



## Missouri Department of Health and Senior Services

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

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

SUBJECT: HCBS Fusion June 2025 Update & HCBS Web Tool Reminder

This memorandum serves to notify HCBS Providers and stakeholders of an upcoming release to HCBS Fusion and to remind HCBS Providers and stakeholders of the upcoming sunset date of the HCBS Web Tool.

#### HCBS Fusion Updates

HCBS Fusion is scheduled for routine updates, typically monthly, to implement enhancements, address concerns, and improve the overall functionality of the system. HCBS Fusion will constantly evolve to meet the needs and expectations of users.

HCBS Fusion will be updated beginning Friday, June 13<sup>th</sup>, 2025 and ending on Saturday, June 14<sup>th</sup>, 2025.

HCBS Fusion will be unavailable beginning at 4:00PM CT on Friday, June 13<sup>th</sup>, 2025 and will remain unavailable until Saturday, June 14<sup>th</sup>, 2025 at 2:00PM CT. HCBS Fusion users should prepare to be unable to access the system during this time.

The following key updates are scheduled for the June 2025 update. This is not an exhaustive list but contains updates most relevant for HCBS Providers and stakeholders. As stated above, additional updates will follow in the months to come. DSDS will notify HCBS Providers and stakeholders of any changes or delays to a scheduled update, as needed.

#### June 2025 Key Updates:

- Add additional telephone contact information for HCBS Providers with multiple locations.
- Force HCBS Fusion to display Doing Business As (DBA) names for HCBS Providers who do business under a DBA instead of their Legal Name.
- Implement a Care Plan Roll-Up View redesign based on feedback from the HCBS Provider community.

### 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.

- Change Diagnosis Codes in the Claims tab to display the plain text description instead of the ICD-10 numerical value.
- Change Financial Grant Indicator in the MMIS Info tab to display the plain text description instead of the numerical value.
- Permit Provider Portal users to access all document sub-types on the Documents tab when uploading documents.
- Allow HCBS Provider Portal and Provider Reassessor users to search and view Medicaid Eligibility records for individuals who are not currently participating in HCBS instead of returning no results.
- Automatically upload a PDF copy of Online PCCP Requests to the relevant participant's record.
- Various additional bug fixes and improvements to workflows.

DSDS is already planning for future updates to implement additional changes. Notable areas of focus for July 2025 include dashboard and queue improvements, legacy document migration, and Online Referral/PCCP Request status check improvements. Information pertaining to the future updates will be sent via memorandum.

### **HCBS Web Tool Reminder**

The HCBS Web Tool's last day of operation will be June 30<sup>th</sup>, 2025. Access to the HCBS Web Tool is scheduled to be removed for all users the evening of June 30<sup>th</sup>, 2025. After this time, users will no longer be able to access the HCBS Web Tool.

As a reminder, HCBS Web Tool is a module *of* CyberAccess. While many refer to HCBS Web Tool as CyberAccess, CyberAccess is a standalone system that performs functions beyond and separate to HCBS.

Users' ability to log in to CyberAccess will not be affected. CyberAccess users seeking technical assistance should continue to contact the CyberAccess Help Desk via telephone or e-mail.

Providers are encouraged to download historical care plans from the HCBS Web Tool as desired and where necessary. All Web Tool care plans from 5/1/2023 to 5/5/2025 were migrated into Fusion, however providers may find value in retaining copies of the Web Tool versions as well. This is optional and is at the discretion of each provider.

### **Staying Informed**

It is essential to subscribe to [DSDS E-News](#) to stay informed of current events in HCBS. It is also important to periodically visit the [HCBS Fusion website](#) for important materials pertaining to training and other guidance.

Questions pertaining to this memorandum should be sent to [HCBS.Systems@health.mo.gov](mailto:HCBS.Systems@health.mo.gov).

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