



**Missouri Department of Health and Senior Services**

P.O. Box 570, Jefferson City, MO 65102-0570 Phone: 573-751-6400 FAX: 573-751-6010  
RELAY MISSOURI for Hearing and Speech Impaired: 1-800-735-2466 VOICE: 1-866-735-2460



**Randall W. Williams, MD, FACOG**  
Director

**Michael L. Parson**  
Governor

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**MEMORANDUM FOR HOME AND COMMUNITY BASED SERVICES PROVIDERS**

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

Subject: Policy Revisions for Adverse Actions and Appeal / Hearing Process

Updates have been made to the HCBS Policy Manual relating to Policy 5.00 Adverse Actions and Policy 6.00 Appeal and Hearing Process. Both updated policies may be found at the following link: <https://health.mo.gov/seniors/hcbs/hcbsmanual/index.php>.

Changes to Policy 5.00 include clarification that anyone may request a hearing on a participant's behalf, but the participant must be contacted directly before the request may be processed. Several of the forms have been updated to reflect a new form number designation (e.g. DA-12 to HCBS-12, etc.) and contain no other changes.

Policy 6.00 updates include timeframes for contacting a participant, procedures to be followed when a participant obtains legal counsel, and clarifies the use of exhibits. Policy 6.00 also includes a new cover letter outlining each of the exhibits provided to the participant and hearing officer.

Questions regarding this memorandum may be directed to the Bureau of Long Term Services and Supports at (573) 526-8557 or via email at [LTSS@health.mo.gov](mailto:LTSS@health.mo.gov).

VW/rs

[www.health.mo.gov](http://www.health.mo.gov)

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