



## Missouri Department of Health and Senior Services

P.O. Box 570, Jefferson City, MO 65102-0570 | Phone: 573-751-6400 | FAX: 573-751-6010  
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Paula F. Nickelson  
Director

Michael L. Parson  
Governor

APS-24-02

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### MEMORANDUM FOR SECTION OF ADULT PROTECTIVE SERVICES STAFF

From: Nicole Gatlin, Bureau Chief of APS Supports   
Division of Senior and Disability Services  
Section of Adult Protective Services (APS)

Subject: Rescinding Memo APS-23-08 HCBS Online Referral and Resuming Previous Methods  
for Home and Community-Based Services Referrals

This memo shall rescind the use of the HCBS online referral and online PCCP Request forms and reinstate the HCBS-1 and APS-HCBS Coordination forms outlined in [EM 5-21-01 Updates to APS - HCBS Coordination Process](#), effective immediately. The APS-23-08 memo was erroneously created when HCBS changed the online form for the public.

When an eligible adult needs immediate Home and Community-Based Services (HCBS), APS staff shall complete the HCBS-1 form and send it 'high importance' to [HCBSCallCenterReferrals@health.mo.gov](mailto:HCBSCallCenterReferrals@health.mo.gov) with "APS Referral" in the subject line. When the eligible adult requires a change in HCBS, they shall complete the APS-HCBS Coordination form and send it 'high importance' to [HCBSIntakeAndPCCP@health.mo.gov](mailto:HCBSIntakeAndPCCP@health.mo.gov) with "APS Request" in the subject line.

These forms have been added back to the Forms section of the APS manual for your immediate use.

#### NECESSARY ACTION:

1. Review this memorandum with all APS staff.
2. All questions should be cleared through normal supervisory channels and directed to the Bureau of APS Supports at [APSPolicy@health.mo.gov](mailto:APSPolicy@health.mo.gov).

NG/ca

### PROMOTING HEALTH AND SAFETY

The Missouri Department of Health and Senior Services' vision is optimal health and safety for all Missourians, in all communities, for life.