

October 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:

✓ Viewing Medicaid Status in Fusion Guide

✓ PCCP Status Check

✓ LTSS Quality Measure Set Updates (QMS)

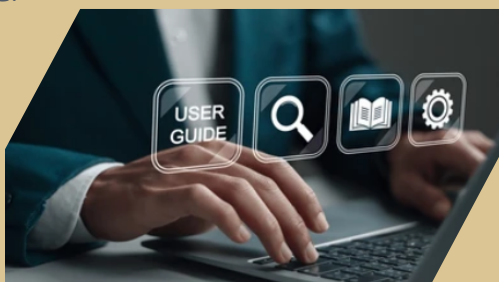
✓ Reminders

Fusion User Guide: Medicaid Status

SADR

A new Fusion User Guide has been developed to help locate and determine a participant's Medicaid status.

The "[Viewing Medicaid Status in Fusion User Guide](#)" is a step-by-step instructional guide with screenshots and be found on the Fusion webpage.

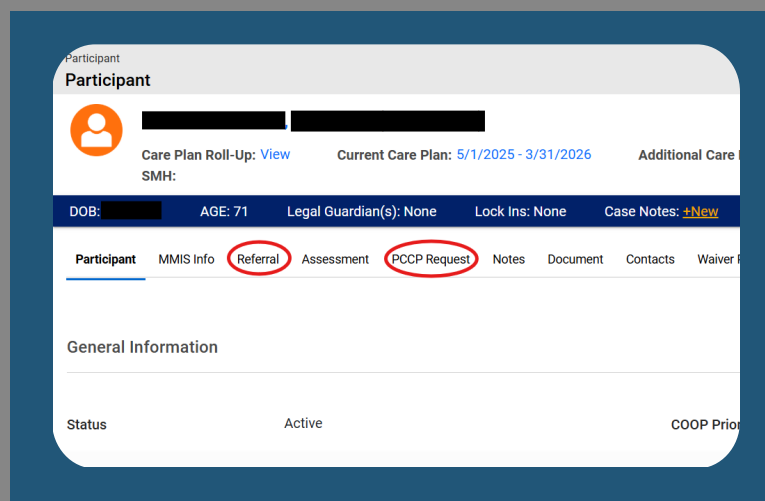


PCCP Status check

The [Referral/Request Page](#), located on the Provider Reassessment Information Page, has been updated to include guidance on the appropriate process for checking the status of a PCCP referral or request.

To ensure the phone lines are open to participants and their supports, providers may check the status of requests or referrals by utilizing the 'Referral' and 'PCCP Request' tabs in Fusion.

See Fusion screenshot example below



LTSS Quality Measure Set (QMS) Updates

BFP

Be sure to review [HCBS 10-25-01](#) for all policy updates made to ensure compliance with the new requirements of the HCBS Quality Measure Set.

Key takeaways!

- 'The Case Note Documentation' policy 4.30 has been renamed, '[Case Record Documentation](#)' and includes a new "Contacts tab" section. Contact info of anyone involved in participant's care, (primary caregivers, physicians, providers outside HCBS) should all be added to the contacts tab of the participant's case summary page.
- Any identified barriers to a participant's goal for services should be listed with the goal.
- Updated [Rights and Responsibility forms](#) to include links to additional resources. (Be sure to use updated forms)



Reminders

- Fusion now automatically sends an email notification to your agency when a new care plan is posted for one of your participants. This occurs when a care plan is updated and a new authorization is issued. The email will include a direct link to the participant's case record, where you can view case notes and download the updated care plan. Please **do not** reply to these automated emails.
- The State of the Workforce Staff Stability Survey (SoTW-AD) will be closing November 30th. The invitation for this survey came via email from: 'staffstability@hsri'. If you received the email and haven't completed it yet, please do so soon to be eligible for the incentive payment. If you did not receive the invitation and believe you should have, please reach out to DSDS.surveys@health.mo.gov.

MEMOS

INFO:

10-25-01 HCBS Customer Service Center (Intake) Temporary Closing Period

MEMO:

10-25-01 Policy Updates for the Provision of the HCBS Quality Measure Set

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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