



Missouri Department of Health and Senior Services

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INFO 10-23-03

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MEMORANDUM FOR HOME AND COMMUNITY BASED SERVICES STAFF AND STAKEHOLDERS

FROM: Jana Anderson, Bureau Chief
Bureau of Intake and Person Centered Care Planning Unit

SUBJECT: HCBS Online Referral

This memorandum is to advise Home and Community Based Services (HCBS) staff and stakeholders that the Division of Senior & Disability Services (DSDS) has updated the Online HCBS Referral Form. The goal of these updates is to decrease the volume of inappropriate referrals or referrals that result in unable to contact or voluntary withdrawals.

Beginning **November 1, 2023**, the previous link used to access the Online Referral will be unreachable and the [new link](#) will be initiated. Please ensure your browser favorites are updated accordingly to access the new version. The latest link to the referral form can be accessed on the [Provider Information Page](#) at any time.

The updated Online HCBS Referral Form provides additional guidance to assist in submitting appropriate online referrals. Updates include:

- The addition of a series of questions at the start of the form requesting understanding and acknowledgement of the program's purposes, requirements, and limitations.
- The addition of clarifying cues throughout the form. These cues have been added in red font and will direct you to what may result in an inappropriate referral.

Please pay close attention to these enhancements and help us decrease the amount of inappropriate referrals. By doing so, this will allow DSDS to focus staffing resources and speed up processing times for participants in need of services. As a reminder, please provide the "[What to Expect Brochure](#)" as indicated in [INFO 05-23-01](#). Individuals that are well prepared for next steps in the process are less likely to result in becoming an inappropriate referral, unable to contact or voluntary withdrawal.

Following the launch of this updated referral form, DSDS will begin monitoring providers who have a high volume of inappropriate referrals, unable to contacts or voluntary withdrawals. **Failure to comply**

is in violation of 13 CSR 70-3.030 and will be reported to Missouri Medicaid Audit and Compliance for review.

This form should only be used for referring individuals who are not already receiving HCBS. Care Plan changes should be sent through the [Online PCCP Request Form](#). If you are unsure if someone is already receiving HCBS, please look to see if the individual has an active case record in Web Tool.

Questions regarding this memorandum should be directed to the Bureau of Long Term Services and Supports at LTSS.mo.gov.

JA