

Home and Community Based Services Manual

4.00

APPENDIX 6

DEPARTMENT OF MENTAL HEALTH

CUSTOMER INFORMATION MANAGEMENT, OUTCOMES, AND REPORTING
(CIMOR)

The Department of Mental Health (DMH) uses the computer application, ‘Customer Information Management, Outcomes, and Reporting’ (CIMOR) for individuals served by DMH, which provides an array of information regarding DMH consumers. As the Division of Senior and Disability Services (DSDS) and DMH have shared participants, CIMOR can be utilized as a tool to assist in the authorization of services, to improve the continuity of care, and reduce the duplication of services (see Policy See [Policy 4.35](#)).

Note: DSDS staff can apply for access to this system upon employment. The complete ‘DHSS Training Guide to CIMOR’ is available through supervisory channels. The following information provides a quick reference to determine if an individual is enrolled in a DMH Waiver, receiving Self-Directed services through DMH, or residing in a residential setting.

Log in to the CIMOR site at <https://cimor.dmh.mo.gov/CIMORLogin.aspx?ReturnUrl=%2f>

On the ‘Home Screen’ two links will display (on the left side of the screen). -- ‘Consumer’ and ‘Reports.’ Either link provides information to assist in the coordination of HCBS.

Consumer link (To determine DMH Waiver enrollment)

- Select ‘Consumer’ and complete the following fields:
 - ID Type: This is a dropdown field, select ‘Medicaid DCN’;
 - ID Number: Enter the participant’s Departmental Client Number (DCN); click on the enter key or search button.
 - If CIMOR finds a match, click on the ‘Select’ hyperlink next to the DMH consumer’s name.
 - In the links to the left, expand the ‘Demographics’ button.
 - Click on ‘Identifiers’ button. This screen lists unique identifiers about the consumer e.g., Social Security Number, DCN, etc. Additionally this screen will display any DMH Waivers the waivers that consumer is currently or has been enrolled. Review the ‘From’ and ‘To’ dates to determine if the consumer is still enrolled in the waiver.

Reports link (To determine DMH Waiver enrollment and/or service authorization including self-direction and residential placement)

- Select the ‘Reports’ link
 - Report Category: From the drop downfield, select ‘DHSS’ and click on the enter key or search button.
 - Click on ‘View’ next to DMH Services.
 - Enter DCN: Enter the DCN of the DMH customer.
 - Enter Start Date to filter the report - mm/dd/yy.
 - Enter End Date to filter the report - mm/dd/yy.
 - Select ‘View.’

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When the report displays review the following fields:

- 'Waiver Type' field displays the DMH Waiver name if the DMH consumer is currently enrolled in a DMH Waiver.
- 'Residential' field displays a 'Y'/yes or 'N'/no to indicate if the DMH consumer has been placed in a community residential setting.
- Service lines listed can be reviewed to determine the specific DMH services authorized during the selected search parameters.
 - The 'Service Category' field indicates if services authorized are self-directed.
 - 'Procedure Code/W Mod' displays for each service line (see below).
 - 'Procedure Description' displays the service types authorized for the time period in question.

Review to determine if any of the following are authorized;

- Personal Assistant, Individual Self-Directed: T1019 U2;
- Personal Assistant, Medical/Behav., Self-Directed: T1019 TG.
- Group Home: T2016 HQ
- Residential Habilitation / Individualized Support Living: T2016
- Shared Living: S5136