



Missouri Department of Health and Senior Services

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PM-11-02

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MEMORANDUM FOR HOME AND COMMUNITY BASED CARE PROVIDERS

FROM: Celesta Hartgraves, Director *Celesta Hartgraves*
Division of Senior and Disability Services

SUBJECT: In Home Services Telephony Pilot Project

This memo is in reference to SB 1007 and SB 842 which modified Section 660.023, RSMo. The language in Section 660.023, RSMo states that the Department of Health and Senior Services shall establish telephone tracking system (telephony) pilot projects for the delivery of In-Home Services (IHS) in collaboration with other appropriate agencies, including IHS providers. The language further states that the pilot projects will include both urban and rural areas.

Once the pilot projects are completed, a report must be submitted by December 31, 2013, detailing the outcomes of the project. The report shall take into consideration the impact of a telephone tracking system on the quality of the services delivered to the client.

Any IHS provider wishing to participate in the pilot may do so on a voluntary basis. These providers must be in good standing with the Division of Senior and Disability Services in order to be considered part of the pilot. Participants in the pilot will utilize a telephone tracking system rather than paper timesheets to verify the delivery of services to clients/consumers referred to the provider/vendor for services. The telephony system must have the following capabilities:

- A. The system must record the exact date services are delivered.
- B. The system must record the exact time the service began and the exact time the service ended.
- C. The system must verify the telephone number from which the services were registered and verify that the number called from was the client's home or a telephone unique to the client.
- D. The employee placing the verification call will be identified in each case by a personal identification number unique to each employee.
- E. The system must accommodate both rotary and touch tone telephone instruments. For clients with rotary telephones, the system must be capable of accepting voice activation to capture the required information.

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- F. The system must be capable of producing reports of services delivered, tasks performed, client identity, beginning and ending times of service and date of service in summary fashion that constitute adequate documentation of service.
- G. All calls made from each client's telephone for the purpose of recording service delivery data must be made at no additional cost to the client.

The provider must obtain written permission from each client to use their telephone for service delivery verification. In the event that the electronic system is not functioning or a given client does not have a telephone, the provider will utilize hard-copy paper documentation in all cases to verify services and this documentation will contain the client's signature to verify services.

Providers wishing to participate in the pilots must send a written request to C. J. Evers, HCS Provider Contracts, P.O. Box 570, Jefferson City, MO 65102-0570. The request must include the name of the company that will be used to provide the telephony service, the expected start date and if participating in the urban, rural or both pilot projects. Final approval to participate will require the provider to enter into an addendum to their current participation agreement with the department.

Any questions regarding this memorandum should be directed to IHS Contracts via e-mail at ihcontracts@dhss.mo.gov or by phone at 573-522-8689.

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CC: Distribution List 3