



Dear Kentucky AAP Chapter Members,

It's never too early to start planning a [CATCH](#) grant! AAP funds CATCH grant projects that focus on building strong community partnerships, serves those who are underserved, provides access to services that lead to optimal child health and wellbeing, have measurable outcomes, and plans for sustainability.

Your KY CATCH facilitators (Brit Anderson and Stephanie Stockburger – emails at end of newsletter) are here to help! The Call for Proposals typically opens Nov. 1st and closes in January. Planning your project early helps set you up for success!

This newsletter offers an update on resources you may find helpful!!

Medicaid Resources

Translator services:

We know that many families in our communities need translators for in person visits and phone calls- for languages other than English and people who are deaf or hard of hearing or visually impaired. This is new for some pediatricians, so we want to share this FREE resource to access phone translators for families whose child has a Medicaid MCO. We would appreciate feedback if you feel this works well or is challenging for you, so we can let Medicaid know. We all want to provide the best care for the children in our communities! (see flyer below)

January 2025

Better Communication, Better Care

Helping Medicaid Providers Connect with Language Services

The Kentucky Department for Medicaid Services is committed to ensuring language access services are available for members. This includes connecting providers with language access and interpreting services.

Languages other than English.

Deaf or Hard of Hearing.

Visually Impaired individuals.

When possible, language needs should be determined prior to a medical appointment to ensure appropriate arrangements have been made to accommodate the patient's needs.

How the process works...

MCOs have interpreters available for their provider and member call centers, including services for deaf individuals. They also connect providers at the office level with interpreters for their members. In-person translation services are preferred and should be provided whenever possible.

- 1

When scheduling an appointment...

Determine if patient has a language access need.
- 2

Language Need Identified

Identify the patient's MCO and determine next steps.
- 3

Assess MCO Policy

Contact MCO to make a request.
- 4

Provider Contacts MCO

Confirm services with MCO.

AETNA	HUMANA	PASSPORT BY MOLINA	UNITED HEALTHCARE	WELLCARE
1-855-300-5528	877-320-2233	800-578-0775	866-293-1796	interpreterrequests@wellcare.com 877-389-9457

TEAM KENTUCKY

To ensure that interpreting needs can be met, kindly submit requests at least five business days before an appointment.

Transportation: Medicaid Non-Emergency Medical Transportation

Medicaid and Medicaid MCO recipients can request transportation assistance for medically related travel needs. Please see the [QR code below](#) for more information.



We know this service can be challenging to use. If you or families have concerns, please call the Office of Transportation Delivery at (888) 941-7433 to discuss the issue.

Also, FYI: For an urgent care case, or a case where the client needs transportation in less than the 72 business hour window that typically applies (for example, they are told to return to the doctor the next day for follow up, or the client is ill and the doctor can get them in that day or the next day) you should call the broker and tell them that this is an urgent case. The broker is supposed to try to get them scheduled in a 12-hour window when they are told the case is urgent.

For more information about **advocacy on this issue** please contact Holly Hudnall, MA holly@kyvoicesforhealth.org at KY Voices for Health to help improve these services!

Breast pumps:

Emergency Medicaid (in effect during a mother's admission for labor and delivery) covers breast pumps, but only while she is still in the hospital. Talk to DME suppliers about details.

Do you know about these AAP resources?

[Fact Checked News Room](#) is full of helpful information! The most recent post is about the measles vaccine. Take a look!



[Measles Toolkit](#) contains a video about vitamin A, social media graphics, printable handouts, and the podcast “Measles: Myths, Facts, and What to Know During an Outbreak”

National AAP has a [Council on Community Pediatrics \(COCP\)](#)!

The Council on Community Pediatrics seeks to promote health justice and address the non-medical drivers of health by supporting community pediatricians in innovative and evidence-based clinical care, advocacy, education, and scholarship in collaboration with youth, families, and communities.

KY AAP Chapter:

KY AAP Chapter has a number of amazing [Task Forces](#)! Consider joining one or several of them to get involved and find new ways to promote child health!

- Legislative Task Force
- Childhood Obesity Task Force
- Adolescent Health Task Force
- Diversity, Equity, and Inclusion
- Immigrant Child Health Task Force
- Child Health and Climate Advocates

Please contact Julia Richerson at juliaericherson@gmail.com, Brit Anderson (brit.anderson@louisville.edu), or Stephanie Stockburger (stephanie.stockburger@uky.edu) for more information about the KY AAP Community Health Task Force or if you have resources you would like us to highlight in our next newsletter!

We look forward to seeing you at the annual meeting in August!