

PE Determiners Escalation Process (page 1 of 1)

Updated: April 2025



Incident Description	Check These Materials First	I still have questions, who do I contact?
Department for Medicaid Services (DMS) Incidents		
DMS incidents related to eligibility requirements for Residents	<ul style="list-style-type: none"> CHFS Policy Manuals on the PE website, training manuals on COLT LMS 	<ul style="list-style-type: none"> For any Incident that remains unresolved or requires further escalation, notify KHBE by email PE.Program@ky.gov. DMS/DHPO will review and escalate further as appropriate.
Kentucky Online Gateway (KOG) Incidents		
Kentucky Online Gateway (KOG) account related Incidents	<ul style="list-style-type: none"> PE Documents KOG Account Creation QRG KOG Login Guide KOG Multi-Factor Authentication(MFA) Guide 	<ul style="list-style-type: none"> These unresolved Incidents should be emailed to KOGHelpdesk@ky.gov When emailing the KOG helpdesk, PE Determiners should include a brief description and screenshot of the Incident. No Personally Identifiable Information (PII) can be included in the email.
Dire Need (Medically Urgent)		
Dire Need where an individual needs access to medical care that cannot be missed and needs immediate active health coverage.	<ul style="list-style-type: none"> When submitting any request as Dire Need, it is imperative that you indicate that the individual is facing an Access to Care. Only include a simple/general statement about the situation. 	<ul style="list-style-type: none"> Email kynectdireneed@ky.gov for Dire Need PE Determiners should use the subject line “Dire Need.” These cases are given highest priority by KHBE/DMS
Retroactive Presumptive Eligibility		
Individual requesting retroactive coverage for Presumptive Eligibility.	<ul style="list-style-type: none"> DMS Policy Manuals on the PE website, 	<ul style="list-style-type: none"> Contact pe.program@ky.gov and specify the reason for requesting more than the 3 day retroactive coverage and be prepared to provide necessary verifications
Name/DOB Changes		
Individual requires a name of DOB change.	<ul style="list-style-type: none"> DMS Policy Manuals on the PE website, 	<ul style="list-style-type: none"> Contact pe.program@ky.gov and explain the change in name/DOB