



## Missouri Department of Health and Senior Services

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Relay Missouri: Dial 711 to access services for those with hearing or speech impairments



**Sarah Willson**  
Director

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

**FROM:** Veronica Jameson, Bureau Chief  
Bureau of Policy and Quality Enhancements

**SUBJECT:** Important Reminders on the Process of Referrals and Assessments

This memorandum serves as an important reminder to Home and Community Based Services (HCBS) providers of standard procedures regarding the process of referrals and assessments.

The Division of Senior and Disability Services (DSDS) HCBS call center and field staff have been receiving many unnecessary status check calls, duplicate referrals and requests. This significantly increases call volume and workload, which negatively impacts DSDS efficiency in processing referrals and care plan adjustments in a timely manner.

To ensure participants are served as efficiently as possible and to limit unnecessary participant confusion please remember the following:

- **Allow time for collateral contacts and gathering of further information:** Following an assessment or care plan change discussion, additional information and collateral contacts may be needed before the assessment or care plan is finalized. Often, pending assessments and care plans are entered while further information is collected.
- **Do not inform the participant of their LOC score:** Participants shall not be informed of their LOC score before the assessor has formally reviewed and discussed the outcome with them. In some cases, information gathered after the assessment may impact the final determination. Prematurely relaying the LOC outcome to participant's causes confusion for all parties involved.
- **Do not direct participants to the call center:** Providers shall not direct participants to call the HCBS call center or the assessor's direct line to obtain their LOC outcome or discuss a pending outcome. The assessor will contact the participant directly once the determination has been finalized.

DSDS appreciates the efforts of HCBS providers to ensure referrals and assessments are handled properly, thereby improving processing times and reducing concerns and uncertainties that participants may have regarding services.

Questions regarding this memorandum should be directed to the Bureau of Policy and Quality Enhancements via e-mail at [LTSS@health.mo.gov](mailto:LTSS@health.mo.gov).

VJ

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