



## 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  
Director

Michael L. Parson  
Governor

INFO 12-24-02

December 4, 2024

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

FROM: Erica Keller, Bureau Chief *Erica Keller*  
Bureau of Systems and Data Reporting

SUBJECT: Provider Reassessor Assignment Information

This memorandum is to notify participating Type 27 provider reassessors of transition processes that will be required prior to launch of the new Electronic Case Management System (ECMS).

As stated in [INFO 12-24-01](#) the new system replacing Web Tool, is scheduled to launch on February 3<sup>rd</sup>, 2025. As a result, all reassessment activity must be conducted in the new ECMS on and after this date. Prior to launch, extensive data migration will be required.

To accommodate data migration efforts, all case record activity must be fully completed and submitted before migration begins. To ensure adequate completion time, provider reassessments due on January 31<sup>st</sup>, 2025 will now be due by 5:00PM CT on January 19<sup>th</sup>, 2025. After this time, all provider Web Tool access will be changed to read only status, and no further submissions will be allowed. Items in pending status after the deadline will be lost and must be re-entered into the ECMS on or after February 3<sup>rd</sup>, 2025.

From January 20-29<sup>th</sup>, the Provider Reassessor Review (PRR) team will review and finalize all January submissions. It is imperative that all requested remediations are completed as timely as possible to allow time for final review and authorization. Failure to do so may result in interruption of care plan authorization and may require re-entry in the new system.

If you receive a remediation request on or after January 20<sup>th</sup>, 2025, please respond to the remediation request via email and the PRR team member will enter the remediated information into the case record.

While provider access to Web Tool is restricted to read only, it is recommended that provider reassessors continue completing assessments using available paper tools. Beginning February 3<sup>rd</sup>, all completed assessments and care plans may be entered into the new system.

All participating agencies are encouraged to review assignments due in December 2024 and January 2025 to determine if adjustments are needed due to the expedited timeline. If there is a need to return assigned assessments, please do so no later than December 20<sup>th</sup>, 2024 to ensure proper planning for DSDS staff.

INFO 12-24-02  
December 4, 2024  
Page 2 of 2

DSDS recognizes the challenges this may present and appreciates your partnership and patience throughout this transition. We look forward to the new and exciting enhancements the new system will bring.

Questions regarding this memorandum should be directed to the Bureau of Systems and Data Reporting (SADR) via e-mail at [HCBS.Systems@health.mo.gov](mailto:HCBS.Systems@health.mo.gov).

## **PROMOTING HEALTH AND SAFETY**

The Missouri Department of Health and Senior Services' vision is optimal health and safety for all Missourians, in all communities, for life.

