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August 19, 2019

**MEMORANDUM FOR ALL HOME AND COMMUNITY BASED SERVICES PROVIDERS  
AND DSDS STAFF**

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

Subject: Updates to the Home and Community Based Services (HCBS) Call Center

This memorandum is to advise Home and Community Based Services (HCBS) Providers and DSDS Staff of updates to the HCBS Call Center process.

The HCBS Call Center continues to receive an increase in the number of prescreen referrals. In order to ensure that program demand and expectations are being met, the prescreen process was reviewed and analyzed to ensure that the process was as efficient as it could be for those that we serve. Due to this, the HCBS Call Center is implementing a restructured process to handle the increased volume.

To develop the restructured process, the HCBS Call Center underwent a time study by the Lean Six Sigma Team. The Lean Six Sigma Team is a certified internal Department of Health and Senior Services (DHSS) process improvement group. The Lean Six Sigma Team identified areas of improvement for the HCBS Call Center

Currently, the HCBS Call Center makes three attempts to contact a participant over three business days and documents each attempt in CyberAccess WebTool. Each attempt to contact the participant and document the call creates unavailability to receive and handle incoming calls. Effective immediately, upon receiving a referral, either by e-mail or fax, the HCBS Call Center will make one attempt to contact the participant to complete the Prescreen. If the participant is unable to be reached or the Prescreen cannot be completed at the time of the call, a Participant Contact Letter will be mailed requesting that the participant contact the HCBS Call Center in order to complete a Prescreen.

Additionally, HCBS Call Center staff will no longer call providers to inform them of the outcome of the referral. Providers are to use CyberAccess WebTool to track the status and outcome of the Prescreen process.

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This restructured Prescreen process connects the HCBS Call Center to the goal of ensuring that the program demand and expectations are being met for those we serve. Ultimately, the vision is to get the right services to the right people at the right time.

Any questions regarding this memorandum should be directed to Ellen Whittington at 573-522-6987 or [Ellen.Whittington@health.mo.gov](mailto:Ellen.Whittington@health.mo.gov).

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