

CABINET FOR HEALTH AND FAMILY SERVICES DEPARTMENT FOR MEDICAID SERVICES

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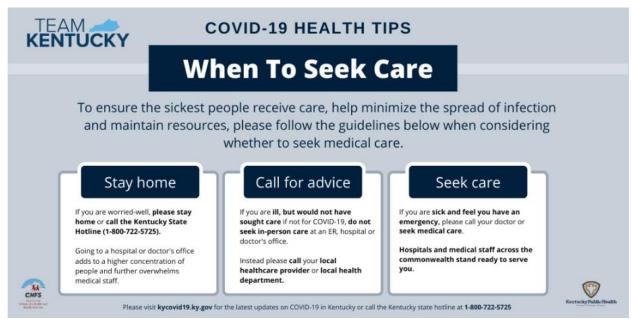
Instruction Sheet for 1915(c) HCBS Waiver Participant Welfare Checklist

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 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.

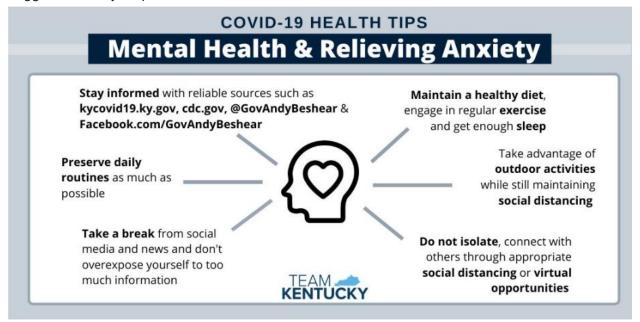


When asking about their health, use the following guidance to help them based on the symptoms they describe or concerns they express.



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.



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

