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June 21, 2018

MEMORANDUM FOR ALL HOME AND COMMUNITY BASED CARE PROVIDERS

FROM: Venice Wood, Bureau Chief *Venice Wood*
Bureau of Long Term Services and Supports
Division of Senior and Disability Services

SUBJECT: Home and Community Based Services Call Center Fax and E-mail Referrals

Effective June 22, 2018, the Division of Senior and Disability Services (DSDS) Home and Community Based Services (HCBS) Call Center will implement an updated fax and e-mail referral system to incorporate new electronic technology. The HCBS Call Center's fax number remains the same (573-526-2915). However, providers must begin using our new e-mail address HCBSCallCenterReferrals@health.mo.gov when submitting referrals electronically. All e-mailed referrals must also be encrypted to protect the participant's privacy. As part of this change, the Home and Community Based Referral Form (DA-1) has been renamed the HCBS-1 (see attached).

When faxing or e-mailing multiple referrals, providers must divide them into separate documents. One fax or e-mail may contain several referrals, but each referral must be a separate attachment. For example, one e-mail to the HCBSCallCenterReferrals@health.mo.gov address should contain separate HCBS-1 attachments and not a single, continuous scanned document containing multiple HCBS-1 forms.

Please utilize the fax number and e-mail address **only** for submission of new referrals. Submitting other requests by either method may cause delays in processing and routing the new referrals. When providers need to request call backs or provide additional case information, please contact the Call Center via the toll-free telephone number, 1-866-835-3505.

Questions regarding this memorandum should be directed to the Bureau of Long Term Services and Supports at 573/526-8557 or via e-mail at LTSS@health.mo.gov.

VW/js

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