



Missouri Department of Health and Senior Services

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

FROM: Venice Wood, Section Administrator
Section of Home and Community Based Services

SUBJECT: HCBS Regional Structure

This memorandum is to advise of changes to the HCBS Regional Structure.

As a result of continued efforts to improve operations for enhanced service delivery and improved customer service, HCBS has been restructured into 4 assessment regions. HCBS Intake and Person-Centered Care Planning (PCCP) teams are now operating statewide. An updated map reflecting this information can be found on the [HCBS Provider Information Page](#).

Updated contact information for HCBS Intake and PCCP teams can be found below:

Phone:

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

Email:

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

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.

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