



Missouri Department of Health and Senior Services

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MEMORANDUM FOR ALL HOME AND COMMUNITY BASED CARE PROVIDERS

FROM: Celesta Hartgraves, Director *Celesta Hartgraves*
Division of Senior and Disability Services

SUBJECT: Telephone Tracking System (Telephony)

Effective July 1, 2015, pursuant to Sections 660.023 and 208.909, RSMo, all In-Home Services and Consumer Directed Services providers are required to have, maintain, and use a telephone tracking system for the purpose of reporting and verifying the delivery of all In-Home and Consumer Directed Services as authorized by the Department of Health and Senior Services (DHSS). The telephone tracking system must meet the applicable requirements of Sections 660.023 and 208.909, RSMo.

The telephony pilot project ended when the completed report was provided to the general assembly in 2013. Therefore, Missouri Medicaid Audit and Compliance (MMAC) will no longer provide a list of telephony vendors who were approved for participation in the pilot project. Home and Community Based Services (HCBS) providers are no longer required to complete an addendum when they begin telephony. MMAC will add an attestation statement to the provider agreements beginning July 1, 2015.

Pursuant to Sections 660.023.3 and 208.909.5(4), RSMo, DHSS will be drafting a regulation regarding telephony. DHSS will be working closely with MMAC and the HCBS provider associations to gather input and feedback. After the rule is drafted, there will be a public comment period.

Additionally, if you are looking for information regarding telephony vendors that others in your industry are using, the associations will be able to assist you.

The statutory requirement for using telephony does not apply to Residential Care Facility Personal Care providers, Adult Day Care Centers, or Home Health providers.

Any questions regarding this memorandum should be directed to the Bureau of Program Integrity via e-mail at programintegrity@health.mo.gov or by phone at 573-526-8557.

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