



Missouri Department of Health and Senior Services

P.O. Box 570, Jefferson City, MO 65102-0570 Phone: 573-751-6400 FAX: 573-751-6010
RELAY MISSOURI for Hearing and Speech Impaired: 1-800-735-2466 VOICE: 1-866-735-2460



Randall W. Williams, MD, FACOG
Director

Michael L. Parson
Governor

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February 13, 2019

MEMORANDUM FOR ALL HOME AND COMMUNITY BASED CARE PROVIDERS

FROM: Kitty Engler, Bureau Chief
Bureau of Long Term Services and Supports

A handwritten signature in black ink, appearing to read "Kitty Engler".

SUBJECT: Authorization of Care Plan Changes in HCBS Web Tool

This memorandum provides information regarding the Division of Senior and Disability Services' (DSDS) process for completing authorization of changes to existing care plans in the Home and Community Based Services (HCBS) Web Tool. The revised process will help prevent billing errors for care plans that require changes in mid-month.

When an existing care plan requires a **decrease** in authorized services, DSDS staff will enter the effective date of change in the HCBS Web Tool as the first day of the first month following the date the change is made. This change applies regardless of whether the need for decrease is identified in mid-authorization or at reassessment. This also applies when there is a need for a decrease due to cost cap adjustment. DSDS staff will provide appropriate notice of adverse action (Policy 5.00), when necessary, prior to implementing the reduced authorization.

If there are **no changes** required to the person centered care plan upon reassessment, DSDS staff will enter the effective date of change in the HCBS Web Tool as the first day of the first month following the date of reassessment.

DSDS will continue to follow current protocol for care plans where a need for an **increase** is identified during reassessment or following a request for a care plan change. This means the effective date may fall during the middle of the month.

These changes are effective upon receipt of this memorandum. All policies impacted by the change will be revised and distributed as soon as possible.

Questions regarding this memorandum should be directed to the Bureau of Long Term Services and Supports via e-mail at LTSS@health.mo.gov or by telephone at 573-526-8557.

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