



Missouri Department of Health and Senior Services

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MEMORANDUM FOR HOME AND COMMUNITY BASED SERVICES STAFF AND STAKEHOLDERS

FROM: Melanie Highland, Director *Melanie Highland*
Division of Senior and Disability Services

SUBJECT: COVID-19 Flexibility Amendments

This memorandum is to advise Home and Community Based Services (HCBS) staff and stakeholders of the upcoming amendments to the [COVID Flexibilities](#). The purpose of these amendments is to reinstate various oversight measures and programmatic practices intended to ensure the health, safety, and welfare of participants.

Per the Centers for Medicare & Medicaid Services' (CMS) approval, the following amendments will be implemented:

Effective February 1, 2023:

- All services/tasks must be prior authorized. Billing codes established for use outside of the prior authorizations shall not be used for services delivered on or after February 1, 2023.
- Telehealth service delivery is no longer permitted. This includes telephone checks, virtual service delivery and all authorized nurse visits including Advanced Personal Care Evaluations and General Health Evaluations.
- Non-emergency medical transportation (NEMT) shall return to pre-COVID practices.

Effective April 1, 2023:

- Family members shall no longer be hired as a personal care aid to deliver agency model services. The additional transition period has been granted to ensure participants and providers have adequate time to transition participants utilizing this flexibility to a new aid. All participants shall be transitioned to their new aid no later than April 1, 2023.

The [COVID-19 HCBS Provider Information](#) page has been updated to reflect these amendments. Please visit the page for additional guidance and details.

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.

MH/js

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