



CABINET FOR HEALTH
AND FAMILY SERVICES

Provider Survey 2025 Provider Presentation

Finding Regulations/Applications/Provider Numbers

Many agencies reported needing help finding and keeping up with regulations, waiver applications, and provider letters.

- The DMS LTSS HCBS webpage has *Provider Resources* (including a Provider Letter Search), and *Waiver Policy Guidance, Training, and Reference Materials* (including regulations and approved applications)
<https://www.chfs.ky.gov/agencies/dms/dca/Pages/HCBSWaiver.aspx>
- DDID Regulation page: <https://dbhdid.ky.gov/ddid/scl-regulations>

DDID Presentation Recordings

- As a reminder, DDID Recordings, including Third Thursday Presentations and TA Tidbits, are posted on the DDID Recordings page on our website.

<https://dbhdid.ky.gov/ddid/recordings>

- The DDID Recordings link is embedded within the SCL Training Page on the website, found here

<https://dbhdid.ky.gov/ddid/scl-training>

Medicaid Eligibility

- We are working with the DCBS DFS Medical Support and Benefits Branch (MSBB) to schedule a presentation with providers to further discuss Medicaid eligibility for the waiver and disability determinations, so please stay tuned for more details on that.
- In the meantime, the DDID Recordings webpage (<https://dbhdid.ky.gov/ddid/recordings>) has a recording of a presentation Justin Shaw (former Branch Manager in MSBB) did in April 2024 related to Medicaid Eligibility for Waiver Services.
- There is also a [Google Drive Link](#) under the April 2024 Medicaid Eligibility presentation with various resources related to Medicaid Eligibility, including some direct policies DCBS uses for Medicaid Eligibility processes, fact sheets for working while receiving disability benefits, a PPT version of Justin's presentation from April 2024, etc.

Medicaid Eligibility

- If a participant has an ongoing Medicaid eligibility issue, including when a waiver participant does not have waiver compatible Medicaid (LTSS Medicaid), the participant should first try to resolve the issue through the local DCBS office or by calling (855) 306-8959. If the issue is unable to be resolved through the DCBS office, then participants or providers/families can reach out to DFS.Medicaid@ky.gov with a synopsis of the issue, as well as identifying information for the participant.
- If an authorized representative is contacting DFS, they may need to submit a Map 14, <https://www.chfs.ky.gov/agencies/dms/MAPForms/MAP14.pdf>
- If a provider is reaching out on behalf of a participant/their authorized Rep, the provider will need to submit a DCBS1 Informed Consent and Release Form.
<https://kynect.ky.gov/benefits/resource/printableForms/en/DCBS1.pdf>

Medicaid Eligibility

- When an individual turns 19, they will age out of the children's Medicaid Type of Assistance (TOA) and may need a disability re-determination to determine eligibility in a TOA that is waiver compatible.
- This determination is usually made by the person applying for SSI benefits so that the Social Security Administration (SSA) can make the disability determination.
- If the person is denied SSI for being over the income or resource limit, then disability can be determined through a Medical Review Team Referral (MRT), however the team will not complete an MRT if an SSI application has not been completed first.
- The SSI application process can take many months, therefore, planning for this disability re-determination prior to individuals turning 19 can be beneficial in preventing Medicaid eligibility delays.

Medicaid Eligibility

MWMA Notification

- When a participant loses waiver compatible LTSS Medicaid, the Case Manager should follow the prompts on the participant's Individual Summary page in MWMA to prevent an automatic program closure, when applicable. Consult the *Automatic Program Closure Reference Guide* in Adobe Learning Manager for more details.
- Case Managers also receive a notification in MWMA's Message Center letting them know when an individual has lost the correct type of Medicaid. **Case Managers should check MWMA's Message Center regularly.**
- MWMA will automatically do a program closure, usually after 90 days, if Medicaid Eligibility is not fixed and the case manager does not follow the steps to temporarily cancel the automatic program closure, so it is essential that Case Managers follow the prompts to cancel the automatic program closure if the individual plans to continue with waiver services. The temporary cancellation usually lasts through the end of the month, so Case Managers may need to do an additional request to temporarily cancel the automatic program closure if Medicaid eligibility is not fixed the following month.

Disability Benefits 101

- The [DDID Recordings Webpage](#) also has a presentation from May 2025 related to using the Ky Disability Benefits 101 website on your smartphone.
- The DB 101 website (<https://ky.db101.org/>) has numerous resources related to understanding SSI and SSDI, how work impacts disability benefits (including dispelling many [myths about work and benefits](#)), a Benefits and Work Estimator, ABLE Accounts, Health Benefits, and more.
- Contact Jeff White (jeff.white@ky.gov) or Carolyn Wheeler (carolyn.wheeler@ky.gov) with questions about how work impacts disability benefits

Applying For Waivers

Many providers noted it would be helpful to have documents to review with participants that explain the different waivers and how to apply.

- **How to Apply for Waiver Document:**
<https://www.chfs.ky.gov/agencies/dms/dca/Documents/HowToApplyforWaiver.pdf>.
- **Available Services by Waiver:**
<https://www.chfs.ky.gov/agencies/dms/dca/Documents/hcbsbywaiver.pdf>
- **Medicaid 101, An Overview of Long-Term Services and Supports:**
<https://www.chfs.ky.gov/agencies/dms/dca/Documents/medicaidwaiver101.pdf>
- **Community Resources Listing for 1915(c) HCBS Waiver Participants:**
<https://www.chfs.ky.gov/agencies/dms/dca/waivers/CommunityResourceListing.pdf>

Waiver Waiting Lists

A few comments were received related to providers wanting a better understanding of how names are released from the waiver waiting lists to better assist families.

- SCL Regulations (907 KAR 12:010) state the following:

12(3)(a) An individual's order of placement on the SCL waiting list shall be determined by:

1. The chronological date of receipt of complete application information regarding the individual being entered into the MWMA; and
2. Category of need of the individual as established in paragraphs (b) through (d) of this subsection.

Waiver Waiting Lists

12(3)(b)

An individual's category of need shall be the **emergency category** if an immediate service is needed as determined by any of the following if all other service options have been explored and exhausted:

1. Abuse, neglect, or exploitation of the individual as substantiated by DCBS;
2. The death of the individual's primary caregiver and lack of an alternative primary caregiver;
3. The lack of appropriate placement for the individual due to:
 - a. Loss of housing;
 - b. Loss of funding; or
 - c. Imminent discharge from a temporary placement;
4. Jeopardy to the health and safety of the individual due to the primary caregiver's physical or mental health status; or
5. Imminent or current institutionalization.

Waiver Waiting Lists

12(3)(c)

An individual's category of need shall be the **urgent category** if an SCL service is needed within one (1) year; and

1. There is a threatened loss of the individual's existing funding source for supports within the year due to the individual's age or eligibility;
2. The individual is residing in a temporary or inappropriate placement but the individual's health and safety is assured;
3. The individual's primary caregiver has a diminished capacity due to physical or mental status and no alternative primary caregiver exists; or
4. The individual exhibits an intermittent behavior or action that requires hospitalization or police intervention.

Waiver Waiting Lists

12(3)(d)

An individual's category of need shall be classified as **future planning** if an SCL service is needed in more than one (1) year; and

1. The individual is currently receiving a service through another funding source that meets the individual's needs;
2. The individual is not currently receiving a service and does not currently need the service; or
3. The individual is in the custody of DCBS.

Waiver Waiting Lists

12(7)and (8)

“A reassignment of an individual’s category of need shall be completed based on updated information and the validation process.

An individual or individual’s guardian may submit a written request for consideration of movement from one (1) category of need to another if there is a change in status of the individual.”

The Request for Emergency SCL Review form can be found here:

<https://dbhdid.ky.gov/ddid/scl-forms-cm>

Additional information can be found in the *Emergency Requests for SCL Waitlist Individuals* Reference Guide in Adobe Learning Manager (ALM)

Waiver Waiting Lists

MPW Regulations (907 KAR 1:835) state the following in Section 12:

- If a slot is not available for an individual to enroll in the Michelle P. Waiver Program at the time of applying for the program, the individual shall be placed on a statewide Michelle P. Waiver Program waiting list:
 1. In accordance with subsection (2) of this section; and
 2. Maintained by the department.
- Individuals shall be placed on the Michelle P. Waiver Program waiting list in the chronological order that each application is received and validated by the department.

MWMA Resources

- Adobe Learning Manager (ALM) Catalogs with user manuals, reference guides, and job aides.
 - <https://learningmanager.adobe.com/kentuckymedicaid>
- MWMA DDID Presentation Recording (August 2024) and MWMA TA Tidbits <https://dbhdid.ky.gov/ddid/recordings>

A MESSAGE FROM THE 1915(C) HCBS WAIVER PROGRAMS

KENTUCKY DEPARTMENT FOR MEDICAID SERVICES



A change is coming to the way Medicaid Waiver Management Application (MWMA) users access training documents. The Department for Medicaid Services is replacing TRIS with a learning management system to house all job aids, user guides, and other training materials. The new Learning Management system is Adobe Learning Manager or ALM for short. **MWMA training documents will no longer be available on TRIS after June 30, 2024.**

It is expected that all MWMA users know how to use MWMA. The training materials are a critical piece in having that knowledge and are the “go to” place when unsure of how to do something in MWMA.

To access ALM, you will need to create your own ALM account. **Account creation requests will no longer be submitted to MWMA technical support staff.** Follow the steps below to create your ALM account.

- To create your account, please select the following link: [Medicaid Waiver Management Application \(MWMA\) Users](#). All users must use this link as a one-time self-registration option to create an account.
- **Each user must register for their own account under their own name with their work related email.** The email address used should match your KOG account and user accounts should not be shared. Please do not create an account using any of the social media options.
- For assistance creating your ALM account, please reference this weblink for self-service options: [Adobe Create or Update your Adobe Account](#)
- Once users have created their account, they can access the ALM at any time from this web address: <https://learningmanager.adobe.com/kentuckymedicaid>.

After creating your account and logging in, you will access MWMA training materials by using the left navigation menu and selecting ‘Catalogs’. All training will be available in this section. For further assistance with navigation, please refer to the Adobe for MWMA Training Video at <https://youtu.be/divNSQVLT3w>.

Incident Management Trainings

<https://dbhdid.ky.gov/ddid/im>

- Using Incident Management Reports
 - In MWMA, click on “Case Management” on the left-hand side in the Quick Links section, then click “View Reports” and you will find various Incident Management Reports that can be completed.
- Submitting Incident Reports
- Submitting RMIRs
- Case Management Responsibilities Related to Incidents

Ways Providers Are Using Incident Management Reports

- *Our agency has an incident report committee that meets quarterly to review and monitor incident reports to make notes of any trends or concerns. They use the reports generated from MWMA as part of this review process.*
- *Reports are used as part of agency QIP, to analyze agency and personnel performance, and identify trends among participants, staff, and agency.*
- *Every Monday our agency runs a report to check for due dates of follow ups or RMIR's and any trends or patterns*
- *These reports are accessed for person-centered purposes (HRST updates, team meeting preparation) and for agency quality assurance monitoring (oversight of incident management to verify compliance with regulatory requirements and agency policy.*

Performance Measure Collection

- Waiver Performance Measure Webinar Presentation:

<https://www.chfs.ky.gov/agencies/dms/dca/waivers/waiverPMwebinar.pdf>

- Waiver Performance Measure Webinar Recording:

<https://youtu.be/j3o5QGfBOHo>

- Review the above presentation for Waiver Assurances, Performance Measures, and Provider Responsibilities to ensure familiarity with what is required to be reported.

Performance Measure Collection

Examples of Provider Responsibilities related to Performance Measure Collection:

- **Performance Measure:** Critical incidents with root cause identified and systematic intervention was implemented.
 - **Provider Responsibility:** Determine root cause (why did the incident occur) in the RMIR, determine actions to take, and implement the change.
- **Performance Measure:** Employees receive training on abuse, neglect, exploitation, and preventable deaths.
 - **Provider Responsibility:** Provide the training and have documentation to track that it was completed – such as a log with employee signatures and dates.
- **Performance Measures:** Reports of potential abuse, neglect, exploitation & unexpected death submitted in timeframe and; Potential abuse, neglect, exploitation & unexpected death incidents reviewed/investigated in required timeframe.
 - **Provider Responsibility:** Submit incidents timely, investigate incidents with a thorough RMIR, and submit RMIRs timely.
<https://chfs.ky.gov/agencies/dms/dca/Documents/irinstructionalguide.pdf>

Performance Measure Collection

Examples of Provider Responsibilities related to Performance Measure Collection:

- **Performance Measure:** Abuse, neglect, exploitation and unexpected death incidents referred to appropriate investigative entities (ex: Law Enforcement/APS/CPS) for follow-up.
 - **Provider Responsibility:** Follow the instructional guide regarding reporting and ensure reports are made timely and documented on the incident report in MWMA.
- **Performance Measure:** Staff have successfully completed mandatory training in accordance with state requirements and the approved waiver.
 - **Provider Responsibility:** Ensure training is completed and there is a consistent tracking method to document training completion. During certification reviews, the agency will be asked to provide the total number of staff and how many of those staff completed mandatory trainings in accordance with state requirements and the approved waiver.

Exceptional Supports

Exceptional Support Services Training can be found on the DDID Recordings page <https://dbhdid.ky.gov/ddid/recordings>

Slides:

<https://dbhdid.ky.gov/documents/ddid/scl/ExceptionalSupportServicesTrainingPowerpoint.pdf>

Recording:

<https://dbhdid.ky.gov/documents/ddid/scl/ExceptionalSupportServicesTrainingVideo.mp4>

Additional information can be found in the *Exceptional Supports for SCL Waiver Quick Reference Guide* in Adobe Learning Manager (ALM)

Regional Crisis Prevention and Intervention Programs

- DDID Crisis Program Brochure with CMHC Crisis Contact numbers:
<https://dbhdid.ky.gov/documents/ddid/csb/crisis.pdf>
- DDID Community Support Branch Webpage:
<https://dbhdid.ky.gov/ddid/csb>
- The Crisis Prevention and Intervention Program provides short-term supports and services to adults and children with intellectual and developmental disabilities throughout the Commonwealth of Kentucky 24 hours a day, seven days a week.
- These Regional services are provided by each of the 14 Community Mental Health Centers.

Ways Providers Have Used Crisis Supports from CMHCs

- *They joined in on team meetings and made recommendations to assist during the crisis. They also provided resources to assist during a crisis issue. They followed the person with the team until the situation was resolved.*
- *Triage, debriefing, referral and resource linkage, emergency respite, psychological evaluation, behavior supports, waiver application, guardianship, and court intervention.*
- *Debriefing, Crisis Respite, 202B Evaluation, Oakwood Mobile Assessments, Environmental Assessment*

Resources provided in Survey

These resources are provided for the sole purpose of sharing resources that other providers have found helpful. The information provided is from other providers and may have inaccuracies.

Resources Provided In Survey

- *Sign Language Network of Ky in Lexington has been a great resource in providing Sign Language for one of my individuals.*
- *Down Syndrome of Louisville has staff that are certified to teach a course on Positive Approach to Care in working with participants that have a diagnosis of Dementia. Trained by Teepa Snow, a nationally certified OT who specializes in dementia. She has trained our staff and also some residential staff at partnering agencies.*
- *Lifeworks at WKU is great for individuals who want to attend college but might need a little assistance. They offer housing and now offer supports even if the individual doesn't live there. Key Academy is great for graduating seniors who want to live alone but need more life skills to be able to do so.*

Resources Provided In Survey

- *We utilize "Walk with Nick" and "Walk with Nadias" as part of our exercise routines. Each 15-minute video is the equivalent of walking one mile. We also utilize the "Any List" app as a great way to ensure we know which participants are in which vans, shopping groups, etc. It's a free app that all staff have access to in order to see any changes.*
- *Autism Spectrum Disorder Foundation has an iPad For Kids Program where kids (under 18) with autism can apply for a chance to receive an iPad. <https://myasdf.org/project/ipad-for-kids-program/>*
- *UofL Ky Autism Training Center (KATC) <https://education.louisville.edu/research/centers-institutes/kentucky-autism-training-center>*

Resources Provided In Survey

- *Behavioral Health Intake Hotline (Three Rivers Medical Center) @ 606-638-3546, offering a one-stop intake solution for individuals needing emergency and crisis services by calling the hotline. All pertinent information is gathered by a certified nurse and a team started preparing for needed services before the individual arrived at the behavioral health center. Riverside Adult Crisis Stabilization (Mountain Comprehensive Care Center) @ 606-263-4935*
- *Hardin County Connections is a good resource to get information on trainings, community events, and resources available in the county.*

Resources Provided In Survey

- *A Chance to Dance program; findhelp.org; Mt. Pleasant Baptist Church- 859-885-5173 has hospital beds, walkers, wheelchairs; Harrodsburg Christian Church- 859-734-3224 will provide wheelchair accessible ramps in Mercer County; Kendyl & Friends Foundation- 859-325-6075 provides seasonal sport activities for people of all abilities.*
- *SkillsSystem Resource Center is a user-friendly set of emotion regulation skills, designed to help people of various ages and abilities manage emotions. <https://skillssystem.com/>*
- *In the Owensboro area, we sometimes access St. Vincent DePaul services for needed items such as walkers, wheelchairs, mattresses, etc. Our local health department is a DME provider, which is useful for DME products. We have utilized the Lion's Club for prescription glasses.*

Resources Provided In Survey

- *Commonwealth Council on Developmental Disabilities*
<https://ccdd.ky.gov/>
- *The Council on Developmental Disabilities has resources related to advocacy, toolkits for various topics such as finances, independent living, education, health and wellness, legal assistance, etc.*
<https://www.the-council.org/>
- *TARC in Louisville's marketing department will bring TARC onsite, give 1 week passes, and provide a tour of the bus routes in the area.*
- *May We Help for unique/custom medical equipment (for free); Sign-Speak: 2-way ASL interpreting program; Cincinnati Children's Hospital Perlman Center for communication devices (even for adults).*

Resources Provided In Survey

- *The HDI Assistive Technology Location in Lexington provides free assistive technology that has been very beneficial for participants.*
- *Tech First SHIFT is an online education and accreditation platform that is advancing and standardizing Technology best practices and programming. <https://www.techfirstshift.com/>*
- *Pre- ETS programming for those wanting to work <https://www.kyspin.com/wp-content/uploads/2024/01/KY-SPINs-Pre-Employment-Transition-Services-Pre-ETS-Infosheet.pdf>*

Success Stories from 2024

- Many agencies reported success stories with assisting individuals with moving into their own homes.
- Participants across the state were assisted with planning their dream vacations. Individuals went to Disney World, Universal Studios, the Smokey Mountains, on cruises, to the beach (some for the first time!), Gatlinburg, Nashville, Curacao, New York, the Bahamas, North Carolina, Memphis, Texas, and more!
- A few agencies reported having success with helping individuals petition the court to have their rights restored and receive Supported Decision Making.
- Many agencies reported staff retention was improved over previous years.

Success Stories from 2024

- Path Forward of KY assisted 44 individuals in securing employment within the community. They operate a small Day Training program with a maximum capacity of 10 participants, focusing on training for independent living and community-based employment. They organize "3rd Thursday" events every month in the Bluegrass region and host social meet-ups in the Bowling Green area. The KEY Academy in Bowling Green has assisted individuals in securing employment, living independently within the community, and enjoying vacations. Dedicated DSPs have contributed significantly to the remarkable achievements of the participants we serve.
- Full Circle Supports started a bakery in addition to their thrift store. For the past 4 years they have won Nicholasville's Best of the Best for thrift stores.

Success Stories from 2024

- Phoenix Way has a participant who started a remote-control car/truck class in the community. Community members with remote-control car/truck interests come in and they discuss the different types and how they run.
- Choices Unlimited supports an individual who would not leave his house at the beginning of the year. He has since become a social butterfly and now regularly attends activities in the community. He is currently writing a book about the history of his county.
- Cumberland River Homes has established a choir. The members of this choir have sung at several local churches. They have also recently begun taking individuals on fishing trips - community members have enjoyed joining them.
- Bloom Behavior Therapy created the Bluegrass Alliance for Behavior Health to assist families in the identification and remediation of barriers for access to services both in Medicaid and commercial insurance programs for diagnosis and services for Autism. They are developing a Ky Parent Autism Resources document and welcome collaboration from other providers.

Success Stories from 2024

- *Close to Home, LLC: We have eliminated any barriers that prevent the participants from engaging in their community, including staffing concerns, transportation, and participants' lack of interest. This was done by ensuring that additional staff are available so the participants can engage in activities of their choice, even when others in the home are uninterested. All staff have a car with four working seatbelts to transport the participants to activities of their choice. We also encourage the participants to engage in activities by discussing their interests and helping them research activities in Lexington and the surrounding counties that may interest them, so that they can participate in those activities. When we have participants who are unsure what they want to do, the participants, with staff assistance, will explore the community events so they can decide when they get to the event if the event is something they want to do/enjoy. We also encourage the participants to become active members of their community.*

Success Stories from 2024

- New Vista of the Bluegrass stated: *In the past year, we implemented quarterly in person staff trainings. We review information to ensure staff have what they need to do their jobs and to provide quality supports to the people they serve. We do a catered lunch each time, so staff have the opportunity to socialize as well. This has helped us reconnect to one another, strengthen our sense of teamwork, and provide opportunities for collective restoration and recommitment to our mission. We have also been fortunate to have several staff complete training to become certified facilitators of the Liberty Plan, which is a person-centered planning tool we look forward to starting to implement with participants in the near future!*
- Clay Community Foundations updated their internal procedures to ensure that individuals have greater choice and control in setting their goals, with a strong emphasis on community inclusion and self-advocacy. They also trained all staff on updated person-centered planning practices and made it a standard part of service planning across all programs. These changes have led to more meaningful engagement with the people they serve and better alignment between their goals and the supports they provide.

Success Stories from 2024

- A Brighter Choice: *We have a participant that has worked with supported employment for several years. This year, the participant was able to fade out of long-term support and is now fully independent with his job at a local pizza shop. He is able to get to work independently with community transportation and is now working 2-3 shifts a week independently. We are so proud of him and how far he has come with not only job skills but also social skills/appropriateness, hygiene, and general work ethic!*
- LucasaCare East opened their first residential home. In the home, they have a recording studio for individuals that enjoy making music.

Success Stories from 2024

Emmaus Respite and Resource Center: In 2023, our agency made the decision to end our traditional day training program to better support individuals in becoming active members of their broader communities. Since then, we have shifted to providing one-on-one services delivered directly in community settings. This individualized approach allows each person to engage more meaningfully and frequently in community activities that match their interests and goals. By supporting participation in local events, recreational activities, volunteer opportunities, and everyday community experiences, we help individuals build social connections, develop skills, and foster a greater sense of belonging. As a result, we have seen fewer incident reports, and a staggering decline in behaviors.

Success Stories from 2024

- Newcare of Louisville had a DSP who reported success in working with a new individual. This participant had severe verbal and physical aggression, and property destruction in the past, which had resulted in hospitalizations. Since working with this staff person, the participant has been able to enjoy the community and actively participate in activities such as volunteering, video game clubs, and card trading clubs without incident.
- Ability Case Management: *Before COVID a participant was involved with her church but then stopped during covid. In 2024 the team worked hard to make reconnection happen with her church family. Now on Sundays she takes TARC 3 to church without any providers and is able to meet one of her church friends when dropped off. They take her in, sit with her and take her back to where TARC 3 will pick her up. She is also attending Wednesday night fellowship meals and has a caregiver take her in order for them to assist with meals. This participant has high support needs and is a fierce advocate for herself. She has been very happy being connected to her church family.*

Success Stories from 2024

WATCH, Inc.: We began having pickleball lessons for interested individuals, several have played in a unified team event with members of The Murray Pickleball Association and have made some new friends through pickleball and one individual has lost around 48 pounds in part from the increased physical activity. I am so proud that our Creative writing class was able to publish a book, but I was even prouder that an individual that has only been at WATCH a short time, who had been working on his biography for over 10 years, was finally able to publish his biography through our Creative Writing class.