



Missouri Department of Health and Senior Services

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PM-11-18  
VM-11-19

May 17, 2011

**MEMORANDUM FOR HOME AND COMMUNITY BASED SERVICES PROVIDERS**

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

SUBJECT: MO HealthNet CyberAccess<sup>sm</sup> Home and Community Based Services (HCBS) Web Tool Instructions

The Department of Health and Senior Services (DHSS), Division of Senior and Disability Services (DSDS) will be initiating utilization of the Mo HealthNet CyberAccess<sup>sm</sup> HCBS Web Tool on May 19, 2011. As indicated in PM-11-17 and VM-11-18, the MO HealthNet CyberAccess<sup>sm</sup> HCBS Web Tool is a module of the Missouri Department of Social Services (DSS), MO HealthNet Division's (MHD) CyberAccess<sup>sm</sup> system and will facilitate improved efficiencies in the authorization of HCBS approved by DSDS. Concurrently, operations and administration of many of DSDS's responsibilities will be assumed by a contracted agency, SynCare, LLC (refer to PM-11-16 and VM-11-17 for additional details). SynCare, LLC will be authorizing HCBS through use of the MO HealthNet CyberAccess<sup>sm</sup> HCBS Web Tool.

The MO HealthNet CyberAccess<sup>sm</sup> HCBS Web Tool is the site which will contain all prior authorizations, and upon full implementation will replace the LTACS system as well as the CDS Database, for all Medicaid funded HCBS. The assessment within the MO HealthNet CyberAccess<sup>sm</sup> HCBS Web Tool is done through the use of an internationally recognized assessment instrument, the InterRAI HC<sup>®</sup>.

It is essential that all providers become familiar with the MO HealthNet CyberAccess<sup>sm</sup> HCBS Web Tool and knowledgeable in locating and printing prior authorizations. Supervisors, clinical staff, field coordinators, and billing staff within HCBS provider agencies may be granted access to CyberAccess<sup>sm</sup> and the MO HealthNet CyberAccess<sup>sm</sup> HCBS Web Tool. Provider access to the Participant Case Summary screen, PreScreen screen, and Assessment screen is read only and cannot be edited by provider agency staff. Provider staff have limited access to the Case History screen and the Case Activity screen.

Following contact from SynCare, LLC advising of an available care plan, the HCBS provider can check for notification of a new care plan by logging into the MO HealthNet CyberAccess<sup>sm</sup> HCBS Web Tool and navigating to the Case History screen. This is accomplished by selecting 'Case History' from the dropdown box on the screen menu bar labeled HCBS. Care plans available for viewing and printing are

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indicated by the activity labeled 'Care Plan Services'. This notification remains for seven (7) days, and then drops from the provider's Case History. The Case History screen also provides access for review of a user's work queue and search functionality by DCN or case number. The Case History screen is not specific to the participant, and connectivity with participants will be lost upon selection of this transfer. Instructions for locating the Care Plan Services activity are included as an attachment to this memorandum.

After becoming aware of the available care plan, the provider can view it by selecting 'HCBS' from the dropdown box on the screen menu bar labeled HCBS. This navigates to the Participant Case Summary screen, the entry point to participant specific information. This screen is completed by SynCare staff and contains the participant's DCN, demographics, physician information, Medicaid eligibility information as well as prior authorizations, including task and frequency detail. Instructions for accessing the Participant Case Summary screen and locating and printing Prior Authorizations for HCBS are included in an attachment to this memorandum.

If there is a need to review the PreScreen information, provider staff with access to the MO HealthNet CyberAccess<sup>sm</sup> HCBS Web Tool may open the PreScreen within the Stages section of the Participant Case Summary screen. This will provide additional information regarding Other Responsible Person, Reported Health Conditions, Formal Supports, Requested HCBS, and details related to the preliminary level of care determination.

Those with access may also review the information contained in the Assessment by opening it within the stages of the Participant Case Summary screen. The Assessment screen is used to guide care planning as well as determine level of care.

If the provider has contact with SynCare, LLC that results in a need for the provider to add information or documentation to the electronic case record, they may do so on the Case Activity screen. This screen allows the capability to scan, attach, and review documents related to the participant's HCBS. It also allows providers to add notes to the case, if necessary. Instructions for adding documents or case notes are provided in an attached document. No items shall be attached or noted in the case without permission of SynCare and the Case Activities shall not replace other forms of communication.

If you have not yet completed the necessary forms to enroll in CyberAccess<sup>sm</sup> (attached to PM-11-17 and VM-11-18) please do so immediately. The HCBS tab will not be available for your use until May 19, 2011, but other modules of CyberAccess<sup>sm</sup> are currently active.

Additional information regarding the MO HealthNet CyberAccess<sup>sm</sup> HCBS Web Tool will be available on the DHSS website, <http://health.mo.gov/index.php>, in the upcoming weeks.

Any questions regarding this memorandum should be directed to [Terri.Woodward@health.mo.gov](mailto:Terri.Woodward@health.mo.gov).