



**Missouri Department of Health and Senior Services**

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HCBS 06-22-01

June 13, 2022

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

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

SUBJECT: PCCP Request Form – Attestation and Instructions

This memorandum is to advise Home and Community Based Services (HCBS) staff and stakeholders of updates to the Online [PCCP Request Form](#) and Instructions. Stakeholders are encouraged to utilize the online PCCP Request Form to communicate any care plan maintenance needs in lieu of electronic mail (e-mail).

➤ 8.00 Appendix 9	PCCP Request Form	The PCCP Request Form has been updated with revised attestation language.
➤ 8.00 Appendix 9	Instructions	The PCCP Request Form Instructions has been updated with “Provider Change” Request reasons to assist with knowing what to select.

The online PCCP Request form can be accessed through the [Senior and Disability Services Page](#) or the [Provider Information Page](#).

The online PCCP Request form is the preferred method to submit care plan changes and closing needs, as this method allows for increased efficiency with processing. In instances where requests cannot be submitted online, requests can still be submitted by completing the updated [PCCP Request Form](#) following all instructions on the form. All requests will continue to be prioritized by immediacy of need and by date received. As a reminder, stakeholders should preserve HCBS Intake & PCCP’s phone lines for participants and others who have no other means to initiate referrals or requests.

This revised policy has been posted in the HCBS Policy Manual located on the DHSS Internet at the following link: <http://health.mo.gov/seniors/hcbs/hcbsmanual/index.php>.

[www.health.mo.gov](http://www.health.mo.gov)

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The Missouri Department of Health and Senior Services will be the leader in promoting, protecting and partnering for health.

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER: Services provided on a nondiscriminatory basis.

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

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

VC/rr