



Missouri Department of Health and Senior Services

P.O. Box 570, Jefferson City, MO 65102-0570 Phone: 573-751-6400 FAX: 573-751-6010
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Randall W. Williams, MD, FACOG
Director



Michael L. Parson
Governor

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October 22, 2019

**MEMORANDUM FOR ALL HOME AND COMMUNITY BASED SERVICES PROVIDERS
AND DIVISION OF SENIOR & DISABILITY SERVICES STAFF**

FROM: Venice Wood, HCBS Section Administrator

Venice Wood

SUBJECT: Home and Community Based Services (HCBS) Call Center and Regional Evaluation Team Operational Updates

This memorandum is to advise HCBS Providers and Division of Senior and Disability Services (DSDS) Staff of operational updates to the HCBS Call Center.

Effective immediately, the HCBS Call Center has been renamed HCBS Intake and the Regional Evaluation Team have been renamed the Person-Centered Care Planning (PCCP) Unit. The Call Center and PCCP Unit will be located under the Bureau of HCBS Intake & Person-Centered Care Planning (PCCP). Jessica Bateman has accepted the position of Bureau Chief. This change is an effort to increase customer service and more accurately describe the Unit's job functions.

Effective immediately, the hours of operation for the Bureau of HCBS Intake and PCCP Unit will be Monday through Thursday from 8:00 a.m. – 5:00 p.m. and Fridays from 8:30 a.m. – 5:00 p.m. in order to perform administrative and operational functions. No phone numbers or contact information has changed and an updated map reflecting this information can be found at:

<https://health.mo.gov/seniors/homecomservices/pdf/BHCS-EvalTeam.pdf>

The Division continually strives to improve operations for enhanced service delivery. We look forward to continued collaborative efforts in serving Missourians.

Any questions regarding this memorandum should be directed to Ellen Whittington at 573-522-6987 or Ellen.Whittington@health.mo.gov

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