



Missouri Department of Health and Senior Services

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MEMORANDUM FOR HOME AND COMMUNITY BASED SERVICES STAFF AND STAKEHOLDERS

FROM: Jessica Schaefer, HCBS Programmatic Director
Division of Senior and Disability Services

SUBJECT: Person Centered Care Plan Authorization, Scheduling, and Delivery

This memorandum serves to remind providers of the importance of using a person-centered approach during care plan development and delivery. We are also pleased to announce the introduction of a new scheduling tool to assist you in this approach.

Fusion Care Plan Authorization Recap

As a reminder, Fusion implemented a more precise method for calculating authorized care plan units. This revised approach ensures that the total authorized units more accurately reflect the specific needs of individuals identified during person-centered planning discussions. It does so by more closely accounting for the actual frequency and duration of each task and the number of days in each month.

Person-Centered Scheduling and Delivery Reminders

The transition to Fusion highlighted the need to reinforce the importance of person-centered scheduling and care plan delivery. Care plan tasks should be delivered as outlined in the care plan. For example, if a task is scheduled for three days per week, it should be scheduled, delivered and documented through EVV as delivered three times per week. Scheduled personal care aide/attendant time will likely vary from day to day based on the task frequency outlined in the care plan. Care Plan unit totals should not be evenly distributed across the maximum number of days on a care plan to determine scheduling time. Upon completion of delivery, EVV documentation should reflect the actual tasks delivered and should closely align with the authorized task frequencies.

There may be instances in which deviation from the care plan is needed to accommodate a participant's needs. These instances are expected, but consistent need to deviate on a task should prompt a request to the care plan change team for updated needs.

New Scheduling Tool

To assist with this process, the new Person-Centered Care Plan Scheduler is now available. The tool has been designed to help providers schedule care based on the individual's needs and preferences. It allows for entering the time and frequency of each care plan task and enabling the creation of a schedule that the aide can follow on assigned days. Collaborating with the participant to create this schedule is key. DSDS recognizes personal care aide/attendant staffing limitations may create barriers in this person-centered approach. This should be discussed with the participant, and they should be given the option to explore another provider if their needs and preferences are not being met.

The new tool is located in the [HCBS Manual](#) under Chapter 4.00, Appendix 14. There are two variations of the tool, an [Agency Model version \(Appendix 14a\)](#) and a [Consumer Directed Services \(Appendix 14b\)](#) version. Providers are strongly encouraged to use this resource or implement a similar process to ensure the highest standard of person-centered scheduling and care delivery. A short [tutorial video](#) has been developed to help orient providers to the new tool and its functionality.

For any inquiries regarding this tool or memorandum, please contact DSDS at LTSS@health.mo.gov.