



How can support parents help me?

Family to Family Health Information Centers are staffed by “support parents” — mentors — who are parents of children with special needs.

Support parents provide key support to families of individuals with special needs. We offer parents and caregivers the opportunity to connect with another parent or caregiver with a similar situation or special health care need — someone who has “been there.”

A support parent is a veteran parent or primary caregiver of an individual with special health care needs who is willing to help other families in situations similar to those they have faced.

A support parent is a person who wants to reduce the feelings of isolation for other families and allow others to benefit from their experiences. A support parent provides a safe listening environment and a wealth of information to other families.

Parents who want to share their expertise are welcome to learn more about helping other families navigate the health care maze.

If you would like more information about the Kentucky Family to Family Health Information Center, please contact us.

Family to Family Health Information Centers

Barbourville
110 Johnson Lane
Barbourville, KY 40906
(606) 546-5109
(800) 348-4279

Bowling Green
2040 Louisville Road
Bowling Green, KY 42101
(270) 746-7816
(800) 843-5877

Elizabethtown
580 B Westport Road
Elizabethtown, KY 42701
(270) 765-6982
(800) 995-6982

Hazard
103 A Town and Country Lane, Suite M
Hazard, KY 41701
(606) 435-6167
(800) 378-3357

Lexington
333 Waller Ave., Suite 300
Lexington, KY 40504
(859) 252-3170
(800) 817-3874

Louisville
310 Whittington Parkway
Louisville, KY 40222
(502) 429-4430, ext. 279
(800) 232-1160

Morehead
214 W. First St.
Morehead, KY 40351
(606) 784-3049
(800) 928-3049

Owensboro
1600 Breckenridge, Suite 1200
Owensboro, KY 42302
(270) 687-7038 ext 2123
(877) 687-7038

Paducah
400 Park Ave., Bldg. D
Paducah, KY 42001
(270) 443-3651 ext 09
(800) 443-3651

Prestonsburg
5000 KY Route 321
Prestonsburg, KY 41653
(606) 889-1761
(800) 594-7058

Somerset
Professional Plaza
401 Bogle St., Suite 104
Somerset, KY 42503
(606) 677-4120
(800) 525-4279

Kentucky Family to Family Health Information Centers



Helping families of children and youth with special health care needs and the professionals who serve them

HIC Regional Offices

Western Region
Sondra Gilbert
Sondra.Gilbert@ky.gov
(270) 852-5533
(877) 687-7038, ext. 2125

Eastern Region
(Including Louisville)
Debbie Gilbert
DebbieA.Gilbert@ky.gov
(502) 429-4430, ext. 2069
(800) 232-1160, ext. 2069

Office for Children
with Special Health Care Needs
Kentucky Cabinet for Health and Family Services



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What are Family to Family Health Information Centers?

The Office for Children with Special Health Care Needs has received a grant from federal Health Resources and Services Administration to create Family to Family Health Information Centers (F2F HICs) throughout the agency's offices.

F2F HICs are family-run centers that assist families of children and youth with special health care needs and the professionals who serve them.

The goal of the F2F HICs is to help keep children healthy by promoting regular medical care.

Parents and families with children who have special health care needs often need help navigating the complicated issues surrounding health care. F2F HICs help families make more informed choices by providing support, information, resources and training.

F2F HICs promote access to community based, self-directed services that are available to children with special needs.

What assistance can F2F HICs provide?

- ◆ Assistance to families and professionals
- ◆ Information, education, training, support, and referral services
- ◆ Outreach to underserved and underrepresented populations
- ◆ Guidance on public health programs and policy
- ◆ Collaboration with other F2F HICs, family groups, and professionals in efforts to improve services for children with special health care needs
- ◆ "Support parents" to serve as mentors
- ◆ Lending library



HICs help families find answers

These are some of the questions that F2F HICs can help answer for families of children and youth with special health care needs.

- ◆ Is there a health insurance program that will pay for my child's medical needs?
- ◆ My insurance does not provide for all the care my child needs. Are there other programs available to assist?
- ◆ My child is very medically complicated. How can I best work with her doctors?
- ◆ Where can I find a support group for families of children with my child's disability?
- ◆ Medicaid has denied payment of some of my child's services. What do I do now?
- ◆ How can I get respite?
- ◆ My child needs a piece of equipment.