



Missouri Department of Health and Senior Services

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PM-05-07

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MEMORANDUM FOR HOME AND COMMUNITY BASED SERVICES PROVIDERS

From: Brenda F. Campbell, Administrator
Section for Senior Services

Subject: Provider Memorandums

Effective January 1, 2005, the Participation Agreement for Home and Community Based Care and attached Program Requirements (Agreement) requires providers of in-home services, adult day health care and counseling services to maintain:

- an e-mail address in order to communicate with and receive written communications from the Department; and
- access to the Internet in order to retrieve information posted on the Department website.

Since January 2005, the Section has distributed provider memorandums to providers via e-mail and fax. When delivery fails through these methods, a paper copy of the memo is mailed to the provider. Effective with this memo, the Section will no longer mail paper copies to those providers whose delivery failed through e-mail or fax.

Per the Agreement, providers are required to notify the Section for Senior Services, Bureau of Quality Assurance of any change in their e-mail address and/or fax number, as well as all other contact information. Therefore, with future communications should a provider memo fail to be delivered through the e-mail address and/or fax number the Bureau has on file for a provider, it will be the provider's responsibility to obtain the provider memo. Providers will be held accountable for all information disseminated in provider memos. The memos are posted on the Department's website at www.dhss.state.mo.us, click Senior Services, In-Home Services Provider Information, Provider Memos.

If you have any questions regarding this information, please feel free to contact the Bureau of Quality Assurance by e-mail at ihcontracts@dhss.mo.gov or by telephone at 573/522-8689.

BFC/cje

CC: Distribution List 3

www.dhss.mo.gov

The Missouri Department of Health and Senior Services protects and promotes quality of life and health for all Missourians by developing and implementing programs and systems that provide: information and education, effective regulation and oversight, quality services, and surveillance of diseases and conditions.

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER: Services provided on a nondiscriminatory basis.