treated as Dire Need unless they meet the criteria (see above) of a Dire Need on the part of the individual. For example: A provider seeking payment, while important, does not constitute a Dire Need.
- Regardless of the terminology used when you submit the Dire Need to KHBE (i.e. expedited, urgent, etc.), the criteria for Dire Need remains the same.
- Navigators and CACs should always send Dire Need Cases to [KHBE.Program@ky.gov](mailto:KHBE.Program@ky.gov) using the subject line "Dire Need: Case # \_\_\_\_\_" and should not bypass KHBE by escalating Dire Need cases directly to DCBS or a DCBS Field Staff, unless otherwise directed to do so.



## Best Practice – State Correspondence

As you know, Kentuckians who enroll in state benefit programs receive a great deal of important correspondence in their mail. We realize this correspondence is sometimes ignored or thrown away. Therefore, KHBE is suggesting, as an ongoing best practice, for Navigators and Certified Application Counselors to advise clients on what to be looking for in their mailbox. The notices will be coming from state agencies such as the Cabinet for Health and Family Services, Department for Medicaid Services, or Department for Community Based Services and could include Requests for Information (RFI), MCO Assignment Letters, Notices of Eligibility, etc. All of these documents are important, so let's work together to make sure they don't get discarded.

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## Updated Website Materials

The following documents were recently updated and posted on the KHBE website:

- Identity Proofing Job Aid
- Understanding Immigration & Eligibility QRG
- 1-2-3 No Cost to Me campaign kit (focusing on uninsured African American and Latinx Kentuckians)
- CHFS Medicaid PE Flyer available in English and Spanish



## SSP Redesign Update

The benefind self-service portal is being redesigned based on your feedback and is set to go live in October. In addition to a new look and feel, benefind is being updated to improve the user experience for Residents, Navigators, and additional users such as Cabinet for Health and Family Services (CHFS) staff and community partners. The updated portal will include the following features:

- New mobile-friendly design.
- Easier for Residents to connect to benefits and additional community resources.
- Clear identification of next steps and helpful, built-in tools.
- Enhanced workflow for Navigators with a more streamlined dashboard.
- Built-in ability to track data-driven improvements to help all users adopt the portal and use it efficiently.

Training and communication materials will be made available to support you and other users while adjusting to the new self-service portal, these materials include:

- Instructor Led Webinar
- Quick Reference Guides
- Micro Videos
- Frequently Asked Questions
- Business Cards

As Navigators, you are key partners in helping Residents apply for Medicaid and the Kentucky Integrated Health Insurance Premium Payment (KI-HIPP) Program. Stay tuned to learn more about the self-service portal redesign efforts! If you have any questions, please reach out to [Tracy Williams](#) or [Abby Berger](#).



## **KHBE Team Member Spotlight – Logan Selby**

Logan Selby is a Web and Graphic Designer for KHBE. Logan recently transitioned from the world of advertising to join KHBE and help push our website and branding to new heights. Luckily for us, he has an in-depth knowledge of the kynect brand from his previous position at Doe-Anderson.

Logan’s work is guided by a strong belief in design as a problem-solving tool, a way of recognizing and forming relationships between ideas and reality, and a method for improving the connections between people and the products they use.

His job responsibilities include maintaining the KHBE website and social media accounts, as well as keeping the KHBE brand intact throughout all marketing materials. Like all the talented people on the KHBE team, Logan wears many hats depending on any need that arises.

## **PE and Existing Health Coverage**

Reminder: COVID-19 Special Healthcare Coverage (Presumptive Eligibility) is intended for Kentuckians who have recently lost their health coverage or simply do not have health coverage, it is not for those who are still enrolled in a health insurance plan or have regular Medicaid or Medicare.

## **Virtual Event Ideas**

Do you have a great idea for hosting a virtual outreach, education, or enrollment event (VE)? Have you held successful VEs and now have useful tips and best practices that might help other Navigators? If you answered YES to either of those questions then please submit your VE ideas and tips for effective events to the [KHBE Program](#) inbox, use the subject line **Virtual Event Ideas/Tips**.