



# Missouri Department of Health and Senior Services

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**Sarah Willson**  
Director

**Mike Kehoe**  
Governor

HCBS 07-25-01

July 14, 2025

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

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

SUBJECT: Home and Community Based Services (HCBS) Policy Revisions

The HCBS policy manual has been revised to update the adverse action process to reflect the change of business days to calendar days. This change aligns with timeframes outlined in state statute. All associated policies have been updated, which are outlined below.

➤ 4.05	<a href="#">Assessment Process</a>	Revisions include: <ul style="list-style-type: none"><li>• Added both the legal reference and participant's reason for contact on the Adverse Action form</li><li>• Changed business days to calendar days for Adverse Actions</li></ul>
➤ 4.20	<a href="#">Person Centered Care Planning and Maintenance Process</a>	Revisions include: <ul style="list-style-type: none"><li>• Includes backup plan section updated with clarification</li><li>• Changed business days to calendar days for Adverse Actions</li></ul>
➤ 5.00	<a href="#">Adverse Action</a>	Revisions include: <ul style="list-style-type: none"><li>• Updated the language to reflect business days to calendar days</li></ul>
➤ 5.00 Appendix 3	<a href="#">Adverse Action Form</a>	Revisions include: <ul style="list-style-type: none"><li>• Updated the form to reflect business days to calendar days</li></ul>

➤ 5.00 Appendix 4	Application for a State Hearing <a href="#">Form</a> and <a href="#">Instructions</a>	Revisions include: <ul style="list-style-type: none"><li>• Updated the form to reflect business days to calendar days</li><li>• Updated instructions for formatting consistency</li></ul>
➤ 5.00 Appendix 5	Reversal of Adverse Action Notice <a href="#">Form</a> and <a href="#">Instructions</a>	Revisions include: <ul style="list-style-type: none"><li>• Updated the form to reflect business days to calendar days</li><li>• Updated instructions for formatting consistency</li></ul>
➤ 5.00 Appendix 6	<a href="#">Notice of Closure Instructions</a>	Revisions include: <ul style="list-style-type: none"><li>• Updated instructions for formatting consistency</li></ul>
➤ 6.00	<a href="#">Appeal and Hearing Process</a>	Revisions include: <ul style="list-style-type: none"><li>• Updated the language to reflect business days to calendar days</li></ul>

The revised policies have 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 revisions are 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.