



# Missouri Department of Health and Senior Services

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Director

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HCBS 02-25-01

February 3, 2025

## MEMORANDUM FOR HOME AND COMMUNITY BASED SERVICES STAFF AND STAKEHOLDERS

FROM: Veronica Jameson, Bureau Chief   
Bureau of Policy and Quality Enhancements

SUBJECT: Case Notes Documentation Policy Update

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➤ 4.30	Case Notes Documentation	Updates include: <ul style="list-style-type: none"> <li>• Addition of an Interpreter Services section to include documenting the use and refusal of these services when offered and if an adult family member or friend is preferred and chosen as the interpreter.</li> <li>• Addition of a Case Action section for clarity and ease of locating the actions within this section.</li> <li>• Added requirement of email address for HCBS provider reassessors under Case Note Entry section.</li> <li>• Hyperlinks within the document for ease of locating information.</li> </ul>
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This revised policy has been posted in the [HCBS Policy Manual](#).

Questions should be directed to the Bureau of Policy and Quality Enhancements via email at [LTSS@health.mo.gov](mailto:LTSS@health.mo.gov).

**Unless otherwise noted, the policy revision is effective upon receipt.**

VJ/dt

### 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.

