

May 2025

HCBS MONTHLY PROVIDER BULLETIN

This bulletin provides updates on policies, guidelines, and initiatives related to Home and Community Based Services.

This month's highlights:

✓ Fusion Updates

✓ Memos

✓ HCBS Updates

✓ Reminders

MEMOS

HCBS:

[MEMO 5-25-01](#) Policy Updates

INFO:

[INFO 05-25-01](#) HCBS Fusion: CDS & ILW Authorization Changes

[INFO 05-25-02](#) HCBS Fusion: Help Line and General Requirements - [Unit Calculations Pt Letter](#)

[INFO 05-25-03](#) HCBS Fusion Updates

[INFO 05-25-04](#) Adult Brain Injury Program (ABI) vs Brain Injury Waiver (BIW) Quick Guide

[INFO 05-25-05](#) HCBS Fusion Prior Authorization and Billing Issue

[INFO 05-25-06](#) [UPDATE] HCBS Fusion Prior Authorization and Billing Issue



FUSION UPDATE

As with any transition, there are growing pains along the way, and we've all felt them over the last month as we've acclimated to the new Fusion System. That said, the collaboration and resilience across HCBS and our stakeholders has been truly commendable as challenges were identified and troubleshooted. The Bureau of HCBS System and Data Reporting (SADR) is working each day to correct any obstacles that remain. Enhancements will be released throughout the summer to resolve top priority issues.

Reminders:

- The Fusion helpline has been discontinued. Further issues associated with Fusion should be sent directly to (SADR) at, HCBS.Systems@health.mo.gov
- A Fusion button has been added to the [Provider Reassessment Information Page](#), directing you to the [Fusion](#) page.

Fusion

Web Tool Access Ending Soon

Access to the HCBS Web Tool portion of Cyber Access will end June 30, 2025, preventing all access to a participants' case record. This includes the assessment, care plan, case notes, and documents. Cyber Access will still be available to view participant medications, diagnoses, and utilization information.

Address Updates

Please ensure all participant contact information is up to date in Fusion. If updates are needed, please add it to the 'DSDS Participant Information' section and let the participant know they need to update their information with Family Support Division System (FSD). An incorrect addresses may prevent your agency from appearing as an available provider based on the participant's listed address. This could result in DSDS being unable to authorize services with your agency for that participant.

Reminders

- Care plan calculations could be impacted during reauthorization of current care plans in the new Fusion system. This adjustment is due to the enhanced capability of Fusion to more accurately calculate the units authorized. Please utilize the Participant Unit Calculations letter to help explain this new process to participants with questions.
- If all attempts to contact a participant are not documented in the case record, PRR will reach out and request these attempts be added to the documentation. Lack of attempted contact documentation prevents PRR from taking action on cases with noncompliant participants.
- Be sure to watch all the training videos located on the Fusion page for instruction on how to complete an assessment. Selecting the 'Submit for Review' action indicates **all** provider case actions have been completed and it is now ready for review by the PRR team.
- If you are unable to submit a care plan for review due to the provider agency not populating as an option in Fusion, please email the PRR team the participant's name and DCN. After notification, PRR will proceed accordingly.

Contact Us



For any questions, further guidance or suggestions, please feel free to reach out to us at any time at:

QIOA@health.mo.gov
LTSS@health.mo.gov



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