



Missouri Department of Health and Senior Services

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INFO 12-24-03

December 9, 2024

MEMORANDUM FOR AGENCY-MODEL HOME AND COMMUNITY BASED SERVICES PROVIDERS

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

SUBJECT: Consumer Directed Services Operational Survey

This memorandum serves to advise Home and Community Based Services (HCBS) Consumer Directed providers that the Division of Senior and Disability Services (DSDS) will be conducting the Consumer Directed Services (CDS) Operational Survey again. The survey will be released on January 2, 2025. This survey will collect statistics on vital direct care workforce information and administrative functions and their associated costs. These metrics will help inform future programmatic and policy initiatives, as well as payment methodologies.

This survey is **only** for HCBS providers that provide CDS services. Agency-model, Residential Care Facility/Assisted Living Facilities, and Adult Day Care facilities **are not** included in this survey.

The survey will be distributed via e-mail and completed online using the link provided in the e-mail invitation. Invitations to participate in the survey will be sent to the business e-mail address on file with Missouri Medicaid Audit and Compliance (MMAC). To ensure all eligible providers receive the invitation to participate, please ensure your information is accurate with MMAC. Any needed changes should be communicated to MMAC using the [Change Request Form](#) by December 20, 2024, to ensure your survey link is sent to the accurate email address.

Survey invites will be sent January 2, 2025. The survey will close on February 28, 2025. Providers who do not receive an invite, but believe they should have, should notify DSDS via e-mail at DSDS.Surveys@health.mo.gov. Providers who receive more than one invite should only complete the survey one time on behalf of your entire CDS agency (legal entity). Providers who are dually enrolled as an agency model or ADC provider must be able to isolate and report on only CDS data in order to participate in the survey.

The survey is comprehensive and it is recommended agencies open and begin reviewing the survey right away to ensure all necessary information is available for reporting. Accurate reporting is essential to informing future HCBS fiscal and programmatic changes. Providers should not submit the survey if they are unable to accurately answer all questions.

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DSDS will issue a one-time value based payment of \$2,000 to eligible providers that complete the survey fully and accurately. Payment will not be issued to those that are unable to fully complete the survey or present accuracy concerns during data validation.

This will be the third year DSDS is conducting the CDS Operational Survey. The year 2 summary report can be viewed [here](#).

An additional memo will be forthcoming with further guidance and information. Questions regarding this memorandum should be directed to DSDS via e-mail at DSDS.Surveys@health.mo.gov.

MH/js

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