

July 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 5



Signatures



Participant Contact Information



Reminders



## Fusion 5

Don't forget to check out the new Fusion 5 videos!

The 'Fusion Five' are short, under five minute videos demonstrating specific action in Fusion. Each video tackles a common point of confusion, often due to unclear workflows or workarounds, and serves as a quick, easy reference to help users learn and reduce errors.

The Fusion 5s can be found on the [HCBS Fusion page](#). The following videos pertain to Provider Reassessor workflow:

- Fusion 5- [Help Feature](#)
- Fusion 5- [Adding Contacts and Managing Households](#)
- Fusion 5- [HCB Medicaid Care Plan Errors](#)
- Fusion 5- [Bulk Assigning for Provider Reassessors](#)



## Signatures

### BPQE

When signing documents with a finger or stylus, please ensure best efforts are made to include a legible professional signature. Signing documents with a straight or curvy line, which does not resemble the assessor's professional signature, are not acceptable.



## Participant Contact Information

### LTSS

When a participant relocates or has a change in address and/or phone number, the HCBS provider is responsible for ensuring Fusion is updated with the current information. Outdated contact information prevents the processing of participant referrals, causes delays, or results in returned mail. Providers are encouraged to discuss this issue with their participants and assist them if needed with updating this information with FSD .



## Reminders

- Unit utilization prior to May 2025, can be viewed in Cyber Access. Utilization for care plans that have not had an action taken on them in Fusion, will only become accurate once a case has had an action taken on it.
- All forms will be migrated into Fusion in the next couple of weeks. This will include the HIPAA form. There is no need to obtain another copy of the HIPAA form during a Reassessment.
- Add a new case note or add to existing case note when remediation corrections are made to a case. Correcting the original case note causes confusion for the review team.
- Utilize the case note template in Fusion to ensure case notes paint a clear picture of participant's situation to valid the coding.
- Click the 'PCCP' tab on the Participant Screen to check for pending care plan change requests. All requests should be addressed during the assessment process.

# MEMOS

### INFO:

[INFO 07-25-01](#) State of the Workforce- Aging and Disabilities 2025 Survey

### HCBS:

[HCBS 07-25-01](#) Home and Community Based Services (HCBS) Policy Revisions

## Contact Us



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

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