



Missouri Department of Health and Senior Services

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Jane Drummond
Director

VM-08-22

June 18, 2008

MEMORANDUM FOR ALL CONSUMER DIRECTED SERVICES VENDORS

FROM: Brenda F. Campbell, Director *Brenda F. Campbell*
Division of Senior and Disability Services

SUBJECT: Telephony

This memorandum is to advise vendors of Consumer-Directed Services (CDS) that the use of telephony is not acceptable in the CDS program. Both the Revised Statutes of Missouri (RSMo) and the Code of State Regulations (CSR) clearly specify that the responsibility is placed on the CDS consumer to supervise the personal care attendant, to verify wages to be paid to the personal care attendant, and to prepare and submit time sheets signed by both the consumer and the personal care attendant to the vendor. Vendors may reference section 208.909.1(1), (2), and (3), RSMo and/or 19 CSR 15-8.200(6)(A), (B), and (C) for specific information regarding these responsibilities.

The Division of Senior and Disability Services (DSDS) has received information that some CDS vendors are currently using this technology. However, the documentation necessary to verify program compliance during quality assurance (QA) reviews will be based on the statutes and regulations listed above. Vendors must ensure that appropriate documentation is available to demonstrate compliance with these statutes and regulations. A vendor's decision to continue using telephony as a part of their CDS program administration will not relieve them of this responsibility.

Any questions regarding this memorandum should be directed to the Bureau of Program Integrity via e-mail at programintegrity@dhss.mo.gov or at 573-526-8557.

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