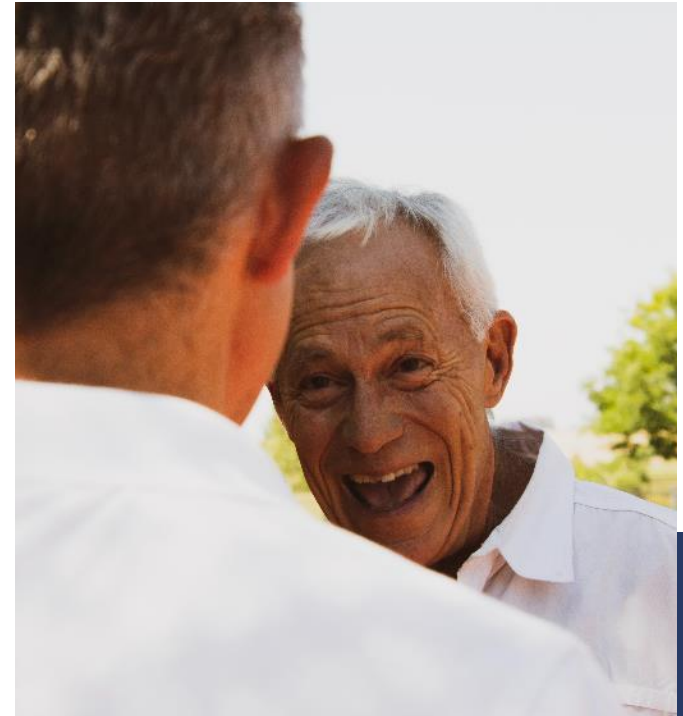


Division of Senior and Disability Services

Updates

October 2021



Introductions

- **Melanie Highland**, Division Director
- **Kim Toebben**, Deputy Director
- **Venice Wood**, Section Administrator
- **Jessica Schaefer**, Asst. Section Administrator
- **Rena Cox**, Long-Term Services & Supports
- **Jessica Bateman**, Intake & PCCP
- **Travis West**, Systems & Data Reporting

Overview

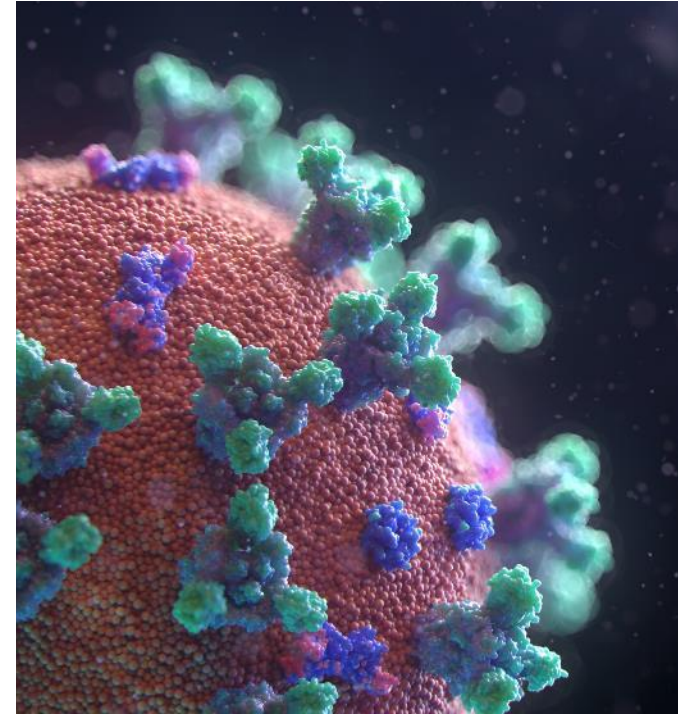
- Organizational updates
- COVID-19 Guidance
- LOC Transformation
- Quality Improvement & Quality Assurance
- Provider Reassessors
- Regulations
- Electronic Communication & More

Organizational Updates

- ➔ DSDS Division Director: Melanie Highland
- ➔ DSDS Deputy Director: Kim Toeppen
- ➔ Asst. Section Administrator: Jessica Schaefer
- ➔ HCBS Training Supervisor: Hether Larsen
- ➔ Provider Reassessor Review Team

COVID-19 Updates

- State flexibilities are extended through the State of Emergency Declaration, currently set to expire on December 31, 2021.
- Federal flexibilities are extended through Federal Public Health Emergency, will likely remain in place through the end of 2021. Will receive notification 60 days prior to termination.
 - These dates are subject to change upon extension of the State of Emergency or Public Health Emergency. Visit the site below to stay up to date on the latest extensions.



[health.mo.gov/seniors/hcbs/
covid-19-provider-info](https://health.mo.gov/seniors/hcbs/covid-19-provider-info)

Regulations

CDS Regulations

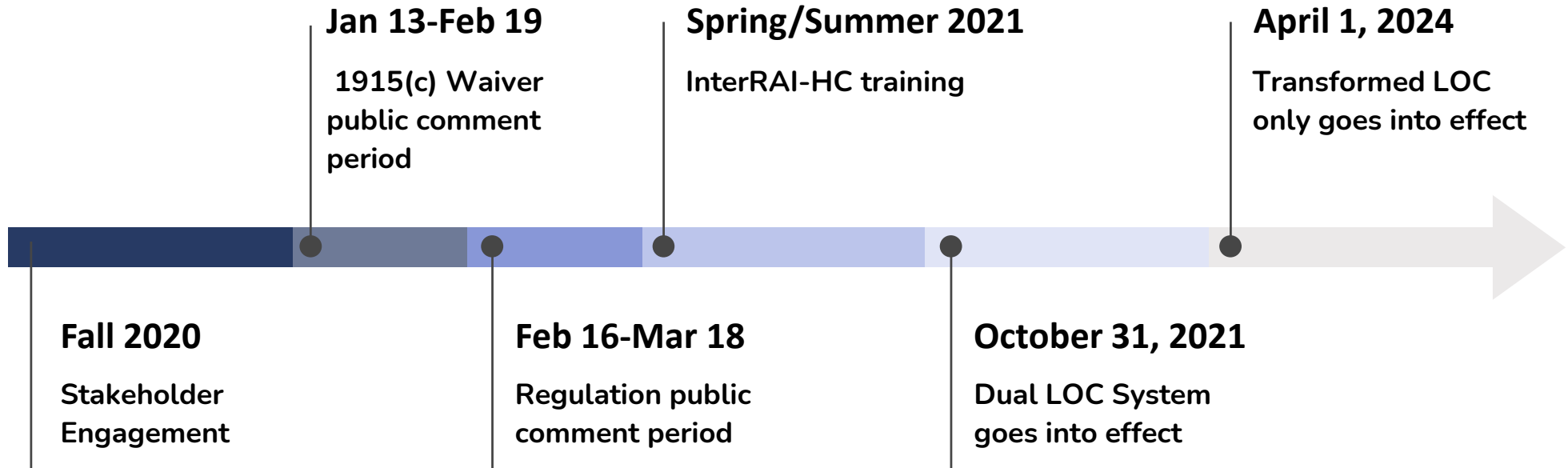
- House Bill 1682

Regulation Revisions

- CDS
- Personal Care
- Service Standard Regulations



LOC Transformation



Provider Reassessments

Updates

- [New terms and conditions went into effect September 1st.](#)
- [A new policy focused on provider reassessors is available.](#)
- [New updated provider page with many resources.](#)

LOC Provider Page

health.mo.gov/seniors/hcbs/loc-transformation

Provider Reassessment Page

health.mo.gov/seniors/hcbs/reassessment/

Provider Reassessment Training

[health.mo.gov/seniors/
hcbs/reassessment](https://health.mo.gov/seniors/hcbs/reassessment)

- Once all training videos have been reviewed, send qualifications and request for the test at ReassessorTraining@health.mo.gov
- Certificates will be provided to individuals who pass the test with an 80% or higher.



HCBS Intake & PCCP Unit

- The HCBS Intake & PCCP Unit is where new referrals and care planning requests for State Plan Services, Aged & Disabled Waivered Services, the Adult Day Care Waiver, the Independent Living Waiver, and the Structured Family Caregiving Waiver are processed.
- HCBS Intake & PCCP operates as a State-wide Contact Center.
- Contact Center Hours of Operation are Monday through Friday from 8:30 AM to 3:00 PM and closed all State & Federal Holidays, however the Bureau of Intake & PCCP is staffed from 8:00 AM to 5:00 PM.

Communicating with Intake & PCCP



Preserve phone lines for participants



Providers should use email or online options

Southwest MO

417-895-6455

Southeast MO

573-290-5781

East Central MO

314-340-7300

Northwest MO

816-889-2206

Central MO

573-441-6222

Statewide

866-835-3505

HCBS Referrals

HCBSCallCenterReferrals@health.mo.gov

Care Plan / Provider Changes

PCCP@health.mo.gov

Provider Reassessment Reviews

ProviderReassessmentReview@health.mo.gov

HCBS Intake & PCCP Management

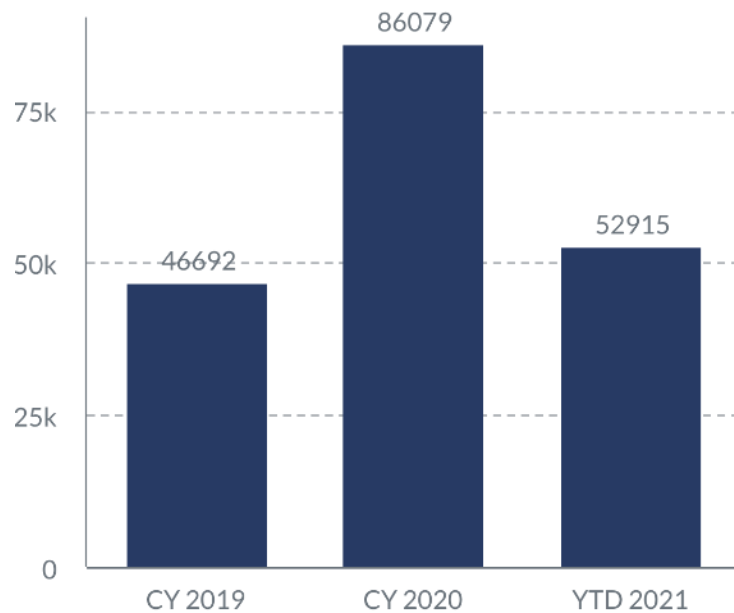
HCBSIntakeAndPCCP@health.mo.gov

Communicating with Intake & PCCP

- The call center is reserved for participants and others who have no other means to initiate referrals or requests. Providers and professional community partners should be directed towards electronic methods.
- Utilize the [“Communicating with HCBS Intake and PCCP Quick Guide”](#) to ensure that your questions and requests get to the right people, right away!
- The online referral and request form is the preferred method to submit new referrals and care plan change needs, as this method allows for increased efficiency with processing.

Intake & PCCP by the Numbers

Significant Increase in Call Volume



- There has been a significant increase in new referrals and care plan change requests for the HCBS program.
- We are prioritizing participants that are in need of services to reduce significant health, safety, and welfare risk due to no formal or informal supports.

Intake & PCCP Considerations

Please help us prioritize our most vulnerable participants!
You can help by providing details on the referral/request form about:

- Recent hospitalization or facility stays
- New serious, life altering health conditions or deteriorating health conditions
- Formal supports
 - Home health, hospice, etc.
- Informal supports
 - Back-up plan, family, friends, etc.
- Health, safety, welfare risks



Please ensure that you are completing the PCCP Request Form accurately. Utilize the [new instructions](#) to make sure you requesting the appropriate action.

Intake & PCCP Considerations

- Please reference Cyber Access Web Tool prior to submitting any new referrals/requests to verify eligibility and check on the status of pending referrals.
- It is imperative that only one route (online submission or email) is used per referral/request. Submitting duplicate or multiple referrals/requests for the same participant will result in a processing delay for all parties involved.
- When submitting multiple referrals/requests in one email, each referral/requests needs to be uploaded or scanned into separate attachments. Multiple referrals/requests scanned into one running document cannot be processed.
- All electronic communication should be sent to the Department via “encrypted email” in compliance with HIPAA privacy regulations. 45 CFR Section 164.312(a)(2)(iv) and (e)(2)(ii), specifically addresses the encryption requirements and standards under the HIPAA regulations. Encryption Instructions can be found [here](#).
- Each email account is reserved for its stated purpose only. Submitting questions to the incorrect referral or request accounts will result in a processing delay for all parties involved.
- There has been a significant increase in referrals/requests, which may result in a processing delay. DSDS will contact all necessary parties to continue the referral/request process. Thank you for your patience as we work diligently to process all incoming referrals and requests as soon as possible.



Questions?