



Missouri Department of Health and Senior Services

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MEMORANDUM FOR ALL HOME AND COMMUNITY BASED SERVICES STAFF

From: Jana Anderson 
Bureau Chief HCBS Intake & Person Centered Care Planning Unit

SUBJECT: Provider Coordination during Person Centered Care Planning Process

This memorandum is to advise Home and Community Based Services (HCBS) team members and stakeholders of best practices regarding communication and/or coordination during the person centered care planning process.

Per [INFO 05-20-01](#), HCBS providers are reminded of the importance of keeping correct contact information on file with Missouri Medicaid Auding & Compliance (MMAC). HCBS team members only utilize the contact information kept on file by MMAC when coordinating and notifying providers.

HCBS team members best practice is to notify HCBS provider's only by e-mail when changes in the participant's services are made that do not require coordination or approval from the HCBS provider. HCBS team members only utilize the e-mail address for the "Contact Person" kept on file by MMAC for these notifications. Changes that require e-mail notification only would include:

- Closings,
- Decrease in services,
- "No changes made", and
- Reauthorizations.

Coordination of care requires HCBS team members to seek approval from the participant's HCBS provider for certain actions. HCBS team members utilize the phone number listed for the "Contact Person or Business", or e-mail listed for "Contact Person" kept on file by MMAC when seeking approval for the following:

- Acceptance of new participant confirmation,
- Start date for increase to care plan, and
- Addition of new services.

HCBS team members will document all communication in the participant's electronic case record including the:

- Date,
- E-mail address,
- Phone number,
- Contact person, and
- Summary of conversation.

HCBS providers: It is important to remember that all Protected Health Information (PHI) must be exchanged securely. Proofpoint software allows providers and vendors to submit information to DSDS electronically without compromising participant confidentiality. Please refer to the [HCBS Email Instructions for Providers](#) page that includes how to [Initiate an Encrypted Email](#) and [Instructions to Reply to an Encrypted Email](#).

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

JA/rr