



Missouri Department of Health and Senior Services

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PM-10-13
VM-10-10

April 19, 2010

MEMORANDUM FOR ALL HOME AND COMMUNITY BASED CARE PROVIDERS

FROM: Connie Boeckman, Interim Director
Division of Senior and Disability Services

SUBJECT: Abuse, Neglect and Exploitation Hotline Staffing Hours

Effective May 1, 2010, the Abuse, Neglect, and Exploitation hotline hours of operation will change. The new staffing hours of the hotline will be 8:00 AM to 8:00 PM, seven days a week. All incidents of abuse, neglect or exploitation of any eligible adult shall be reported to the hotline (**800-392-0210**) during these new hours of operation. Any imminent life threatening situation shall be reported to 911; situations not meeting that threshold that occur between 8:00 PM and 8:00 AM shall be called to the hotline the next day.

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

CB/AP

CC: Distribution Lists 3 & 4

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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER: Services provided on a nondiscriminatory basis.