



Missouri Department of Health and Senior Services

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Relay Missouri: Dial 711 to access services for those with hearing or speech impairments



Sarah Willson
Director

Mike Kehoe
Governor

INFO 10-25-01

October 21, 2025

MEMORANDUM FOR HOME AND COMMUNITY BASED SERVICES STAFF AND STAKEHOLDERS

FROM: Jana Anderson, Bureau Chief
HCBS Intake & Person Centered Care Planning Unit

SUBJECT: HCBS Customer Service Center (Intake) Temporary Closing Period

This memorandum advises Home and Community-Based Services (HCBS) providers of the temporary closing of the HCBS Customer Service Center (Intake) phone lines. The temporary closing allows the continued development of our Division of Senior and Disability Services (DSDS) intake team members.

Please see the following for the details of the closing.

Dates of Closure

- Starting Time: 9:45 a.m. Wednesday, October 22, 2025
- Ending Time: 1:15 p.m. Thursday, October 23, 2025
 - Normal service will resume at 1:15 p.m. on Thursday, October 23, 2025

During the Closure

- Online Submission only
 - All referrals and requests must be submitted [online](#) during this period
 - We do expect temporary delays, but we will work hard to quickly process the referrals and requests

Unaffected Services

- There will be no impact on the Person Centered Care Planning Team or the Provider Reassessor Review Team extensions. These teams will operate as usual.

As a reminder, please reserve the HCBS Customer Service Center phone lines for participants and others who have no other means to initiate referrals or requests.

Thank you for your patience as our team members participate in this professional development opportunity. This ongoing training is part of our commitment to providing you and your participants with the highest quality of service.

Questions regarding this memorandum should be directed to the management team of the Bureau of HCBS Intake and Person Center Care Planning Unit (PCCP) via e-mail at HCBSIntakeAndPCCP@health.mo.gov.

JA

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