



Missouri Department of Health and Senior Services

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INFO 12-24-04

December 16, 2024

MEMORANDUM FOR HOME AND COMMUNITY BASED SERVICES STAFF AND STAKEHOLDERS

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

SUBJECT: Updated Information - New Electronic Case Management System Implementation

This memorandum serves to notify Home and Community Based Services (HCBS) staff and stakeholders of recent updates regarding the implementation of the new Electronic Case Management System (ECMS).

The launch date of the ECMS has been postponed from February 3, 2025, to May 5, 2025. While this decision was not easy, the additional time will help ensure a seamless transition for staff, providers, and, most importantly - the participants we serve.

Currently, DSIDS is working through the final phases of data migration and testing with the implementation vendor. Core system development has been completed. Due to the postponement, DSIDS now has the capacity to put efforts into providing additional training. Training will be available beginning in March 2025, following the completion of data migration and final testing efforts. A training schedule will be released in February 2025.

Provider Reassessors: Please disregard all information released in [INFO 12-24-02](#). Reassessments that are due in January 2025 will be due on **January 31, 2025**. If you have already returned reassessments due to the anticipated compressed timeline but would now like them returned, please contact the Provider Reassessment Review Team at providerreassessmentreview@health.mo.gov. Further information will be released regarding an implementation plan for May.

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.

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