

# HELP FOR KENTUCKIANS DURING COVID-19

Kentucky's safety-net programs are here to help all of us through hard times. Below is a list of public assistance programs that may be available to support you and your family. A lot has changed for Kentucky families and workers because of this pandemic. You should check to see what programs you may be eligible for now, even if you were denied in the past.

## **PUBLIC ASSISTANCE PROGRAMS**

**Check to see if you are eligible (even if you have been denied in the past)**

Apply online, if you can. For help, call the number provided.

### **MEDICAID & MARKETPLACE COVERAGE (HEALTH INSURANCE)**

Online application: <https://benefind.ky.gov>

Find an Application Assister: <https://kyhbe.ky.gov/General/AgentOrAssister>

DCBS Hotline: 1-855-306-8959

### **SNAP (FOOD ASSISTANCE), KTAP (CASH ASSISTANCE), AND CCAP (CHILD CARE)**

Online application: <https://benefind.ky.gov>

DCBS Hotline: 1-855-306-8959

### **WIC (NUTRITION ASSISTANCE FOR PREGNANT WOMEN AND FAMILIES WITH CHILDREN UNDER 6)**

Contact your local health department using this directory:

<https://chfs.ky.gov/agencies/dph/dafm/LHDInfo/AlphaLHDListing.pdf>

### **ALREADY RECEIVING BENEFITS? READ THIS BEFORE YOU CALL DCBS:**

If you are already enrolled in Medicaid, SNAP, KTAP, or CCAP, your benefits have been automatically extended by 3 months. This means that if you would typically reapply for benefits on April 30th, your benefits are now extended until July 31st. Benefits that would have ended on May 31st are now extended to August 31st and so on.

**Medicaid coverage will be extended until the COVID-19 state of emergency ends**, thanks to a new federal relief package (HR 6201) passed by Congress on March 18th.

**ALL Medicaid copays and prior authorization requirements** have been suspended during this time.

**SNAP** has suspended some reporting requirements (job search, work, etc.) during this time.

**CCAP** has suspended some reporting requirements (job search, work, child care attendance, etc) during this time.

**KTAP** has suspended some reporting requirements (job search, education, training, work, etc) during this time.

**No benefind account?** You can email documents needed for "proof of eligibility" to:

[returnproofverif@ky.gov](mailto:returnproofverif@ky.gov).

### UNEMPLOYMENT INSURANCE (FOR PEOPLE WHO RECENTLY LOST A JOB)

Kentucky's unemployment insurance is for employees who lose their job through no fault of their own. People who typically aren't eligible -- including self-employed, independent contractors, freelance workers, substitute teachers, and many childcare workers -- can now apply. Unemployment benefits provide between \$39 and \$552 per week, depending on the lost income, for 26 weeks.

Online: <https://kcc.ky.gov/career>

Call: 502-875-0442

Due to a high volume of applications, please use the call schedule below:

Sunday: A-D

Monday: E-H

Tuesday: I-L

Wednesday: M-P

Thursday: Q-U

Friday: V-Z and anyone else who missed their day

### STILL NEED HELP?

State offices and call centers are busy helping thousands of Kentuckians enroll in benefits right now. If you have access to the internet, try that first. If you have trouble with an online application, try calling. Don't give up!

If you believe you have been unfairly denied benefits or have a problem that DCBS cannot fix, you can report it to the **Office of the Ombudsman: 1-800-372-2973**.

If the Ombudsman cannot help, you can contact your local Legal Aid office.

#### AppalReD Legal Aid

866.277.5733

Covering Eastern KY

#### Kentucky Legal Aid

270.782.5740

866.452.9243

Covering Western KY

#### Legal Aid of the Bluegrass

859.431.8200

Covering Central KY

#### Legal Aid Society

800.292.1862

Covering Louisville and  
surrounding area

### IMPORTANT HOTLINES

If you are well, but nervous and need information, call Kentucky's official **COVID-19 hotline at 1-800-722-5725**

Report businesses or groups that are putting people at risk by calling the **Kentucky Labor Cabinet's hotline at 1-833-597-2337**

Report price gouging by calling the **Attorney General's Consumer Protection hotline at 888-432-9257** or by filling out the [complaint form online](#).

### STAY CONNECTED FOR UPDATED INFORMATION!

Official COVID-19 website: [kycovid19.ky.gov](http://kycovid19.ky.gov)

#### On Facebook and Twitter:

Governor's Office: @GovAndyBeshear

Kentucky Voices for Health: @KyVoices4Health

Kentucky Equal Justice Center: @kyequaljustice

Advocacy Action Network: @AANetworkKy

Mental Health America of Kentucky: @mhaky

Feeding Kentucky: @feedingky

Kentucky Center for Economic Policy: @kypolicy

Homeless and Housing Coalition: @HHCKy

