



## Missouri Department of Health and Senior Services

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APS-24-17

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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: Updated Exhibit D Medical Record Requests & Fee Waiver Letter

The following updates have been made to the Exhibit D Med Records Request and Fee Waiver:

- Statutory references updated including HIPAA; and
- Established a new Exhibit D Med Records Request and Fee Waiver letter for Region 6.

ROLE	REQUIRED ACTION
CRU	These policy updates do not directly impact CRU. However, CRU should review policy updates and be aware of best practice changes.
PSU Field Staff	PSU field staff members shall discard any copies of the previous version and utilize the updated version. Questions shall be directed to PSU Supervisors as appropriate.
PSU Supervisors	PSU Supervisors will ensure that the newest version of the letter is used. Supervisors are responsible for confirming employee understanding and application of policy updates through case reviews and case conferences. Supervisors shall forward questions to the APS Policy Unit as needed.
PSU Management	PSU Managers shall ensure that PSU Supervisors review policies updates with staff and hold PSU field staff responsible for implementing and applying policies.
Administrative Support Assistant (ASA/LASA)	There is no required action for this group.
Training	Trainers shall review policies and incorporate policies into the training package.
Quality Assurance (QA)	QA staff members shall review and thoroughly understand policy changes that may impact QA Reviews and evaluate affected team members' understanding of policy changes through QA Reviews.

### 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.

**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/rc