



**Missouri Department of Health and Senior Services**

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INFO 12-22-02

December 22, 2022

**MEMORANDUM FOR HOME AND COMMUNITY BASED SERVICES STAFF AND STAKEHOLDERS**

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

SUBJECT: Community Mental Health Center Healthcare Homes

This memorandum is to inform Home and Community Based Services (HCBS) providers of the services available through Community Mental Health Center (CMHC) Healthcare Homes (HCH) and the coordination requirements of the HCBS and HCH providers.

CMHC HCHs are designed to integrate care for individuals with chronic health conditions into the behavioral health setting. There are 25 HCHs in operation. CMHC HCH functions include but are not limited to:

- Providing psychiatric rehabilitation,
- Ensuring access to primary and specialty care,
- Diverting inappropriate ER visits,
- Coordinating post hospitalization care, and
- Using health information technology to monitor for care management gaps.

CMHC HCHs educate and support individuals in managing chronic health conditions, healthcare needs, and intervene when health conditions are not properly controlled or managed. HCHs promote and encourage wellness, healthy lifestyles and preventative care.

The MO HealthNet Personal Care Services report is distributed to HCHs monthly. This report identifies individuals who are enrolled in both a HCH and are receiving HCBS personal care services. Using this list, HCHs should:

- Proactively coordinate care with the HCBS provider to ensure the provider has a medication list with instructions and are made aware of other interventions, care plans, or dietary restrictions;
- Periodically discuss services with the individual to become/remain aware of how the HCBS provider is assisting the individual; and
- Determine why the individual is receiving services from multiple personal care agencies if applicable.

**HEALTHY MISSOURIANS FOR LIFE**

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.

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HCH and HCBS providers are encouraged to meet and build relationships that will facilitate care coordination. Coordination is key for identification of concerns the HCH may be able to assist with and to ensure there is continuity of care and no duplication in service delivery.

To learn more, visit: [Community Mental Health Center \(CMHC\) Healthcare Homes | dmh.mo.gov](https://dmh.mo.gov/Community-Mental-Health-Center-CMHC-Healthcare-Homes).

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](mailto:LTSS@health.mo.gov).

VC