



Missouri Department of Health and Senior Services

P.O. Box 570, Jefferson City, MO 65102-0570 Phone: 573-751-6400 FAX: 573-751-6010
RELAY MISSOURI for Hearing and Speech Impaired: 1-800-735-2466 VOICE: 1-866-735-2460



Paula F. Nickelson
Acting Director

Michael L. Parson
Governor

INFO 04-22-01

April 18, 2022

MEMORANDUM FOR HOME AND COMMUNITY BASED SERVICES STAFF AND STAKEHOLDERS

FROM: Jessica Schaefer, Assistant Section Administrator
Home and Community Based Services

A handwritten signature in black ink that reads "Jessica Schaefer".

SUBJECT: Type 27 Provider Reassessor Updates and Reminders

This memorandum serves to provide reminders and updates to Missouri Medicaid Type 27 Providers completing Home and Community Based Services (HCBS) reassessments on behalf of the Division of Senior and Disability Services (DSDS).

Timeframe for Completion of Provider Reassessments

HCBS provider reassessments shall be completed within the appropriate timeframes. The deadline for submission of HCBS provider reassessments is the last calendar day of the month prior to the expiration of the participant's care plan (e.g. if the participant's care plan expires on 6/30/2022 the provider reassessment must be completed by 5/31/2022). Refer to memorandum [INFO 05-21-01](#) for further information regarding provider reassessment due dates.

Additionally, provider reassessments shall be fully entered in the HCBS Web Tool (WT), and notification of the completed reassessment shall be sent to DSDS at ProviderReassessmentReview@health.mo.gov, within 5 business days of the reassessment being conducted.

The following elements must be added to the WT record for a provider reassessment to be complete:

- Updated InterRAI HC Assessment
- Case Notes documenting all activities related to the reassessment process
- Entry of a Person-Centered Care Plan detailing requested services and the selected HCBS provider
- Attachment of all relevant and required forms/documents (At this time, reassessors continue to have the option to review required forms via telephone per [COVID-19 Emergency Guidance](#).)

Provider Reassessor's E-mail Address

As stated in [HCBS Policy 4.25.1](#), in order to facilitate effective communication between DSDS and provider reassessors, it is necessary for provider reassessors to use an e-mail account that is affiliated with the Type 27 Provider agency or to use a professional e-mail account set up exclusively for the purpose of communicating with DSDS about reassessments. Persons who are subcontracting with a Type 27 Provider to complete reassessments can use a public platform such as Gmail to set up a business

account if needed, however the e-mail account must be easily identifiable as a business account. It is not permissible for provider reassessors to use personal e-mail accounts to communicate with DSDS.

As communication between DSDS and provider reassessors routinely contains protected health information (PHI), it is essential that all efforts are made to safeguard this information. DSDS' requirement that provider reassessors use an agency affiliated e-mail or a professional e-mail account is part of this effort. [Proofpoint](#) allows providers to exchange PHI information with DSDS securely, without compromising participant confidentiality.

Quick Guide Updates

In addition to HCBS policy, providers are encouraged to use all available quick guides on the [Provider Reassessor Page](#).

The following updates were recently made to the [InterRAI Coding Quick Guide](#):

- Section B: Clarified the duration of stay in a facility for coding of B4
- Section C: Guidance added – how to distinguish typical forgetfulness from true memory deficits
- Section F: Guidance added - how to code F1f for past incidents of abuse/neglect/mistreatment
- Section G1: Guidance added - how to code G1h regarding use of public vs private transportation
- Section G2: Clarified how to code G2h for persons needing assistance cleaning self after toileting
- Section G3: Defined “bedbound” for the purpose of coding G3a
- Section N: Guidance added – how to code N2 for noncompliance with ordered treatment
- Section S: Guidance added – reporting “none” or “call 911” as the back –up plan

The [Case Note Documentation Quick Guide](#) has also been updated to provide guidance surrounding the use of the ‘Direction to Residence Box’.

Provider Reassessor Bulletin - New

Beginning this month, the HCBS Quality Unit will be issuing a [Provider Reassessor Bulletin](#). The bulletin will provide an overview of recent updates made to program policies, guidance, and operations. Provider reassessors are encouraged to review these each month to stay up to date on the latest programmatic guidance.

Questions regarding this memorandum should be directed to the Quality Assurance and Quality Improvement Unit via e-mail at QIQA@health.mo.gov.

JS/hs