



Missouri Department of Health and Senior Services

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April 24, 2025

MEMORANDUM FOR HOME AND COMMUNITY SERVICES STAFF AND STAKEHOLDERS

FROM: Jana Anderson, Bureau Chief
HCBS Intake & Person-Centered Care Planning Unit

SUBJECT: HCBS Intake Customer Service Center Temporary Closing Period

This memorandum is to advise Home and Community Based Services (HCBS) staff and stakeholders of a temporary closure to the HCBS Customer Service Center (HCBS Intake). This closure is necessary to accommodate the final transition efforts to the new electronic case management system (Fusion).

The HCBS Intake phone lines will close at 3:00 PM on April 30, 2025, and resume normal business hours Monday, May 5, 2025. The HCBS Intake online submission portals for Referrals and Requests will close at 5:00 PM on April 29, 2025, and will resume normal business hours on May 05, 2025. During this time, no new referrals for services or care plan change requests will be processed, and phone lines will be closed.

If an individual's health and safety is at imminent risk, such as discharging from a skilled nursing facility or hospital with no informal support in place, a new referral/request may be submitted using paper form processes.

- Referrals: Complete an [HCBS Referral Form](#) and send it via [encrypted](#) email to HCBSCallCenterReferrals@health.mo.gov.
- Requests: Complete a [PCCP Request Form](#) and send it via [encrypted](#) email to PCCP@health.mo.gov.

Additionally, the Adult Protective Services Hotline will remain available in the event of immediate needs.

The HCBS Customer Service Center will resume regular business hours on May 05, 2025. As a reminder, please reserve the HCBS Customer Service Center phone lines for participants and others who have no other means to initiate referrals or requests.

Questions regarding this memorandum should be directed to the management team of the Bureau of HCBS Intake and Person Center Care Planning Unit (PCCP) via e-mail at HCBSIntakeAndPCCP@health.mo.gov.

JA

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