



Missouri Department of Health and Senior Services

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**MEMORANDUM FOR ALL HOME AND COMMUNITY BASED SERVICES STAFF AND
STAKEHOLDERS**

From: Travis West, Bureau Chief *Travis West*
Bureau of HCBS Systems & Data Reporting

Subject: Provider Reassessor Quality Assurance Update – Case Note Documentation

This memorandum serves to remind Home and Community Based Services (HCBS) provider reassessors (Type 27 providers) of the expectations surrounding case note documentation.

The implementation of the Case Record Review Tool has revealed a need for improved case note documentation as a key focus of improvement. Case note documentation requirements are outlined in policy 4.30 of the [HCBS Manual](#). Additionally, a quick guide regarding case note documentation can be found on the [Provider Reassessor Information](#) webpage. Provider reassessors are encouraged to utilize this resource as a self-check tool while entering documentation. All applicable information outlined in the manual and checklist must be documented prior to submission to DSDS for review. Beginning July 1, 2021, all case notes missing required information will be returned for remediation.

Please contact the Quality Improvement/Quality Assurance Unit (QIQA@health.mo.gov) with any questions pertaining to the new resources available or the case record review process.

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