



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 1-800-735-2966 VOICE 1-800-735-2466

Don Kauerauf
Director



Michael L. Parson
Governor

HCBS 11-21-03

November 17, 2021

MEMORANDUM FOR HOME AND COMMUNITY BASED SERVICES STAFF AND STAKEHOLDERS

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

SUBJECT: Provider Complaint Policy Updates

This memorandum is to advise Home and Community Based Services (HCBS) staff and stakeholders of an update to the Provider Complaint Process.

-
- 8.15 Provider Complaint Process The Provider Complaint policy has been updated to include the following:
 - Definition of a Provider Complaint;
 - Definition of an Ethical Concern;
 - Revised protocol on how DSDS staff are to proceed when receiving a Provider Complaint and/or Ethical Concern.
-

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>.

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 revisions are effective upon receipt.

VC/rr

www.health.mo.gov

Healthy Missourians for life.

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.