



Missouri Department of Health and Senior Services

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HCBS 09-23-02

September 28, 2023

MEMORANDUM FOR HOME AND COMMUNITY BASED SERVICES STAFF AND STAKEHOLDERS

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

SUBJECT: Participant Communication: Reason for Contact Update

➤ 4.00 Appendix 11	Participant Contact Form	Updated to reflect the following changes: <ul style="list-style-type: none"> • Consolidated participant’s name and address fields for ease of use. • Removed DSDS staff signature field. • Added DSDS staff field to enter email address.
➤ 4.00 Appendix 11	Participant Contact Form Instructions	Added instruction for staff to enter their email address. Removed instruction for staff to sign the form.
➤ 4.00 Appendix 12	Communication: Reason for Contact	Updated to reflect the following changes: <ul style="list-style-type: none"> • Additional ‘Reason for Contact’ blurbs have been added. Those blurbs will be used in instances when a participant has requested or is in need of a provider change. • Other minor language changes have been made throughout to provide clarity.

The revised policies have 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

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.