



Missouri Department of Health and Senior Services

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PM-12-07

November 25, 2011

MEMORANDUM FOR HOME AND COMMUNITY BASED CARE PROVIDERS

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

SUBJECT: Use of *CyberAccess*<sup>sm</sup>

The Department of Health and Senior Services (DSDS), Division of Senior and Disability Services (DSDS) continues to utilize the attributes of the HCBS Web Tool within the *CyberAccess*<sup>sm</sup> system. One of the features of the system is the ability to upload scanned documents into a participant's electronic case record.

DSDS requests that all Home and Community Based Services (HCBS) provider nurses continue to complete the General Health Evaluation & Level of Care Recommendation form (GHE) as they do now. However, for those participants who have an active case in the HCBS Web Tool, DSDS requests that the HCBS provider scan and upload the current GHE into the participant's electronic record in the HCBS Web Tool. It will also be necessary for the provider to make a notation in the Case Notes section of the participant's electronic case record regarding uploading the GHE.

Once the GHE's have been uploaded and case notes have been made, DSDS request the HCBS Provider contact the appropriate REV Team (see list below), by telephone call or fax, to provide a list of **only** those participant names who have had a significant change and require DSDS intervention.

DSDS would also like to remind providers the most efficient way to get **new referrals** for the provision of HCBS assessed, is to call the toll free Call Center phone number. The Call Center phone number is as follows: 866/835-3505. They may also be reached by email at [hcbSCALLCENTER@health.mo.gov](mailto:hcbSCALLCENTER@health.mo.gov).

In addition, new requests for care plan changes and the list of names uploaded into the HCBS Web Tool, the fax number for the appropriate REV Teams are as follows:

- Region 1 (Springfield Area) Phone: 417/895-6455 Fax: 417/895-1341;
- Region 2 (Cape Girardeau Area) Phone: 573/290-5781 Fax: 573/290-5650;
- Region 3 (St. Louis Area) Phone: 314/340-7300 Fax: 314/340-3467;
- Region 4 (Kansas City Area) Phone: 816/889-2206 Fax: 816/889-2004;
- Region 5 (Columbia Area) Phone: 573/882-9474 Fax: 573/884-4884.

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As indicated in previous Provider Memos, in an effort to assist HCBS providers in the use of the HCBS Web Tool, an instructional guide has been developed in PowerPoint software. The HCBS Web Tool PowerPoint can be located at <http://health.mo.gov/seniors/hcbs/>. When opening the PowerPoint document, the options 'Enter password to modify, or open read only' will be given; please choose the 'Read Only' option to view the document.

Any questions regarding this memorandum should be directed to the Bureau of Program Integrity via e-mail at [programintegrity@health.mo.gov](mailto:programintegrity@health.mo.gov) or by phone at 573/526-8557.

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CC: Distribution Lists 3