



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 and Voice dial: 711

Paula F. Nickelson
Acting Director



Michael L. Parson
Governor

INFO 11-22-02

November 28, 2022

MEMORANDUM FOR HOME AND COMMUNITY BASED SERVICES STAFF AND STAKEHOLDERS

FROM: Jessica Bateman, Bureau Chief
HCBS Intake & Person Centered Care Planning

SUBJECT: HCBS Referral Training for Providers and Online Referral Form Training

This memorandum is to advise Home and Community Based Services (HCBS) team members and stakeholders of a new training resource for HCBS Providers.

The purpose of the HCBS Referral Training for Providers and Online Referral Form Training is to provide guidance on the submission of appropriate HCBS Referrals to the Division of Senior and Disability Services (DSDS). Approximately thirty percent of HCBS Referrals cannot be processed due to ineligibility. DSDS spends a significant amount of time handling ineligible or inappropriate referrals, which causes processing delays for all referrals.

The [HCBS Referral Training for Providers](#) and [Online Referral Form Training](#) are accessible through the [Home and Community Based Services Provider Information](#) webpage.

As a reminder, the HCBS Intake and Person Centered Care Planning Customer Service Center phone lines are reserved for participants and their supports who have no other means to initiate communication with DSDS. Providers and professional community partners must initiate HCBS referrals and requests electronically.

Questions regarding this memorandum should be directed to the Bureau of Home and Community Based Services Intake and Person Centered Care Planning via email at HCBSIntakeAndPCCP@health.mo.gov

JB

HEALTHY MISSOURIANS FOR LIFE

The Missouri Department of Health and Senior Services will be the leader in promoting, protecting and partnering for health.

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER: Services provided on a nondiscriminatory basis.