



## How can support parents help me?

Family to Family Health Information Centers are staffed by “support parents” — mentors — who are parents of children with special needs.

Support parents provide key support to families of individuals with special needs. We offer parents and caregivers the opportunity to connect with another parent or caregiver with a similar situation or special health care need — someone who has “been there.”

A support parent is a veteran parent or primary caregiver of an individual with special health care needs who is willing to help other families in situations similar to those they have faced.

A support parent is a person who wants to reduce the feelings of isolation for other families and allow others to benefit from their experiences. A support parent provides a safe listening environment and a wealth of information to other families.

Parents who want to share their expertise are welcome to learn more about helping other families navigate the health care maze.

If you would like more information about the Kentucky Family to Family Health Information Center, please contact us.

## Family to Family Health Information Centers

### Ashland

5850 US 60, Summit Plaza  
Ashland, KY 41102  
(606) 929-9155  
(800) 650-1329

### Louisville

310 Whittington Parkway  
Louisville, KY 40222  
(502) 429-4430, ext. 279  
(800) 232-1160

### Barbourville

110 Johnson Lane  
Barbourville, KY 40906  
(606) 546-5109  
(800) 348-4279

### Morehead

214 W. First St.  
Morehead, KY 40351  
(606) 784-3049  
(800) 928-3049

### Bowling Green

2040 Louisville Road  
Bowling Green, KY 42101  
(270) 746-7816  
(800) 843-5877

### Owensboro

1600 Breckenridge,  
Suite 1200  
Owensboro, KY 42302  
(270) 687-7038 ext 2123  
(877) 687-7038

### Elizabethtown

580 B Westport Road  
Elizabethtown, KY 42701  
(270) 765-6982  
(800) 995-6982

### Paducah

400 Park Ave., Bldg. D  
Paducah, KY 42001  
(270) 443-3651 ext 09  
(800) 443-3651

### Hazard

103 A Town and Country  
Lane, Suite M  
Hazard, KY 41701  
(606) 435-6167  
(800) 378-3357

### Prestonsburg

5000 KY Route 321  
Prestonsburg, KY 41653  
(606) 889-1761  
(800) 594-7058

### Lexington

333 Waller Ave., Suite 300  
Lexington, KY 40504  
(859) 252-3170  
(800) 817-3874

### Somerset

Professional Plaza  
401 Bogle St., Suite 104  
Somerset, KY 42503  
(606) 678-4454  
(800) 525-4279

## Kentucky Family to Family Health Information Centers



Helping families of children and youth with special health care needs and the professionals who serve them

### HIC Regional Offices

#### Western Region

Sondra Gilbert  
Sondra.Gilbert@ky.gov  
(270) 852-5533  
(877) 687-7038,  
ext. 2125

#### Eastern Region

(Including Louisville)  
Debbie Gilbert  
DebbieA.Gilbert@ky.gov  
(502) 429-4430, ext. 2069  
(800) 232-1160, ext. 2069

Commission for Children  
with Special Health Care Needs  
Kentucky Cabinet for Health and Family Services



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## What are Family to Family Health Information Centers?

The Commission for Children with Special Health Care Needs has received a grant from federal Health Resources and Services Administration to create Family to Family Health Information Centers (F2F HICs) throughout the Commission's offices.

F2F HICs are family-run centers that assist families of children and youth with special health care needs and the professionals who serve them.

The goal of the F2F HICs is to help keep children healthy by promoting regular medical care.

Parents and families with children who have special health care needs often need help navigating the complicated issues surrounding health care. F2F HICs help families make more informed choices by providing support, information, resources and training.

F2F HICs promote access to community based, self-directed services that are available to children with special needs.

## What assistance can F2F HICs provide?

- ◆ Assistance to families and professionals
- ◆ Information, education, training, support, and referral services
- ◆ Outreach to underserved and underrepresented populations
- ◆ Guidance on public health programs and policy
- ◆ Collaboration with other F2F HICs, family groups, and professionals in efforts to improve services for children with special health care needs
- ◆ "Support parents" to serve as mentors
- ◆ Lending library



## HICs help families find answers

These are some of the questions that F2F HICs can help answer for families of children and youth with special health care needs.

- ◆ Is there a health insurance program that will pay for my child's medical needs?
- ◆ My insurance does not provide for all the care my child needs. Are there other programs available to assist?
- ◆ My child is very medically complicated. How can I best work with her doctors?
- ◆ Where can I find a support group for families of children with my child's disability?
- ◆ Medicaid has denied payment of some of my child's services. What do I do now?
- ◆ How can I get respite?
- ◆ My child needs a piece of equipment.