



MISSOURI DEPARTMENT OF
HEALTH &
SENIOR SERVICES

DSDS Updates

Home and Community Based Services

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FUSION

(New Case Management System)

Implementation Date

- May 5, 2025
-

Training Available

- All virtual trainings have been completed
 - Recordings available on the [Fusion page](#)
-

InterRAI Updates

- Version 10 of the InterRAI Home Care will be used in the new system
- Recorded training and new form will be sent out to provider reassessor agencies next week

Exciting Enhancements for Providers:

- Upgraded referral & request processes
- Automated care plan update alerts
- Online care plan acceptance capabilities
- Streamlined provider reassessor process

FUSION

(New Case Management System)

Current Web Tool User Account

- Those with an existing Web Tool username and access as of April 29th will have their username migrated to Fusion.
- Will be notified on May 5th via email with a link to establish a new password for Fusion.

No Current Web Tool Account

- Those without an account on April 29th will not have an account on May 5th.
- A request form will be made available on May 5th on the fusion page to enroll.
- Enrollment requests must be sent by the manager, owner, or designated leader.

Visit the [Fusion Web Page](#) for more information.

Memo with more details coming soon!

FUSION

(New Case Management System)

Care Plan Units

- Updated methodology for totaling care plan services
- Provides a more accurate representation of the services discussed during the care planning process
- Ensures state is in compliance with Federal Requirements
 - EVV
 - Access Rule
 - CDS OIG Audit
- More info included in [INFO 12-24-01](#)



FUSION

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- Streamlined provider/assessor process

FUSION

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Provider Reassessors

- Survey was sent out to ensure all provider reassessor users are set up. The survey has been reopened and will now close April 25th at 5:00 pm.
- Emails coming out May 5th with username and password
- All April reassessments were due by April 20th.
- All provider reassessors will have read only access through July.
- Online training coming next week for new InterRAI
- New paper copy of the reassessment will be sent next week



Stay Connected

- Moved to a new DSDS E-News platform
- If already signed up for DSDS E-News, you were migrated over to the new distribution platform
- Not signed up yet? Click [here](#) to get started!



State of the Workforce Survey

- Agency Model, RCF/ALF, and ADC Providers
- Payment will be issued May 9th – Check your Remittance Advice
- Must complete fully and accurately to receive payment
- 184 respondents, 23%

A summary report will be released in summer 2025.

Click [here](#) for the round 1 report.

Click [here](#) for the round 2 report.

CDS Operational Survey

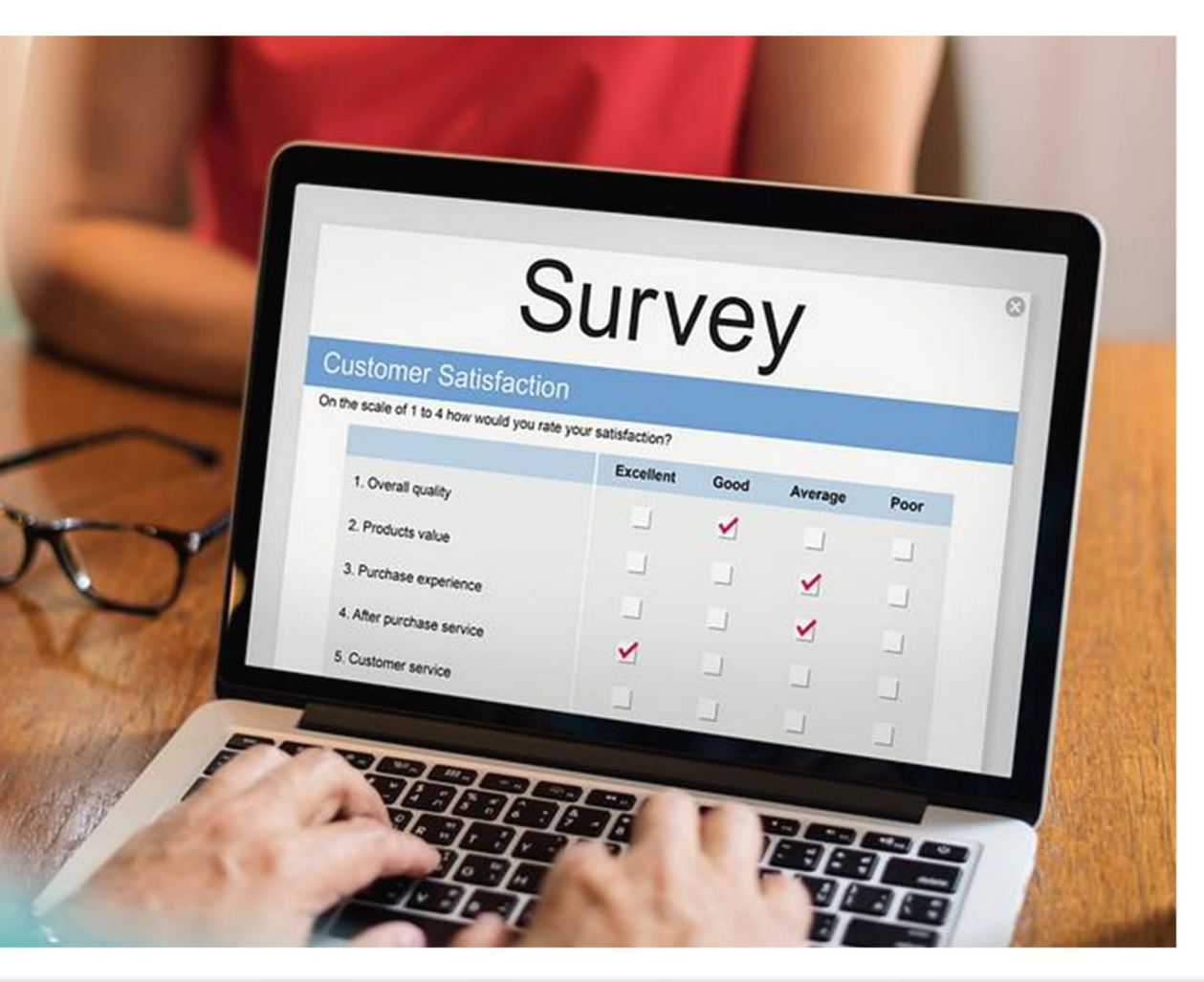
- CDS Providers
- Payment will be issued before the end of the FY - memo forthcoming with more information
- Must complete fully and accurately to receive payment
- 404 respondents, 41%

A summary report will be released in summer 2025.

Click [here](#) for the round 1 report.

Click [here](#) for the round 2 report.

NCI-AD Consumer Survey



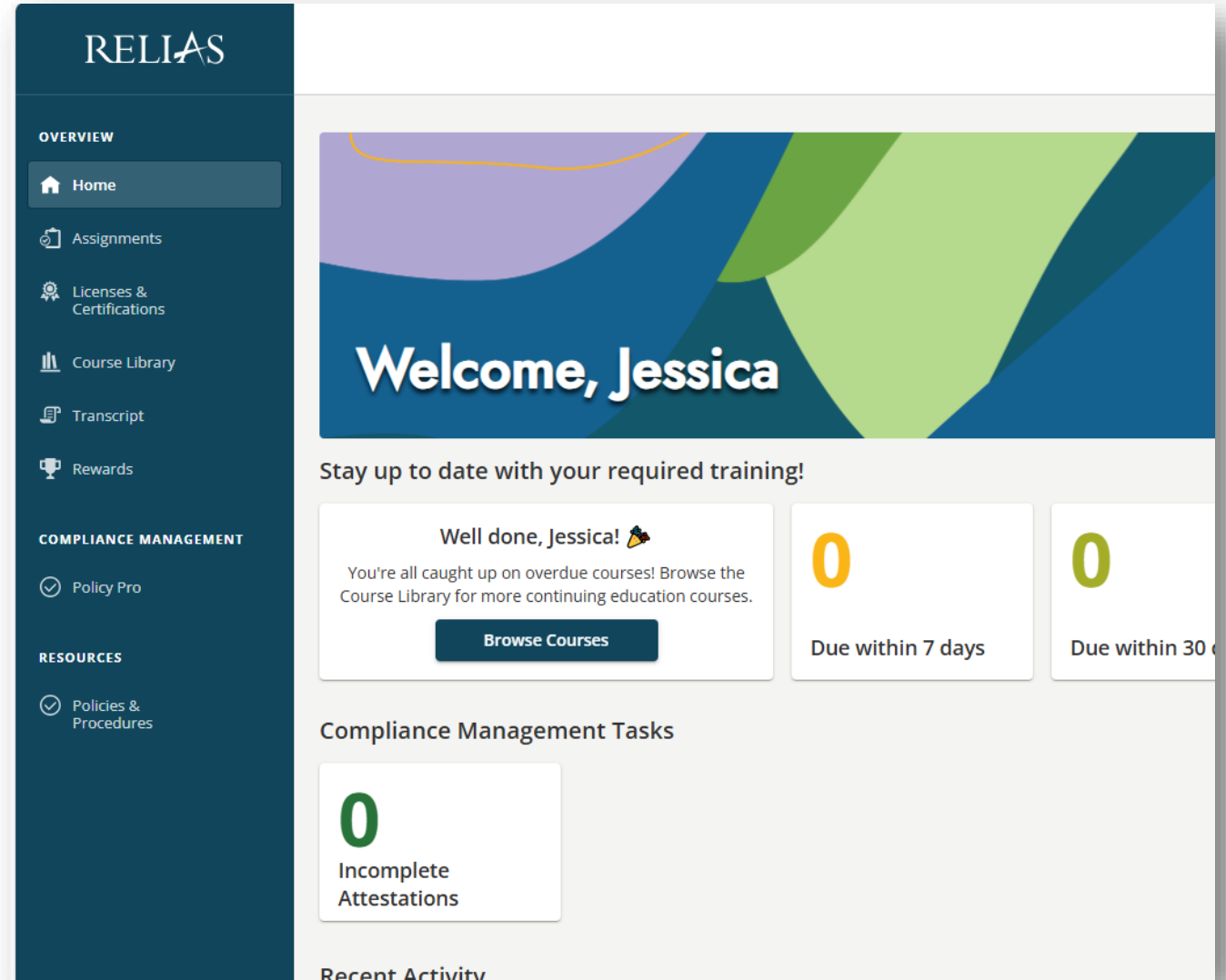
- Finished 2024/2025 cycle in March
- 2023/2024 [National Report](#) just released
- Survey to track performance of LTSSS programs from participant's perspective
- Survey information has been used for:
 - Performance metrics shared with legislators
 - 1915c waiver performance measures
 - Data driven improvement initiatives
- No longer will be voluntary with the passing of the Access Rule. Will be required to report to CMS on specific outcomes (Quality Measure Set).

Click [here](#) to view past reports and more information!

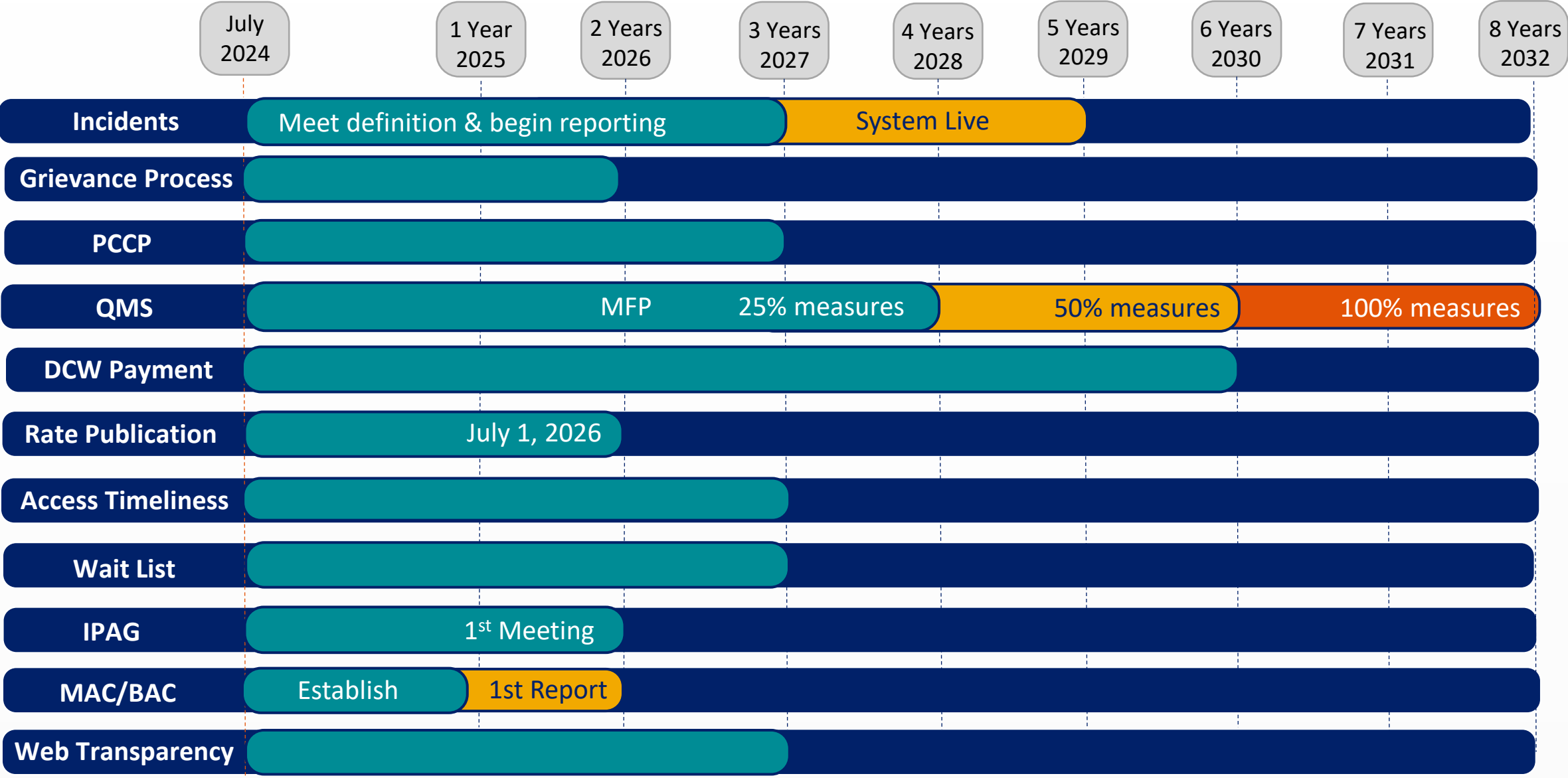
Learning Management System - Relias

Two core projects:

- **Provider Reassessor**
 - Goal date: End of year
 - More interactive/polished
 - Embedded testing
- **Direct Service Worker**
 - Goal date: July 2026
 - Aims to assist with recruitment and retention of DSWs
 - In-Home PC, APC, and Inservice Training
 - Certification Paths
 - Will save providers time and money
 - Creates a career path for DSW



ACCESS RULE IMPLEMENTATION TIMELINE



Grievances/Critical Incidents

Current Action:

- Inter-agency working sessions (DD, DSDS, MHD, MMAC)
- Designing streamlined processes to support participant navigation during a grievance or critical incident
- Developing an online grievance portal used inter-agency
- Developing system updated requirements for the critical incidents



Brain Injury Waiver

- Streamlining prior authorizations and billing processes
 - Effective 05/01/2025
 - All BIW providers have been notified
 - If you have not been contacted, please contact (573) 751-9290
- Looking for providers for:
 - PT/OT/Speech Therapies
 - Applied Behavioral Analysis
 - Neuropsychological evaluation

Structured Family Caregiving Waiver

- Provider [manual](#) now available
- Daily caregiver **electronic** documentation should:
 - Record and track the participant's status
 - Include updates or significant changes in their health status or behaviors
 - Outline participation in community-based activities
 - Outline medication management records (if applicable)
 - Detail any other notable or reportable events

Provider Reassessors

- Reminder, you have the option to complete your own reassessments
 - Reimbursement is \$100 per assessment
- Reminder to view the monthly bulletins each month.
- New quick guides:
 - Meal Prep
 - V10 InterRAI (coming soon)

Provider Reassessment Information

[DHSS Home](#) » [Senior & Disability Services](#) » [Home/Community Based Services Provider Information](#) » [reassessment](#) » Home

HCBS providers may choose to participate in the reassessment of participants of Division of Senior and Disability Services (DSDS) that they serve by becoming a Type 27 provider.

Enrollment in the provider reassessment program is voluntary. Enrolled providers will conduct the reassessment through face-to-face visits utilizing the InterRAI HC assessment. For participants whose HCBS provider is not enrolled as a Type 27 provider or those with multiple HCBS providers, the reassessment will be completed by either DSDS staff or a designated designee.

Participation Requirements

Training

Process

Registration and Communication

Memos

Quick Guides/Resources

Monthly Provider Bulletin

Special Health Care Needs

- Services:
 - Adult Brain Injury Program
 - Children and Youth with SHCN
 - Family Partnership
 - Healthy Children and Youth Program
 - Medically Fragile Adult Waiver Program

For more information visit: [Special Health Care Needs | Health & Senior Services](#)

Brochure Link: [shcnbrochure.pdf](#)

Care Plan Change Processing Times

Spring 2023

In Spring 2023, the average care plan processing time was:



Jan/Feb 2025

For January and February 2025, the average care plan change processing time was:



Initial Referrals



- On average DSDS is completing assessments within 12 business days.
- Common delays are related to:
 - Collateral contacts
 - Dually enrolled
 - Participant scheduling availability
 - Unable to contact participant

Which do I Submit?



VS



Individuals that **do not** have active HCBS services

Individuals that **have** active HCBS services

This information can be found in Web Tool. To get access to Web Tool call:
1-888-581-9797

Electronic Referral and Request Statistics

Initials Referrals and Care Plan Change Requests

In second half of 2024,
an average of
2,475 initial referrals
submitted monthly.
625

In second half of 2024,
an average of
3,142 care plan change
requests received
monthly.
360



**Inappropriate
Initial Referrals**



**Inappropriate PCCP
Requests (Electronic)**

HCBS Associations

- Missouri Alliance for Home Care (MAHC)
- Missouri Council for In-Home Services (MCHS)
- Missouri Centers of Independent Living (MOCIL)
- Missouri Assisted Living Association (MALA)

Questions?

