



**Missouri Department of Health and Senior Services**

P.O. Box 570, Jefferson City, MO 65102-0570 Phone: 573-751-6400 FAX: 573-751-6010  
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**Paula F. Nickelson**  
Director



**Michael L. Parson**  
Governor

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**MEMORANDUM FOR HOME AND COMMUNITY BASED SERVICES STAFF**

**FROM:** Kim Toebben, Deputy Director  
Division of Senior and Disability Services

**SUBJECT:** Unable to Complete Process Update

This memorandum is to advise Home and Community Based Services (HCBS) providers and stakeholders of new procedures surrounding provider reassessment cases returned to the Provider Reassessment Review (PRR) Notification Portal as unable to complete. This includes all cases returned as unable to contact, refusal, no show of reassessment or other similar situations that result in an unable to complete disposition.

This procedural change will:

- Ensure participants of the HCBS program are seen face-to-face;
- Ensure the safety and wellbeing of each of the HCBS participants; and
- Ensure the right services are being provided to meet unmet needs.

Effective July 10, 2023, [Adverse Action](#) Policy Guidance and [Participant Contact Letter](#) will be utilized to notify the participant of the attempt to contact them as well as the notice of potential closure with the explanation as to why services are set to be terminated. Once the notice(s) are sent to the participant, the current provider(s) assigned to deliver services will also be contacted by email (using the contact person email address on file with MMAC). The provider(s) are encouraged to assist in notifying the participant to contact DSDS staff listed on the letters sent to the participant as well as uploaded to Web Tool.

If no contact is received by the end of the 10<sup>th</sup> business day following the Participant Contact Letter and Adverse Action being sent, PRR staff will complete the closing of current services. **All cases that result in a closure will not be reopened until a new referral is submitted and an initial face-to-face assessment is completed.**

If contact is made by the end of the 10<sup>th</sup> business day, the case will remain open and the participant will have the opportunity to be reassessed at a later time determined by the regional DSDS Team.

As a reminder, it is important providers keep their contact information up to date at all times. Any changes to a provider agency's contact information shall be communicated to Missouri Medicaid Audit and Compliance (MMAC) by completing a [Change Request Form](#) and submitting to MMAC.

Questions regarding this process should be directed to the Bureau of Long Term Services and Supports (BLTSS) via e-mail at [LTSS@health.mo.gov](mailto:LTSS@health.mo.gov). Inquiries regarding closure reversals should **not** be sent to this account. Again all closures are final and will require a new referral completion and initial face-to-face assessment.

KT/ag

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