

Provider Guide to Communicating with HCBS Field Assessors, PCCP and Intake Teams

Purpose

- To guide HCBS providers on where to direct case questions and how to submit initial referrals and care plan change requests to support efficient, streamlined processes.

General Communications Reminders

- HCBS Intake phone lines are reserved for program participants or private individuals.
- Providers should submit all initial referrals using the online [HCBS Referral Form](#)
- Providers should submit all care plan change requests using the online [Care Plan Change Request Form](#).
- Review the participant's Electronic Case Record (Fusion) before asking about the status of pending assessments or reassessments, ensuring inquiries reach the correct team and allowing staff to focus on timely case processing.
- Send electronic communications **via encrypted email** to meet HIPAA requirements. (45 CFR 164.312(a)(2)(iv) and (e)(2)(ii). Refer to [Proofpoint Encryption Instructions](#) for assistance.
- Do NOT submit duplicate referrals or requests; this causes delays.
- Provide HCBS Program materials to inform the individual about the process for:
 - HCBS Referrals: [Brochure Version](#) / [Online Version](#)
 - Care Plan Change Requests: [Brochure Version](#) / [Online Version](#)

Initial Assessments and Reassessments

Regional Assessment Team Contacts

- Refer to the [HCBS Regional Map](#) to determine the correct email account to submit questions about assessments and reassessments.
 - Region 1: hcbsreg1@health.mo.gov
 - Region 2: hcbsreg2@health.mo.gov
 - Region 3: hcbsreg3@health.mo.gov
 - Region 4: hcbsreg4@health.mo.gov
 - Region 6: hcbsreg6@health.mo.gov
 - PCCP Waiver Reassessment team: HCBSIntakeAndPCCP@health.mo.gov
- Questions regarding reassessments completed by an HCBS Provider Agency should be submitted to:
 - ProviderReassessmentReview@health.mo.gov

Submitting Initial Referrals

HCBS Referrals:

- Questions about submitted online referrals should be sent to:
 - HCBSCallCenterReferrals@health.mo.gov. Include the Referral ID found on the Referral submission confirmation.
 - If unable to submit an online referral, complete the [HCBS-1 Referral form](#) and submit as an attachment in an encrypted email to HCBSCallCenterReferrals@health.mo.gov.

Submitting Care Plan Change Requests

PCCP Requests:

- Questions about online PCCP Requests should be sent to
 - PCCP@health.mo.gov. Include the Request ID found on the request submission confirmation.
 - If unable to submit a referral online, complete the [PCCP Request Form \(Instructions\)](#) and submit as an attachment in an encrypted email to PCCP@health.mo.gov.

Bureau of HCBS Intake and PCCP Leadership

- Email HCBSIntakeAndPCCP@health.mo.gov to communicate with PCCP and Intake management about issues related to Intake or PCCP Team actions requiring supervisory review.