



Missouri Department of Health and Senior Services

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MEMORANDUM FOR HOME AND COMMUNITY BASED SERVICES PROVIDERS

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

SUBJECT: Web Tool System Enhancements

As the Department of Health and Senior Services (DHSS), Division of Senior and Disability Services (DSDS) continues to promote improvements to the Home and Community Based Services (HCBS) Web Tool, users should expect to see changes and enhancements. The purpose of this memorandum is to make you aware of system changes that are scheduled to go into effect on March 28, 2012.

Modifications are being made to the Participant Case Summary screen to provide additional information about the participant. In the demographics portion of the screen, there will be a field containing directions to the residence or other details to assist in locating the participant. Additionally, when available, information related to guardianship or formal supports will display on the Participant Case Summary screen. The Other Information section is located directly beneath the Eligibility section, and displays two tabs: Other Responsible Person and Formal Supports. DSDS staff are responsible for gathering and updating the information.

The process for doing a search for a participant will be streamlined following implementation of changes. A search button will be visible on the Participant Case Summary screen to the left of the print button. After entering the required search criteria (DCN and Date of Birth or Last Name) the system will proceed to the new participant's case. There will no longer be the need to return to the CyberAccess home screen in order to initiate a search.

The ability for DSDS staff to communicate Prior Authorization details is being enhanced by the addition of a notes field within the Prior Authorization. Notes related to the Prior Authorization will be visible and printable from the Participant Case Summary screen. Although this does not eliminate the need for providers/vendors to review the Case Notes section of the Case Activities screen, it will assist in preventing confusion regarding how the services are to be delivered. If a note is available, there will be an indicator next to the print icon in the Case Stages section of the Participant Case Summary screen. The note can be viewed either by expanding the Prior Authorization and selecting the icon next to the service type, or by selecting the print icon from the Case Stages section.

During the completion of the InterRAI HC assessment form, the participant is asked to communicate their goals and back-up plan in the event of service delivery failure. The information provided will be displayed on the Prior Authorization when printed from the Participant Case Summary screen.

The InterRAI HC form will print in a more usable format, with a smaller number of pages and easily viewable questions and responses.

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

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