



Missouri Department of Health and Senior Services

P.O. Box 570, Jefferson City, MO 65102-0570 | Phone: 573-751-6400 | FAX: 573-751-6010
RELAY MISSOURI for Hearing and Speech Impaired and Voice dial: 711



Paula F. Nickelson
Director

Michael L. Parson
Governor

HCBS 09-24-01

September 5, 2024

MEMORANDUM FOR HOME AND COMMUNITY BASED SERVICES STAFF AND STAKEHOLDERS

FROM: Verena Cox, Bureau Chief
Bureau of Long Term Services and Supports

SUBJECT: Case Notes Documentation Policy Update

➤ 4.30

[Case Notes Documentation](#)

Updates to the policy include:

- Revised language regarding electronic case record
- Removal of prescreen and 10-day follow-up language
- Documentation of special circumstances in the “Directions to Residence Box
- Time frames for case note entries
- Replaced “feel” and “think” language with “believe” and “conclude”
- Intake documentation protocol updated for new and established applicants who do not have active MO HealthNet and Show-Me Home referrals

This revised policy has been posted in the [HCBS Policy Manual](#).

Questions should be directed to the Bureau of Long Term Services and Supports (BLTSS) via email at LTSS@health.mo.gov.

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

VC/rr

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.