



Missouri Department of Health and Senior Services

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PM-12-03
VM-12-03

September 15, 2011

MEMORANDUM FOR HOME AND COMMUNITY BASED CARE PROVIDERS

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

SUBJECT: Transition from SynCare

We are writing to update you on the transition of SynCare's work to the Division of Senior and Disability Services (DSDS). As we have previously indicated, DSDS took over the call center on September 7, 2011 at 12:00 p.m. Assessments and new care plans will be handled by the respective regional staff. In addition, DSDS staff will work to finalize pending care plans. In order to allow DSDS staff to quickly and effectively finalize care plans, they may be entered into the HCBS Web Tool (Cyber Access), Long Term Alternative Care Subsystem (LTACS), or Consumer Directed Services (CDS) database. Expect to see plans that have been generated through any of these systems.

DSDS is in the process of hiring staff to handle the work during the transition period. In addition to the duties mentioned above, the Regional Evaluation (REV) teams will handle new requests for care plan changes and review General Health Evaluation and Level of Care Recommendation forms, which are utilized for the biannual nurse visits. Providers can fax these requests and forms directly to the respective REV Team.

To expedite services to our clients during this transition we need your assistance with the following:

As DSDS staff finalize pending care plans, you will be contacted to ensure the plan is still appropriate for the participant. DSDS staff may need additional information to assist in the completion of care plans even when there have been multiple contacts between SynCare, providers and participants. DSDS staff may need you to provide the DA 3a or 3c when there is incomplete information available from the SynCare system.

DSDS staff will be sending copies of the finalized care plan by mail to the participant as we proceed. If a participant requests a copy of their care plan, you may provide them a copy if accessible in the HCBS Web Tool or your provider file.

In addition, we will need you to supply information to ensure that all individuals who need services receive them. For example, we may need assistance with locating current phone numbers and addresses for participants that SynCare did not locate.

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

Our plan is to process individuals with the highest level of need first. We are defining this as: persons without services; those in need of increased services who are at immediate risk of significant harm; or those at immediate risk of entering a nursing facility.

You will receive a separate e-mail with a spreadsheet attached which has been encrypted. Please send us information for only those individuals who need immediate assistance on this spreadsheet. The spreadsheet can be returned to Diane.Thompson@health.mo.gov anytime between now and Friday, September 23, 2011. You must only communicate with encrypted emails to provide adequate security for Protected Health Information. You will need to reply to the encrypted e-mail with your completed spreadsheet attached. Do not change the subject line in the e-mail. Additional instructions regarding encrypted e-mails are attached for quick reference.

Please download the spreadsheet from the encrypted email to a location on your computer. Working on documents through email may cause you to lose your changes. Complete the spreadsheet, adding only individuals who have been waiting for services or a change in service that have the highest need according to the parameters outlined below.

The following individuals waiting for a new referral or a change in current services since the beginning of the SynCare contract should be included on the attached spreadsheet if they fit the following criteria:

- Persons who are being discharged from a hospital or nursing facility that will need immediate services for personal care needs to prevent significant harm.
- Persons who need an increase or addition of Personal Care, Advanced Personal Care, or Nurse Visits to prevent significant harm.
- Persons without services, or inappropriate services authorized, who are at risk of harm without services.

Division of Senior and Disability Services will request other types of information such as a provider change, a decrease in service, and case closings in the weeks to come.

Many services are automatically reauthorized even for those participants who have not had an annual reassessment. You should receive the LCDE reauthorization when this occurs.

We recognize the volume of pending care plans, and share your desire to see them quickly and accurately finalized. We are devoting significant resources to reduce that number. We will be communicating with you on a regular and frequent basis to report overall progress, and believe that in the meantime you will see a difference in the number of care plans being finalized and ready for services to begin.

Thank you for your attention and patience. With your continued cooperation, particularly on these specific procedures, we will move forward together in our shared aim of quick and effective service delivery for the valued Missourians we all serve.

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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.

CH/LH

CC: Distribution Lists 3 & 4