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To: All 1915(c) Home and Community Based Services Waiver Providers

From: Pam Smith, Director
Division of Long-Term Services and Supports

Date: January 11, 2024

Re: Home and Community Based Waiver Waitlist

Based on available slots and enrollment trends, the Department for Medicaid Services (DMS) expects to begin a waitlist for the Home and Community Based (HCB) waiver program on **January 16, 2024**. Applicants will be placed on the waitlist for a slot on a first-come, first-serve basis and will receive a letter notifying them of placement on the waitlist. DMS will allocate slots as they become available.

Individuals waiting to access services have other options to help them while they wait for a waiver slot.

- Individuals who are Medicaid-eligible can receive Medicaid state plan services or services through a managed care organization (MCO). Medicaid-eligible individuals under age 21 may be eligible for services covered by Medicaid's Early Periodic Screening, Diagnosis, and Treatment Services (EPSDT) benefit.
- Individuals aged 60 or older can contact their local [Aging and Disability Resource Center](#) for assistance accessing other available resources.
- Community resources can be used to fulfill needs. The DMS Division of Long-Term Services and Supports maintains [a list of potential resources online](#). Individuals can also search [kynect Resources](#) for programs or organizations in their geographic area that meet their needs. The University of Kentucky Human Development Institute also maintains a [resource guide for individuals with disabilities](#).
- The [Program of All-Inclusive Care for the Elderly \(PACE\)](#) may be an appropriate community-based alternative to waiver services for Medicare and/or Medicaid-eligible individuals aged 55 and older [who live in an area covered by PACE](#). Please note that individuals cannot be enrolled in both PACE and a 1915(c) waiver at the same time.

Waiver Participant Contact Information

DMS continues to request that providers and case managers/support brokers/service advisors communicate with applicants and participants about the importance of making sure their Medicaid and waiver contact information is up to date. This will help reduce issues or delays with the ongoing Medicaid renewal process, make it easier to reach applicants when a slot becomes available and prevent assessment/reassessment delays. A participant can update their contact information online by visiting kynect.ky.gov or by calling kynect at (855) 459-6328. kynect phone lines are open from 8 a.m. to 4:30 p.m. Eastern Monday through Friday. The kynect Benefits [Report a Change guide](#) and [Report a Change video](#) offer instructions for updating contact information in kynect. Participants can also call the [Department for Community Based Services \(DCBS\)](#) at (855) 306-8959 to report a change to their information.

When talking with applicants and/or participants, providers and case managers/support brokers/service advisors should make sure they know to watch for letters from DMS, to review letters, and take any actions requested to move their waiver application or case forward and to reach out for help responding if they need it.

1915(c) Home and Community Based Services Waitlist Management

DMS is taking steps to address wait lists for the 1915(c) Home and Community Based Services (HCBS) program.

- DMS is working to reallocate slots as quickly as possible based on federal and state regulations.
- DMS is planning to make updates to the 1915(c) HCBS waiver programs and related Kentucky Administrative Regulations (KAR) later this year. Changes include amending waiver waitlist policies to ensure individuals with more intensive needs can access services quickly.
- DMS is currently conducting a study to determine if it is feasible to develop a new 1915(c) HCBS waiver specifically for children ages 0 to 21 with several emotional disabilities (SED), intellectual disabilities and related conditions (ID/RC), or ASD. We are looking at feedback from families and potential providers, similar waivers in other states, Medicaid data, and cost projections to see if a waiver can be added. We anticipate completing the study and receiving recommendations from our study partner, Guidehouse, early this year.

Questions

If waitlisted individuals want to check their status, they can contact the 1915(c) Waiver Help Desk at (844) 784-5614 or 1915cWaiverHelpDesk@ky.gov. Other Medicaid or waiver inquiries can be directed to the contacts listed below.

Program Contacts and Questions	
HCB waiver and Participant-Directed Services	Contact DAIL at (877) 315-0589 or HCBinquiries@ky.gov
Michelle P. Waiver and SCL	Contact your DBHDID quality administrator
ABI, ABI LTC, Model II, or General Waiver Questions	Contact DMS at (844) 784-5614 or 1915cWaiverHelpDesk@ky.gov

Contacts for Other Resources and Services	
Medicaid State Plan and EPSDT	(502) 564-6890
PACE	Contact DAIL at (888) 804-0884 or PACE@ky.gov
ADRC Information	Call (877) 925-0037 or review the list of ADRCs
Find a kynector	(855) 459-6328 or use the online search

Sincerely,



Pam Smith
 Director, Division of Long-Term Services and Supports