



Missouri Department of Health and Senior Services

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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: Participant Contact and Participant Contact Letter Process Update

This memorandum is to advise Home and Community Based Services (HCBS) stakeholders of an updated participant contact process intended to improve assessment and care plan completion efficiency.

Over the past year, it has become increasingly more difficult to contact participants. Repeated contact attempts have created additional delays of assessments and the processing of care plans. Effective January 1, 2022, the Division of Senior and Disability Services (DSDS) will make one (1) telephone attempt to reach the participant/guardian when an assessment or care plan change is requested. If DSDS does not reach the participant/guardian, a message will be left which will include a date the participant must respond by. It will be the responsibility of the participant/guardian to respond by the date outlined in the message in order to proceed with their assessment and/or care plan change. If DSDS is unable to leave a message for the participant, a contact letter and/or adverse action will be mailed to the participant. This written communication will also contain a date the participant must respond by in order to proceed with the request.

To ensure a successful implementation of this process update, DSDS is requesting all HCBS providers educate participants/guardians of this process and recommend they make every effort to be available to complete the assessment or care plan change request.

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.

VC

* This memo does not apply to the Bureau of Special Health Care Needs.

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