



**Missouri Department of Health and Senior Services**

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**MEMORANDUM FOR AGENCY-MODEL HOME AND COMMUNITY BASED SERVICES PROVIDERS**

FROM: Melanie Highland, Director *Melanie Highland*  
Division of Senior and Disability Services

SUBJECT: Consumer Directed Services Operational Survey

This memorandum serves to advise Home and Community Based Services (HCBS) Consumer Directed providers that the Division of Senior and Disability Services (DSDS) will be releasing the Consumer Directed Services (CDS) Operational Survey in January 2023. The survey will collect statistics on vital direct care workforce information and administrative functions and their associated costs. These metrics will help inform future programmatic and policy initiatives, as well as payment methodologies.

The Survey focuses only on HCBS providers that provide CDS services. Agency-model, Residential Care Facility / Assisted Living Facilities, and Adult Day Care facilities are not included in this survey.

The survey will be distributed via e-mail and completed online using the link provided in the e-mail invitation. Invitations to participate in the survey will be sent to the business e-mail address on file with Missouri Medicaid Audit and Compliance (MMAC). To ensure all eligible providers receive the invitation to participate, please ensure your information is accurate with MMAC. If changes are needed, please complete the required form and fax to MMAC by January 9, 2023.

Survey invites will be sent beginning January 16, 2023. The survey will close on February 28, 2023. Providers who do not receive an invite by January 17, 2023, but believe they should have, should notify DSDS via e-mail at [DSDS.Surveys@health.mo.gov](mailto:DSDS.Surveys@health.mo.gov). Providers who receive more than one invite should only complete the survey one time on behalf of your entire CDS agency (legal entity). Providers who are dually enrolled as an Agency Model or Adult Day Care provider should not include this information in the survey.

DSDS will issue a one-time value based payment of \$2,000 to eligible providers for completion of the survey.

Questions regarding this memorandum should be directed to DSDS via e-mail at [DSDS.Surveys@health.mo.gov](mailto:DSDS.Surveys@health.mo.gov).

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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER: Services provided on a nondiscriminatory basis.