



**CABINET FOR HEALTH AND FAMILY SERVICES  
DEPARTMENT FOR MEDICAID SERVICES**

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Governor

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Director

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Commissioner

**To: All 1915(c) Home and Community Based Services (HCBS) Waiver Participants**

**From: Pam Smith**  
Director, Division of Community Alternatives

**Date: November 22, 2019**

**Re: Service Authorization**

The Department for Medicaid Services (DMS) wants to let you know that the way your person-centered service plan is approved will soon change. An outside company used to approve the plans for DMS. Beginning November 25, 2019, DMS will allow case managers to approve most services on your plan. This process is known as *service authorization*.

There will be some exceptions. DMS will review and approve certain high-skill or high-cost services. A list of services DMS will approve is available in the "What Does This Mean to Me? Service Authorization" document on the DMS DCA website at <https://chfs.ky.gov/agencies/dms/dca/Documents/serviceauthorizationonepager.pdf>.

DMS chose to update our service authorization policy to better serve you. You can expect several benefits from this update, including:

1. The opportunity to lead the planning of your services with the help of your case manager, family, friends or other natural supports, and service providers.
2. A plan that better fits your service needs, preferences, and goals. This is because your case manager is more familiar with you, what you want to accomplish, and what services you need.
3. Quicker service delivery. Having case managers approve most services will reduce the time it takes to approve and deliver services.

You will have your plan approved using the updated service authorization process at your next re-certification. If you disagree with the services authorized for you, you still have the right to file an appeal with DMS. Your case manager can assist you with that process.

If you have questions about the updated service authorization policy, you can email [1915cwaiverhelpdesk@ky.gov](mailto:1915cwaiverhelpdesk@ky.gov) or call 844-784-5614 on or after November 25, 2019.

Sincerely,



Pam Smith  
Director, Division of Community Alternatives