



Missouri Department of Health and Senior Services

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INFO-11-20-01

November 01, 2020

MEMORANDUM FOR HOME AND COMMUNITY BASED SERVICES STAFF AND STAKEHOLDERS

FROM: Venice Wood, Section Administrator
Section of Home and Community Based Services

A handwritten signature in blue ink that reads "Venice Wood".

SUBJECT: Provider Reassessments Quality Initiative

This memorandum is to advise Home and Community Based Services (HCBS) staff and stakeholders of new quality initiatives for the Home and Community Based Services (HCBS) program. In conjunction with the Level of Care (LOC) Transformation, a strong emphasis is being placed on ensuring consistent, accurate assessments and care planning amongst DSDS staff and provider reassessors.

The Division of Senior and Disability Services (DSDS) has reallocated staff to create a new unit focused on the quality improvement and quality assurance of the program. This unit, along with an expanded training unit, has begun working closely with DSDS staff to increase quality assessments and care planning. The unit is currently working closely with the DSDS Provider Reassessment Review Team to expand this initiative to provider reassessors.

A new case record review tool has been developed for use during provider reassessment reviews to ensure all aspects of the participant's case record are reviewed and remediated as needed. Providers will receive a review summary via email of case records in need of remediation or when educational opportunities are identified. Providers shall review the summary and remediate all items identified as "provider will correct" within two (2) business days. The provider reassessor shall notify the DSDS provider reviewer once the remediation has been completed. A sample summary report a provider may receive if a case record is in need of remediation or education is attached.

To facilitate effective communication with provider reassessors for these efforts, provider reassessors shall now include their agency associated email address, or an agency address that would be best for the provider reassessor to be contacted at, in their signature line of Case Notes. Personal email addresses should not be used. Remediation and/or educational materials will be sent to the email address listed in the signature along with the contact person email address listed in the Provider Database. Please

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update the Provider Database as changes occur. See [INFO-05-20-01](#) for information about how to complete those updates. Questions related to updating your contact information should be direct to Missouri Medicaid Audit and Compliance (MMAC).

Questions regarding this memorandum should be directed to the Bureau of Long Term Services and Supports (BLTSS) via e-mail at LTSS@health.mo.gov.

VW