



Missouri Department of Health and Senior Services

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VM-11-02

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MEMORANDUM FOR ALL CONSUMER-DIRECTED SERVICES VENDORS

FROM: Celesta Hartgraves, Director *Celesta Hartgraves*
Division of Senior and Disability Services

SUBJECT: Consumer Directed Services Telephony Pilot Project

This memo is in reference to SB 1007 and SB 842 which modified Section 208.909, RSMo and 208.918, RSMo. The language in Section 208.909, RSMo states that the Department of Health and Senior Services shall establish telephone tracking system (telephony) pilot projects for the delivery of Consumer Directed Services (CDS) in collaboration with other appropriate agencies, including Centers for Independent Living. The language further states that the pilot projects will include both urban and rural areas.

It also requires the pilot projects for the CDS program to comply with the requirements set forth under Section 208.918, RSMo, meaning that telephony must not alter the CDS model of self-directed care in any manner which limits a participant's ability to act as the employer of attendants or the vendors' ability to administer the program without undue financial burden.

Once the pilot projects are completed, a report must be submitted by December 31, 2013, detailing the outcomes of the project. The report shall take into consideration (1) the impact of a telephone tracking system on the quality of the services delivered to the consumer, (2) whether the principles of self-directed care (with the CDS participant as employer and supervisor of attendants) is affected by the telephony system.

Any Center for Independent Living or CDS vendor wishing to participate in the pilot may do so on a voluntary basis. These Centers and CDS vendors must be in good standing with the Division of Senior and Disability Services in order to be considered part of the pilot. Participants in the pilot will utilize a telephone tracking system rather than paper timesheets to verify the delivery of services to consumers referred to the vendor for services. The telephony system must have the following capabilities:

- A. The system must record the exact date services are delivered.
- B. The system must record the exact time the service began and the exact time the service ended.

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- C. The system must verify the telephone number from which the services were registered and verify that the number called from was the consumer's home or a telephone unique to the consumer.
- D. The system must allow consumers (if they choose to) to electronically verify the record of tasks performed and hours worked, either by task, daily, weekly or every two weeks, as the consumer chooses.
- E. The attendant placing the verification call must be identified in each case by a personal identification number unique to each attendant.
- F. The system must accommodate both rotary and touch tone telephone instruments. For consumers with rotary telephones, the system must be capable of accepting voice activation to capture the required information.
- G. The system must be capable of producing reports of services delivered, tasks performed, consumer identity, beginning and ending times of service and date of service in summary fashion that constitute adequate documentation of service.
- H. All calls made from each consumer's telephone for the purpose of recording service delivery data must be made at no additional cost to the consumer.

The Center for Independent Living or CDS vendor must obtain written permission from each consumer to use their telephone for service delivery verification. In the event that the electronic system is not functioning or a given consumer does not have a telephone, the vendor will utilize hard-copy paper documentation in all cases to verify services and this documentation must contain the consumer's signature to verify services.

Vendors wishing to participate in the pilots must send a written request to C. J. Evers, HCS Provider Contracts, P.O. Box 570, Jefferson City, MO 65102-0570. The request must include the name of the company that will be used to provide the telephony service, the expected start date and if participating in the urban, rural or both pilot projects. Final approval to participate will require the vendor to enter into an addendum to their current participation agreement with the department.

Any questions regarding this memorandum should be directed to IHS Contracts via e-mail at ihscontracts@dhss.mo.gov or by phone at 573-522-8689.

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