Need Help with a Medicaid Waiver? The 1915(c) Waiver Help Desk is Open!

1915(c) HCBS waiver stakeholders have a new way to reach the Department for Medicaid Services (DMS). The 1915(c) Waiver Help Desk opened on November 25, 2019. Waiver stakeholders, including participants, caregivers, and providers, can call or email the help desk with their waiver-related questions or problems. DMS Division of Community Alternatives (DCA) staff will work with stakeholders to resolve issues as quickly as possible.

Contact the 1915(c) Waiver Help Desk
Phone: (844) 784-5614
Email: 1915cwaiverhelpdesk@ky.gov

Updated Service Authorization Policy Takes Effect

As of November 25, 2019, Carewise Health is no longer approving person-centered service plans (PCSPs) for 1915(c) HCBS waiver participants. Case managers now approve most waiver services on the PCSP. The exception is high-skill or high-cost services, which are reviewed by DMS. Case managers received training in November and DMS provided face-to-face assistance in understanding the new policy during regional questions and answer sessions held for case managers. Additionally, case managers have access to resources on the DMS DCA website (https://chfs.ky.gov/agencies/dms/dca/Pages/default.aspx) and can contact the 1915(c) Waiver Help Desk with questions. DMS is monitoring the updated service authorization process and will continue to provide guidance, training and assistance as needed.

Changes to Patient Liability Begin January 1

DMS expects most 1915(c) HCBS waiver participants to see a change to their patient liability in 2020. Beginning January 1, 1915(c) HCBS waiver participants will be able to keep more of their income for themselves. This means patient liability payments should be reduced or eliminated for most participants. DMS sent letters to participants and providers about this change in November. Those letters are available at the following links:


The Department for Community Based Services (DCBS) calculates patient liability on behalf of DMS. If you have questions, you can call DCBS at (855) 306-8959.
Thank you (again) for your comments!

DMS wants to thank stakeholders for the time and thought they put into our second formal public comment period of 2019. DMS accepted formal public comments on amendments to appendices C, I and J of the 1915(c) HCBS waivers between November 8, 2019, and December 10, 2019. Appendices C, I and J discuss participant services and waiver finances. These appendices were amended in all six 1915(c) HCBS waivers based on the outcome of the 1915(c) HCBS Rate Study that began in November 2018 and ended in September 2019.

Public Comment: What’s Next?

DMS is in the process of reviewing all comments submitted between November 8, 2019, and December 10, 2019, and will determine if any further updates need to be made to the waiver applications before they are submitted to the Centers for Medicare and Medicaid Services (CMS) for approval. DMS will also issue a formal response to the comments in early 2020.

Comments By The Numbers

DMS received nearly 1,000 formal public comments from more than 350 commenters. These commenters included participants, providers, and caregivers.

The most-commented topics were waiver services, payment and rate setting, and case management.

Keep the Comments Coming!

DMS is always looking for stakeholder feedback. Just email medicaidpubliccomment@ky.gov. Comments received after December 10 will be responded to individually or through the Frequently Asked Questions (FAQ) on the DCA website:

https://chfs.ky.gov/agencies/dms/dca/Pages/default.aspx