



**Missouri Department of Health and Senior Services**

P.O. Box 570, Jefferson City, MO 65102-0570 Phone: 573-751-6400 FAX: 573-751-6010  
RELAY MISSOURI for Hearing and Speech Impaired: 1-800-735-2466 VOICE: 1-866-735-2460




**Randall W. Williams, MD, FACOG**  
Director

**Michael L. Parson**  
Governor

INFO 11-20-04

November 30, 2020

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

FROM:  Jessica Bateman, Bureau Chief  
Bureau of Home and Community Based Services Intake & Person Centered Care Planning

SUBJECT: HCBS Contact Center Operational Updates

This memorandum is to advise Home and Community Based Services (HCBS) staff and stakeholders of operational updates to the Bureau of HCBS Intake & Person-Centered Care Planning’s (PCCP) Contact Center.

In an effort to meet the continued needs of the HCBS program, Call Center hours of operation will change to 8:30 a.m. – 3:00 p.m., Monday through Friday, on December 1, 2020. The protected times from 8:00 a.m. – 8:30 a.m. & 3:00 p.m. – 5:00 p.m. will be utilized to focus on various HCBS case activities, such as: reassessment reviews, care plan maintenance, quality assurance, administrative responsibilities, and other duties to support the quality and timeliness of the HCBS program . The contact numbers impacted by this change are:

- Statewide: 866/835-3505
- Southwest MO: 417/895-6455
- Southeast MO: 573/290-5781
- East Central MO: 314/340-7300
- Northwest MO: 816/889-2206
- Central MO: 573/441-6222

To initiate new referrals during or outside of the updated contact hours, please utilize the [Online HCBS Referral Form](#). In instances where referrals cannot be submitted online, referrals can be submitted by completing the [Home and Community Based Services Referral Form \(HCBS-1\)](#) following instructions on the form. Effective December 1, 2020, new referrals will not be accepted by providers via phone and re-directed toward electronic submission in an effort to preserve phone lines for participants.

[www.health.mo.gov](http://www.health.mo.gov)

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To initiate provider communication (i.e. care plan changes or closing notices) during or outside of the updated contact hours, please submit a [Provider Communication Form](#) to [PCCP@health.mo.gov](mailto:PCCP@health.mo.gov).

All referrals and communication will continue to be processed by priority and order received. As a reminder, all HCBS provider and stakeholders should preserve the contact center's phone lines for participants and others who have no other means to initiate referrals or communication. Please do not divert HCBS Intake or PCCP related communication to other offices, as doing so will result in a processing delay for all parties involved. HCBS referrals and/or requests will not be accepted outside of the Bureau of HCBS Intake & PCCP.

Any questions regarding this memorandum should be directed to Dawn Crow at [Dawn.Craw@health.mo.gov](mailto:Dawn.Craw@health.mo.gov).

JB