



Missouri Department of Health and Senior Services

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HCBS 12-23-02

December 18, 2023

MEMORANDUM FOR HOME AND COMMUNITY BASED SERVICES STAFF AND STAKEHOLDERS

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

SUBJECT: Updates to the Adverse Action and Appeals/Hearings Policies

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| ➤ 5.00 | Adverse Action | Updated to reflect format changes and removal of outdated protocols. |
| ➤ 5.00 Appendix 4 | Application for a State Hearing Instructions | Updated to reflect protocol changes to include the Hearings Unit. |
| ➤ 6.00 | Appeal and Hearing Process | Updated to reflect protocol changes to: <ul style="list-style-type: none"> • Three consecutive rather than separate attempts to contact the participant; • Inclusion of the Hearings Unit Representative; and • Replace Special Investigations Unit (SIU) language with Office of Special Investigations (OSI). |
| ➤ 6.00 Appendix 7 | Cover Letter For Hearing Request | Updated to allow for more document entries. |
| ➤ 6.00 Appendix 8 | Agency Witness List Form | Updated to include entry of the DSDS Hearing Representative. |

This revised policy has 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/rr

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.