



Missouri Department of Health and Senior Services

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Director

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HCBS 10-25-01

October 22, 2025

MEMORANDUM FOR HOME AND COMMUNITY BASED SERVICES STAFF AND STAKEHOLDERS

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

SUBJECT: Policy Updates for the Provision of the HCBS Quality Measure Set

The updates to the Home and Community Based Services (HCBS) policy manual are based on the Centers for Medicare & Medicaid Services (CMS) Access rule. The rule mandates new requirements, which include the HCBS Quality Measure Set. The following policies have been updated to ensure compliance with all applicable requirements.

➤ 4.15	Assessment Process	Updated to include: • Document any barriers that may prevent the goal from being achieved in the Goals section of the InterRAI.
➤ 4.25	Provider Reassessment Process	Updated to include: • Document any barriers that may prevent the goal from being achieved in Goals section on the InterRAI.
➤ 4.30	Case Notes Documentation	Updated to include the following: • Updated title of policy to reflect Case 'Record' Documentation • 'Contact Tab' section added and includes: ○ List the name and phone number of the primary family or friend caregiver(s). Include any relevant information in the 'Contact Notes' box regarding availability and caregiving role. ○ List names and phone number for providers outside of HCBS.

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- List the name and contact information for key individuals involved in the care planning process and add relevant information in the “Contact Notes”
 - List the name and phone number of the participant's primary care physician.
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The Rights and Responsibilities have been revised to include two website links to assist with locating a primary care physician and with resources for mental health or substance abuse.

- 4.00 Appendix 2c [Adult Day Care Rights and Responsibilities](#)
- 4.00 Appendix 2d [Agency Model Participant Rights and Responsibilities](#)
- 4.00 Appendix 2e [CDS Participant Rights and Responsibilities](#)
- 4.00 Appendix 2f [RCF/ALF Personal Care Participant Rights and Responsibilities](#)
- 4.00 Appendix 2g [Structured Family Caregiving Waiver Rights and Responsibilities](#)

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.

Unless otherwise noted, the policy revisions are effective upon receipt.

VJ/dt

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The Missouri Department of Health and Senior Services' vision is optimal health and safety for all Missourians, in all communities, for life.

