



Missouri Department of Health and Senior Services

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MEMORANDUM FOR HOME AND COMMUNITY BASED SERVICES (HCBS) STAFF AND STAKEHOLDERS

FROM: Jessica Bax, Director
Division of Senior and Disability Services (DSDS)

SUBJECT: **Revised** COVID-19 HCBS Guidance – Telephone Assessments

This memorandum is to advise of changes to the Initial Assessment, Reassessment, and Waiver Reassessment processes due to the ongoing COVID-19 outbreak.

This directive applies to DSDS Assessors and Type 27 Provider Reassessors. This change will remain in place until this directive is lifted.

Effective immediately, in order to protect the health, safety, and welfare of Missouri’s HCBS population served by DSDS, Initial Assessments, Reassessments, and Waiver Reassessments **shall be conducted via telephone.** This measure is being put in place in order to minimize any unnecessary exposure to those we serve, many of whom fall into a COVID-19 high risk category.

Type 27 Providers shall follow existing claims procedures to be reimbursed for reassessments completed via telephone.

At this time¹, required and other necessary documents shall be discussed with HCBS participants or their designee via telephone. Authorization shall be accepted verbally by telephone from the authorizing party. Verbal signatures must be documented with the authorizing party’s name with a case note: “via telephone.”

No mailings are necessary at this time unless specifically requested by the participant or their designee.

Questions regarding this memorandum should be directed to the Bureau of Long Term Services and Supports (BLTSS) via e-mail at LTSS@health.mo.gov or by telephone at 573-526-8557.

JB

¹ DSDS is seeking approval from the Center for Medicare and Medicaid Services (CMS) to utilize alternative methods during the COVID-19 outbreak and information will be shared with stakeholders as it becomes available.

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