



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 and Voice dial: 711

Paula F. Nickelson
Acting Director




Michael L. Parson
Governor

INFO 05-23-01

May 2, 2023

MEMORANDUM FOR HOME AND COMMUNITY BASED SERVICES STAFF AND STAKEHOLDERS

FROM: Verena Cox, Bureau Chief 
Bureau of Long Term Services and Supports

SUBJECT: Preparation and What to Expect for Initial Referrals and Care Plan Changes

The Division of Senior and Disability Services (DSDS) is introducing a new process aimed to improving processing times of initial referrals and person centered care planning requests. DSDS receives many requests and referrals each day that cannot be processed leading to significant delays ultimately impacting potential and current participants who are in need of HCBS.

New educational materials have been created in an effort to reduce the amount of time spent on care plan change requests and initial referrals. One set of materials is specific to initial referral requests and the other for care plan change requests. Both sets will include information specific to each action and are intended to educate potential and current participants on the following:

- The purpose of HCBS;
- Certain criteria and eligibility requirements; and
- What to expect next and how to be best prepared for the assessment or care plan change

HCBS providers making initial referrals or care plan change requests on behalf of a potential or current participant are responsible for sharing the educational materials and ensuring they are prepared when contacted by DSDS staff. When an online referral or care plan change request is made, links to the educational materials will populate at the end of the online referral or care plan change request. HCBS providers shall provide and review the materials with the potential or current participant and ensure they are prepared and have the required information to complete the process. The educational materials are also located on the [HCBS Provider Page](#) for easy accessibility and should be shared as needed.

If DSDS staff are unable to contact a potential or current participant regarding an initial assessment or care plan change, the Participant Contact letter will be sent and the educational materials will be included along with the letter.

Additionally, an audio recording of this information will be available for all telephone referrals and care plan change requests made. Please encourage all participants to fully listen to the recording after speaking with the intake representative.

HEALTHY MISSOURIANS FOR LIFE

The Missouri Department of Health and Senior Services will be the leader in promoting, protecting and partnering for health.

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER: Services provided on a nondiscriminatory basis.

INFO 05-23-01

May 2, 2023

Page 2

DSDS will be monitoring specific providers resulting in a high volume of requests or referrals that cannot be processed. Please partner with us to ensure we are making the best use of DSDS staff's time to serve those in need.

Any questions regarding this memorandum should be directed to the Bureau of Long Term Services and Supports at LTSS@health.mo.gov or 573/526-8557.

VC/dt