



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: Action Necessary: CyberAccess and the Home and Community Based Services (HCBS)  
Web Tool

In September 2007, the Missouri Department of Social Services, MO HealthNet Division (MHD) was awarded a Medicaid Transformation Grant from the United States Department of Health and Human Services, Centers for Medicare and Medicaid Services. The grant targets the development of an automated system to improve the delivery of Home and Community Based Services (HCBS). As a result, MHD, in collaboration with the Department of Health and Senior Services (DHSS), Division of Senior and Disability Services (DSDS) has developed an enhancement to the existing MO HealthNet CyberAccess system. Affiliated Computer Services (ACS) is contracted with the State of Missouri to provide and support the system. ACS Outreach Representatives will be essential in the facilitation of transfer to the HCBS Web Tool. This enhancement will provide an integrated method for expanded user access to initiate HCBS referrals and improve efficiencies in assessment, participant-centered service planning, and authorization of HCBS by the state designee entity, SynCare, LLC. Utilizing CyberAccess for the HCBS Web Tool expands upon MHD's efforts in building an electronic health record for MO HealthNet participants.

As we move toward implementation of this automated delivery system, it is important for all providers to become familiar with CyberAccess, the system which will contain the HCBS Web Tool. Currently, CyberAccess allows users to automatically reference the individual participant's claim history, including diagnosis codes and procedure codes. Upon execution of the HCBS Web Tool, it will also be the source of information related to prior authorizations of Home and Community Based Services. The HCBS Web Tool will become the primary method of entry for new participant enrollment, care plan changes, and prior authorizations for HCBS. It is imperative that appropriate staff members within HCBS provider agencies apply for access to and receive training on CyberAccess. It is the expectation of DSDS that field coordinators, supervisors, clinical staff, and staff involved in billing acquire access to the system. In-home aides or other homecare staff should not request access or be allowed to view the information contained in CyberAccess. Note the access will be view only, and the user will not have the ability to make changes to the information contained in CyberAccess.

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High speed Internet connectivity is required to enter CyberAccess. Following are the minimum system requirements recommended for utilization of CyberAccess and the HCBS Web Tool:

<b>System Area HCBS Web Tool - Minimum Requirements</b>	
CPU	800 MHz. Intel Pentium or comparable
RAM	512 MB or higher
Hard Disk	20 MB of available hard disk space
Operating System	Windows XP Professional or higher
Display	Monitor size: 17 inch Screen Resolution : 1024 x 768
Peripherals	Mouse or other pointing device
Internet Access	High-speed data connection to the Internet. No use of proxy servers or other caching network devices between workstations and CyberAccess.
Browser/Viewer	Internet Explorer 7.0 or higher Adobe Reader – latest version

On March 23, 2011, an email was sent through DSDS E-News advising of the importance of registering with CyberAccess as soon as possible in order to be prepared for the implementation of the automated system. It has come to the attention of DSDS that many providers have not taken the steps necessary to become enrolled or received any training on the CyberAccess system. Providers with no access to the system will not be able to access their prior authorization information electronically, which may delay receipt of the prior authorizations.

If you have not already done so, complete the attached CyberAccess Provider Checklist and return it to the designated ACS Outreach Representative immediately, in order to receive access to the system. A document providing contact information and coverage areas for Outreach Representatives is attached. The form must be completed and forwarded the appropriate representative as soon as possible. Following receipt of the completed form, ACS will be in contact with you to provide additional details and to schedule training. Include contact information for your agency's main office and list all satellite offices.

Questions regarding this memorandum may be directed to Terri Woodward, HCBS Web Tool Project Manager, at [Terri.Woodward@health.mo.gov](mailto:Terri.Woodward@health.mo.gov).