



Missouri Department of Health and Senior Services

P.O. Box 570, Jefferson City, MO 65102-0570 Phone: 573-522-8689 FAX: 573-751-8687
RELAY MISSOURI for Hearing and Speech Impaired 1-800-735-2966 VOICE 1-800-735-2466



Julia M. Eckstein
Director

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MEMORANDUM FOR HOME AND COMMUNITY BASED SERVICES PROVIDERS

From: Brenda F. Campbell, Interim Director *Brenda F. Campbell*
Division of Senior and Disability Services

Subject: Procedural Changes for Written Communication

This memorandum addresses submission of certain information to the Division of Senior and Disability Services (DSDS).

Providers must continue to submit the one-page [Nurse Summary](#) form as documentation of the visit; however, it is no longer necessary to routinely forward copies of completed Clinical Nurse Assessments. All completed forms must be retained in the client file for review by Bureau of Quality Assurance (BQA) staff as necessary.

Providers should submit nurse reports (e.g. supervisory visits, monitoring of APC, etc. along with nursing notes and/or other documentation) only when there is an identified need for follow up by DSDS staff. All nurse reports must be retained in the provider's client file.

Nurse Summary forms and any other nursing reports/notes that require submission as outlined above should be submitted to the Regional Evaluation Teams. Regional contact numbers may be accessed at the DHSS website: <http://www.dhss.mo.gov/SeniorServices/ReferralMap.html#>. Providers with multiple office locations should indicate the office location to contact for necessary follow up.

Multiple contacts regarding the same request continue to be received in the local offices. To alleviate routine communication that does not affect the client's service plan and/or health, safety, and welfare, [PM-05-11](#), dated May 27, 2005, (available for review on the website) contained information regarding these and other communication issues. PM-05-11 states in part:

“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

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during Quality Assurance activities. However, that information does not need to be submitted to DSDS [Section] staff on a routine basis.”

Appropriate communications might include, but are not limited to: requests for increase or decrease in the amount of help necessary to meet a client’s needs; changes in household status that might affect the overall need for services; clients who have a critical change in health status; death of a client; etc. It is not necessary to send duplicate copies of the same communication when contacting local staff. In many cases, providers are submitting information via both fax and mail—requiring additional processing time for both the provider and DSDS staff.

The Home and Community Services Referral (DA-1) form has been revised for ease of use. Both the form and instructions may be accessed on the DHSS website at the following link: <http://www.dhss.mo.gov/SeniorServices/ReferralMap.html>. Scroll down to the bottom of the map and click on “New Referrals”. This link opens to the form instructions and clicking on the document title will open the actual form.

- Providers should complete this form for **new referrals** and fax it to the Central Registry Unit (CRU) at the following numbers:
 - 573/751-4386 (primary) or 573/526-3642 (secondary).
- Information and/or requests regarding **clients with existing authorizations** should be faxed to the appropriate Regional Evaluation Team as indicated at the link listed above.

In an effort to reduce duplication, providers will no longer receive a copy of the referral form with the authorization forms for new clients.

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

BFC/RS

CC: Distribution List 3