



Missouri Department of Health and Senior Services

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HCBS 11-21-01

November 01, 2021

MEMORANDUM FOR HOME AND COMMUNITY BASED SERVICES STAFF AND STAKEHOLDERS

FROM: Jessica Bateman, Bureau Chief 
Bureau of HCBS Intake and Person Centered Care Planning (PCCP)

SUBJECT: Updates to the PCCP Request Form

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 to include the following: <ul style="list-style-type: none"> • The addition of drop down options; • Anticipated closing date; • New provider information; and • Request for copy of provider listing be sent to the participant (preferred to be sent by e-mail for participants that have e-mail access).
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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.

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

This revised policy is located in the HCBS Policy Manual at the following link:
<http://health.mo.gov/seniors/hcbs/hcbsmanual/index.php>.

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.

JB/rr