



## Missouri Department of Health and Senior Services

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INFO 04-25-05

April 28, 2025

### MEMORANDUM FOR HOME AND COMMUNITY BASED SERVICES STAFF AND STAKEHOLDERS

FROM: Erica Keller, Bureau Chief *Erica Keller*  
Bureau of Systems and Data Reporting

SUBJECT: HCBS Fusion: Provider User Accounts

This memorandum serves to notify providers of HCBS Fusion provider user account information.

On May 5<sup>th</sup>, 2025, [HCBS Fusion](#) will launch and become the primary case management system for DSDS, replacing the CyberAccess Web Tool. Anyone unfamiliar with HCBS Fusion should navigate to the [HCBS Fusion webpage](#) and review all posted materials, including memorandums, training videos, and user guides.

#### Provider Staff with a CyberAccess Web Tool Account

Provider staff with an existing Web Tool account (as of April 29<sup>th</sup>, 2025) will have their username, e-mail, and associated provider agency information migrated into HCBS Fusion. Users with existing Web Tool accounts will receive a notification via e-mail no later than 5:00 PM CT on May 5<sup>th</sup>, 2025. The notification will include a link to create a new password and complete account setup for HCBS Fusion.

- ✓ DSDS encourages all existing Web Tool users to review their account information and make appropriate updates to ensure a smooth transition to HCBS Fusion.

On or after May 5<sup>th</sup>, 2025, any user who has issues with their migrated account should contact DSDS at [HCBS.Systems@health.mo.gov](mailto:HCBS.Systems@health.mo.gov).

#### Provider Staff without a CyberAccess Web Tool Account

Provider Agency staff who do not have a Web Tool account (as of April 29<sup>th</sup>, 2025) will not have an HCBS Fusion account on May 5<sup>th</sup>, 2025. A new account request must be submitted by an authorized manager, owner, or other designated leader within the Provider Agency by using the HCBS Fusion Access Request Form. DSDS will review submissions for accuracy prior to approval. Upon approval, approved users will receive account information via e-mail.

- ✓ The HCBS Fusion Access Request Form will be available beginning May 5<sup>th</sup>, 2025. The link to the form will be hosted on the [HCBS Fusion webpage](#).

On or after May 5<sup>th</sup>, 2025, any user who has issues with their new account should contact DSDS at [HCBS.Systems@health.mo.gov](mailto:HCBS.Systems@health.mo.gov).

### **Provider Reassessors**

Provider Reassessors with an existing Web Tool account (as of April 29<sup>th</sup>, 2025) will have their username, e-mail, and associated provider information migrated into HCBS Fusion. However, to receive elevated privileges necessary to conduct assessments in HCBS Fusion, Provider Reassessors must ensure an authorized manager, owner, or other designated leader within their Provider Agency has completed the Provider Reassessor Survey.

If the Provider Reassessor Survey was not completed, or any Provider Reassessors were excluded in the survey response, an HCBS Fusion account modification request must be submitted by an authorized manager, owner, or other designated leader within their Provider Agency by using the HCBS Fusion Access Request Form.

- ✓ The HCBS Fusion Access Request Form will be available beginning May 5<sup>th</sup>, 2025. The link to the form will be hosted on the [HCBS Fusion webpage](#).

Provider Reassessors who have issues with their account privileges should contact DSDS at [HCBS.Systems@health.mo.gov](mailto:HCBS.Systems@health.mo.gov).

**Note:** DSDS anticipates an above average volume of requests to create, modify, or deactivate user accounts following the launch of HCBS Fusion on May 5<sup>th</sup>, 2025. As a result, processing times for requests may be impacted and submitters may experience processing delays. We appreciate your patience and understanding as we work to accommodate all users in adopting HCBS Fusion.

Questions regarding this memorandum should be directed to the Bureau of Systems and Data Reporting via e-mail at [HCBS.Systems@health.mo.gov](mailto:HCBS.Systems@health.mo.gov).

## **PROMOTING HEALTH AND SAFETY**

The Missouri Department of Health and Senior Services' vision is optimal health and safety for all Missourians, in all communities, for life.

