



CABINET FOR HEALTH AND FAMILY SERVICES
Department for Community Based Services
Office of the Commissioner

Andy Beshear
Governor

275 East Main Street, 3W-C
Frankfort, KY 40621
Phone: 502-564-2794

Eric C. Friedlander
Secretary

Lesa Dennis
Acting Commissioner

Dear Provider,

This is to advise you that the Cabinet for Health and Family Services, TWIST Payments, are now paperless. What that means is we do not offer the option of paper checks; however, you have the option of direct deposit into your own personal checking/savings account or you can sign up for one of the DCBS/TWIST KeyBank debit cards.

If you choose to sign up for direct deposit into your own personal account then simply fill out the form on the back of this letter and return it, along with a voided check, via email to the email address below. If you choose to sign up for the Key Bank Debit Card, then you would simply email and we can get you enrolled in the Debit Card option. Both options still allow you to receive the payment remittance advising of what you are being paid for and how much each month.

If you are married, both you and your spouse will need to list your name, SSN and sign the form.

If at any time you would like to change the way in which you receive your payments all you have to do is email.

If you choose to use direct deposit, then email the form to CFC.TWISTResourceDir@ky.gov

If you choose to use the Key Bank Debit Card, email BrittanyJ.May@ky.gov with your name, address, current phone number and last 4 of your social and I can register you for the card at that time.

Thank You,



