



Missouri Department of Health and Senior Services

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INFO 05-25-02

May 2, 2025

MEMORANDUM FOR HOME AND COMMUNITY BASED SERVICES STAFF AND STAKEHOLDERS

FROM: Travis West, Director of Business Systems
Division of Senior and Disability Services *Travis West*

SUBJECT: HCBS Fusion: Provider User Help Line & General Reminders

This memorandum serves to notify providers of a temporary help line available to HCBS Fusion provider users following the launch of HCBS Fusion on May 5th, 2025. This memorandum also serves to provide reminders regarding key aspects of HCBS Fusion.

HCBS Fusion Help Line

The HCBS Fusion provider user help line schedule is as follows:

Date	Help Line Open	Help Line Close	WebEx Link
Monday May 5 th	8:00AM	10:00AM	Join
Tuesday May 6 th	8:00AM	10:00AM	Join
Wednesday May 7 th	8:00AM	10:00AM	Join
Thursday May 8 th	<u>CLOSED (Holiday)</u>	<u>CLOSED (Holiday)</u>	<u>CLOSED (Holiday)</u>
Friday May 9 th	8:00AM	10:00AM	Join
Monday May 12 th	8:00AM	10:00AM	Join
Tuesday May 13 th	8:00AM	10:00AM	Join
Wednesday May 14 th	8:00AM	10:00AM	Join
Thursday May 15 th	8:00AM	10:00AM	Join
Friday May 16 th	8:00AM	10:00AM	Join

HCBS Fusion provider users with questions pertaining to HCBS Fusion are encouraged to join and seek assistance.

An HCBS Fusion Help Desk is also available. Help Desk information is located on the HCBS Fusion login page and on the [HCBS Fusion webpage](#)¹. A [comprehensive user guide](#) and training videos are also available on the [HCBS Fusion webpage](#) for those who were unable to attend training or need additional written guidance on how to navigate HCBS Fusion.

General Reminders

E-News

- ✓ Please ensure you are subscribed to DSDS E-News. Information pertaining to HCBS Fusion will be disseminated via memorandum, which are delivered to subscribers via e-mail.
 - [Click here to subscribe.](#)

Memorandums

- ✓ Review recent [HCBS Fusion memorandums](#) covering important topics, such as user accounts and changes to how CDS and ILW care plans are built and authorized, including guidance on Electronic Visit Verification (EVV).
 - [Fusion Provider User Accounts](#)
 - [CDS and ILW Authorization Changes](#)

HCBS Fusion Webpage

- ✓ Bookmark the [HCBS Fusion webpage](#). This page will house all training materials, memorandums, and other information necessary to successfully access and navigate HCBS Fusion.

Care Plan Calculations

- ✓ Care plan unit calculations have changed with the adoption of HCBS Fusion as noted in [INFO 12-24-01](#).
 - In CyberAccess Web Tool, all tasks were rounded based on the tasks with the highest frequency, despite the potentially differing frequencies (and durations) of other tasks. This led to increased rounding of units and underutilization of units that are not directly reflective of a task.
 - HCBS Fusion allows each task to be calculated based on the actual number of days per week needed for each individual task. This will ensure the person-centered care plan is more accurate. On or after May 5th, 2025, upon reassessment or care plan change, participants may see a decrease or increase in their total monthly units where previously no unit change would have occurred. However, the tasks on the care plan will continue to reflect the participant's identified unmet needs. In most cases, the participant is likely not utilizing existing rounded units as they are not directly tied to a specific task or frequency. Providers are encouraged to discuss this change with their participants, where

¹ Information will be posted on the HCBS Fusion webpage on May 5th, 2025.

necessary, to ensure understanding. DSDS staff will discuss this change with participants at reassessments and during change requests beginning May 5th, 2025, with the implementation of HCBS Fusion. As always, participants and providers are encouraged to contact DSDS if person-centered care plans do not meet participants' needs

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

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

