



Missouri Department of Health and Senior Services

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MEMORANDUM FOR HOME AND COMMUNITY BASED SERVICES (HCBS) STAFF AND STAKEHOLDERS

FROM: Jessica Bax, Division Director
Division of Senior and Disability Services (DSDS)

SUBJECT: COVID-19 Guidance – HCBS Intake Center and Person Center Care Planning (PCCP) Team Operations

As a result of the ongoing COVID-19 outbreak, the HCBS Intake Center will no longer be conducting preliminary prescreen Level of Care (LOC) determination on participants. All HCBS Intake Center staff will be reallocated to support the PCCP Team (formerly known as REV Team) to create a statewide call center to support telephone operations.

Instead of conducting a telephone prescreen on potential participants, the HCBS Intake Center will be ensuring information regarding referrals for initial assessments are given to DSDS assessor staff to determine initial LOC over the telephone. The PCCP Team will continue to complete all orders for care plan changes.

In an effort to preserve the phone lines for participants, e-mail or fax is the preferred method to submit referrals or communication to HCBS Intake Center and PCCP Team. Please send information to the appropriate email address/fax number (see below) to ensure timely processing. The attached forms may be used to submit the requests/referrals. All e-mails must be encrypted to protect the participant’s privacy.

Initial Referrals:

Fax: 573/526-2915

Email: HCBSCallCenterReferrals@health.mo.gov

PCCP Teams - Care Plan/Provider Change Requests:

PCCP 1: REV1@health.mo.gov or by fax to 417/895-1341

PCCP2: REV2@health.mo.gov or by fax to 573/290-5650

PCCP3: REV3@health.mo.gov or by fax to 314/340-3467

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The Missouri Department of Health and Senior Services will be the leader in promoting, protecting and partnering for health.

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER: Services provided on a nondiscriminatory basis.

PCCP4: REV4@health.mo.gov or by fax to 816/889-2004

PCCP5: REV5@health.mo.gov or by fax to 573/884-4884.

Questions regarding this memorandum should be directed to the Bureau of Long Term Services and Supports (BLTSS) via e-mail at LTSS@health.mo.gov or by telephone at 573-526-8557.

JB