



Missouri Department of Health and Senior Services

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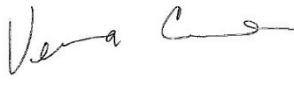


Michael L. Parson
Governor

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MEMORANDUM FOR HOME AND COMMUNITY BASED SERVICES STAFF AND STAKEHOLDERS

FROM: Verena Cox, Bureau Chief 
Bureau of Long Term Services and Supports

SUBJECT: Communicating with HCBS Intake & PCCP

This memorandum is to provide clarification to Home and Community Based Services (HCBS) providers regarding communication with the HCBS Intake and PCCP team.

Effective immediately, HCBS providers shall follow the communication guidance outlined in the [Communicating with HCBS Intake & PCCP Quick Guide](#) accessible on the [HCBS Provider Information](#) webpage.

When DSDS action is required (ex: referral, PCCP request, remediation needs, etc.), communication must be routed through the appropriate online or e-mail method, as outlined in the referenced Quick Guide.

When no DSDS action is necessary (ex: provider updated participant's address within the HCBS Web Tool, temporary cease in service delivery, GHE uploaded, etc.), HCBS providers shall **not** contact the HCBS Intake or PCCP teams. Appropriate case note documentation and/or uploading of attachments within the participant's case record shall be completed in the HCBS Web Tool. New referrals and care planning requests for the HCBS program remains unprecedentedly high. In order for HCBS Intake & PCCP to meet current demands, limiting unnecessary communication and notification will help ensure that DSDS staff resources and efforts are devoted to processing actions related to referrals, authorizations, and assessments

VC/rr

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