

Dire Need:

Best Practices

A Dire Need case is where an individual needs a prescription filled, has a doctor's appointment, or other services that cannot be missed. If an Application Assister or CAC is working with a Dire Need case that needs immediate Medicaid health coverage, they should email DFS.Medicaid@ky.gov with the subject line including the case number and Dire Need. Include an explanation in the body of the email. Example:

- To: DFS.Medicaid@ky.gov
- Subject: Case Number #123456789 DIRE NEED
- Body: Explanation of situation

Note: Issues not meeting Dire Need should not be sent to DFS.Medicaid@ky.gov. Dire Need cases are assigned to a caseworker to be completed the same day, if received before 3:30 pm EST. If received after 3:30 pm EST, it may be the next day. Dire Need cases are first priority. Issues that are not Dire Need usually have a 3-5 day turnaround time.