



## Missouri Department of Health and Senior Services

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Director

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INFO 01-25-03

January 27, 2025

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

FROM: Erica Keller, Bureau Chief   
Bureau of HCBS Systems and Data Reporting

SUBJECT: Provider Training: Electronic Case Management System

This memorandum serves to inform Home and Community Based Services (HCBS) providers of upcoming training pertaining to the new Electronic Case Management System (ECMS) implementation that will replace CyberAccess Web Tool.

Per [INFO 12-24-04](#), the ECMS, now known as Fusion, is scheduled to launch on May 5, 2025. DSDS will offer several virtual training sessions to provider staff in preparation for the transition from the HCBS Web Tool to Fusion. The intended audience for these sessions is current provider Web Tool users and other provider staff who will need to use Fusion as part of their daily routine on or after May 5, 2025.

Sessions will be hosted virtually via State of MO WebEx and will be recorded for those who are unable to attend. Registration for training and recorded sessions will be posted online at [Fusion | Home & Community Based Services | Health & Senior Services](#)<sup>1</sup>. To view registration links, click on the training ribbon. Each session will cover new topic(s), therefore attendees are encouraged to review any missed sessions prior to attending the next live session.

Provider users are expected to attend and/or review all training sessions prior to accessing Fusion. The new system will have enhanced capabilities and each provider agency must have designated users.

*(see next page)*

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<sup>1</sup> <https://health.mo.gov/seniors/hcbs/fusion/>

The training schedule is as follows:

**All Providers**

Fusion: Features & Highlights	February 13, 2025	2:00PM – 3:00PM CT
Fusion: Basic Navigation & Module Tours	February 27, 2025	2:00PM – 3:00PM CT
Fusion: Submitting Requests & Referrals	March 6, 2025	2:00PM – 3:00PM CT
Fusion: Reviewing & Accepting Care Plans	March 20, 2025	2:00PM – 3:00PM CT

**Provider Reassessors Only**

Fusion: Provider Reassessments Part 1	March 25, 2025	2:00PM – 3:30PM CT
Fusion: Provider Reassessments Part 2	March 27, 2025	2:00PM – 3:30PM CT

We appreciate your partnership as we transition from CyberAccess Web Tool to Fusion. Fusion will provide exciting opportunities and efficiencies as we work together to serve HCBS participants.

Questions should be directed to the Bureau of HCBS Systems and Data Reporting via email at [HCBS.Systems@health.mo.gov](mailto:HCBS.Systems@health.mo.gov).

EK