



Missouri Department of Health and Senior Services

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Director

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MEMORANDUM FOR ALL IN-HOME SERVICES PROVIDERS

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

Subject: Communication with Senior Services Staff

Over the past few months, several changes have taken place within the Section for Senior Services. As many of you already know, the number of case managers was significantly reduced and we no longer have Community Health Nurses (CHN) to assist with the clinical issues of case management. In order to streamline operations, the section has continued to review its policies and procedures to eliminate duplication of effort and to help reduce the burden placed on our staff due to increased caseloads.

As required by 19 CSR 15-7.021 (18) (L) and 13 CSR 70-91.010 (3) (C), providers must communicate with Section staff regarding changes in client circumstances that may affect the service plan or other critical issues regarding a client's health, safety and welfare. However, it has come to our attention that many of our offices throughout the state receive frequent contact from providers on routine issues.

To assist our staff in managing increased workloads, the following guidelines for communication are being provided:

- ◆ Providers are strongly encouraged to submit all requests for changes in writing. In the event of an emergency situation or a critical need for changes, requests may be made by phone. In either case, repeated requests for the same change are not necessary. Multiple contacts regarding the same request may actually cause delays in completing the request.
- ◆ All requests for change are processed on a priority basis and adequate time must be allowed for our staff to process requests. Please remember that you may accept verbal approval for changes, pending receipt of the necessary paperwork. Staff are generally allowed up to thirty (30) days to process case actions and complete required paperwork.

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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.

- ◆ It is not necessary to send written communication on routine issues that do not affect the service plan or the client's health, safety and welfare. Documentation of interruptions in service delivery must be maintained in client files for review during Quality Assurance activities. However, that information does not need to be submitted to Section staff on a routine basis.
- ◆ The intent of these guidelines is to clarify appropriate communication between in-home services providers and Section staff in support of the clients we all serve.

The Section for Senior Services remains committed to meeting the needs of and protecting the vulnerable adults of Missouri. In-home services providers are an integral part of the network that is required to support that work. Your cooperation in supporting the efforts of our field staff is appreciated.

Any questions regarding this memorandum should be directed to the Bureau of Program Integrity at 573/526-8557.

BFC/RS

CC: Distribution List 3