



Missouri Department of Health and Senior Services

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MEMORANDUM FOR ALL HOME AND COMMUNITY BASED SERVICES PROVIDERS

From: Kitty Engler, Bureau Chief 
Bureau of Long Term Services and Supports

Subject: Priority Client Protocol

This memorandum is to remind Home and Community Based Services (HCBS) providers of obligations included in the In-Home Services Assurances and the Consumer Directed Services Assurances agreements with Missouri Medicaid Audit and Compliance (MMAC).

Providers shall contact all Priority 1 participants when it has been determined by the Division of Senior and Disability Services (DSDS) there is a natural or man-made disaster or other emergency affecting HCBS participants. This contact is intended to verify a participant's health, safety and welfare.

DSDS will send a notification via DSDS E-News to inform providers of disaster or emergency events and the need to contact Priority 1 participants.

Any questions regarding this memorandum should be directed to the Bureau of Long Term Services and Supports at LTSS@health.mo.gov or 573/526-8557.

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