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## MEMORANDUM FOR ALL HOME AND COMMUNITY BASED CARE PROVIDERS

FROM: Venice Wood, Bureau Chief *Venice Wood*  
Bureau of Long Term Services and Supports  
Division of Senior and Disability Services

SUBJECT: Provider Complaint Process

Division of Senior and Disability Services (DSDS) has revised policy to guide staff when documenting and reporting participant complaints about Home and Community Based Services (HCBS). This policy will enhance the consistency and accuracy of information forwarded to Department of Social Services (DSS), Missouri Medicaid Audit and Compliance Unit (MMAC), when necessary.

Complaint codes used in the DSDS Case Compass reporting system have been streamlined and fall into three (3) primary categories of Contracts, Ethics, and Regulatory. Each category contains lists of the issues most often encountered, but there is also flexibility for unusual circumstances. Each category also indicates which issues impact all HCBS providers and those specific to agency model personal care providers. Please follow this link <https://health.mo.gov/seniors/hcbs/hcbsmanual/index.php> to access full details of the policy revision.

Questions regarding this memorandum should be directed to the Bureau of Long Term Services and Supports at 573/526-8557 or via e-mail at [LTSS@health.mo.gov](mailto:LTSS@health.mo.gov).

VW/RS

CC: Distribution Lists 3 & 4

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