



Missouri Department of Health and Senior Services

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**Julia M. Eckstein**  
Director

PM-05-09

May 13, 2005

**MEMORANDUM FOR ALL IN-HOME SERVICES PROVIDERS**

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

Subject: Monthly Report of Non-delivery of In-home Services

Currently, in-home services providers are required by regulation [19 CSR 15-7.021(21) B and 13 CSR 70-91-010 (3) H (2)] to **submit** monthly reports detailing service delivery rates that fall below eighty percent (80%). Effective with May service delivery, in-home services providers are **no longer required** to submit these reports.

The Bureau of Quality Assurance will continue to monitor service authorization, service delivery and breaks in service through a random sample of client files during focused reviews and will cite deficiencies accordingly. As required by 19 CSR 15-7.021 (24) (A) (3), providers **must** continue to document in the individual client file any discrepancies between authorized and delivered services that fall below 100% of service delivery, including a description of corrective action taken, when applicable. Providers must also document in the client file any information forwarded to the Section for Senior Services.

Any questions regarding this change should be directed to the Section for Senior Services, Bureau of Quality Assurance at 573/526-8546.

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