



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

Andy Beshear
Governor

275 East Main Street, 6W-B
Frankfort, KY 40621
www.chfs.ky.gov

Eric C. Friedlander
Acting Secretary

Pam Smith
Division Director

Lisa D. Lee
Commissioner

Instruction Sheet for 1915(c) HCBS Waiver Participant Welfare Checklist

As Kentucky deals with the COVID-19 state of emergency, communication with your participants, their families, and staff is critical. Good communication can reduce stress, particularly when it is created by misinformation. Waiver participants, families, and staff may come to you with COVID-19 questions and concerns. Please refer them to credible sources of information such as Kentucky's COVID-19 site at kycovid19.ky.gov.

The purpose of the attached "Participant Welfare Checklist" is to allow 1915(c) HCBS providers to document telephonic or electronic contacts with participants. The Department for Medicaid Services (DMS) recommends contacting participants on the same schedule they attended their adult day health care center, adult day training site, or received an in-home visit. Regular contact may help participants who are feeling isolated or receiving care from unfamiliar staff during the state of emergency. If you can, please have staff they are familiar with contact them as they may be more willing to discuss fears or concerns with someone they know. Please complete this form for each of your contacts and maintain it in the participant's file.

When asking about their health, use the following guidance to help them based on the symptoms they describe or concerns they express.

TEAM KENTUCKY COVID-19 HEALTH TIPS

When To Seek Care

To ensure the sickest people receive care, help minimize the spread of infection and maintain resources, please follow the guidelines below when considering whether to seek medical care.

- Stay home**
If you are worried-well, **please stay home or call the Kentucky State Hotline (1-800-722-5725).**
Going to a hospital or doctor's office adds to a higher concentration of people and further overwhelms medical staff.
- Call for advice**
If you are ill, **but would not have sought care** if not for COVID-19, **do not seek in-person care** at an ER, hospital or doctor's office.
Instead please **call your local healthcare provider or local health department.**
- Seek care**
If you are **sick and feel you have an emergency**, please call your doctor or **seek medical care.**
Hospitals and medical staff across the commonwealth stand ready to serve you.

Please visit [kycovid19.ky.gov](https://www.kycovid19.ky.gov) for the latest updates on COVID-19 in Kentucky or call the Kentucky state hotline at 1-800-722-5725

If the participant is experiencing symptoms of COVID-19, they need to contact their doctor or [local health department](#).

If the participant is experiencing anxiety or other mental health concerns, the following suggestions may help them.

COVID-19 HEALTH TIPS

Mental Health & Relieving Anxiety

Stay informed with reliable sources such as [kycovid19.ky.gov](https://www.kycovid19.ky.gov), [cdc.gov](https://www.cdc.gov), [@GovAndyBeshear](https://twitter.com/GovAndyBeshear) & [Facebook.com/GovAndyBeshear](https://www.facebook.com/GovAndyBeshear)

Maintain a healthy diet, engage in regular **exercise** and get enough **sleep**

Preserve daily routines as much as possible

Take advantage of **outdoor activities** while still maintaining **social distancing**

Take a break from social media and news and don't overexpose yourself to too much information

Do not isolate, connect with others through appropriate **social distancing** or **virtual opportunities**

TEAM KENTUCKY

Once again, if your agency, participants, families or staff need reliable information about dealing with COVID-19, please visit [kycovid19.ky.gov](https://www.kycovid19.ky.gov) or call the state's COVID-19 hotline (800) 722-5725.