

## Questions from Spring 2025 Session - DHSS

Q How do you upload tax id information to cyber access for transferring participants.

DSDS has transitioned to Fusion the new case management system replacing Cyber Access Webtool. In the new system providers will be required to upload copies of verified paperwork under the "documents" tab. Click +New to upload the document. Select EIN as the document sub type. Additionally on the participant tab in the "HCBS Eligibility" subsection, providers should enter the Federal EIN and Missouri EIN number for easy access.

Q Will we see a rate change this year? For CDS and In Home- Respite/ Personal Care  
A No rate change proposals have been submitted during legislative session for these service types.

Q Where do we get the Ein number out of cyber

DSDS has transitioned to Fusion the new case management system replacing Cyber Access Webtool. In the new system providers will be required to upload copies of verified paperwork under the "documents" tab. Navigate to the documents tab to find a copy of the upload the document(s). Additionally on the participant tab in the "HCBS Eligibility" subsection, providers should enter the Federal EIN and Missouri EIN number for easy access.

If a person is already your client and they can not afford to get their house sprayed for bedbugs, Would the company be considered committing fraud if we help pay for the house to get sprayed? Do you know of any resources to help clients with this continued burden?  
A If your company would like to assist a participant with spraying for bedbugs, that is a business decision that you can make.

Q I have a question regarding pre-employment checks is a physical, TB required  
A Tuberculosis testing is not required pre-employment. Providers must assure compliance with reporting communicable diseases and ensure staff are not in contact with participants if they have a communicable disease.

Q Will task times be impacted by the new care plan calculation method?  
A No

Q For clarity, does that mean there will no longer be tasks that are 5, 10 and 20 minutes?  
A when we buildcare plan, the tasks will be given the time required to complete the task regardless if its 5, 10, 15 minutes, etc

Can the monthly home visit for SFCW be made by the Administrator and then reviewed and signed off by the Supervisory RN?

A The monthly home visit must be made by an LPN or RN.

Q what if it has been more than 31 days for a referral?

In the new HCBS Fusion system, you can now see more information about where your referral is in the process. If you still have questions, contact the HCBS Intake & PCCP

A Management account at [HCBSIntakeAndPCCP@health.mo.gov](mailto:HCBSIntakeAndPCCP@health.mo.gov).

Q Where do we locate your online process.

A DSDS website for HCBS Providers: <https://health.mo.gov/seniors/hcbs/>

Q Will the process times for changes be during the Fusion launch?

Processing times are anticipated to be temporarily delayed a few days due to the data

A migration efforts and the adjustment to the new system.

Who can we call or email regarding ILW.? I have two clients ILW'S were wrong once they were reassessed.

A You can contact the Bureau of Federal Programs at [waivers.ltss@health.mo.gov](mailto:waivers.ltss@health.mo.gov)

Q Who do I contact if a referral continues to not be processed?

It is likely the referral is not being processed because it is inappropriate. Email HCBS Intake & PCCP Management account at [HCBSIntakeAndPCCP@health.mo.gov](mailto:HCBSIntakeAndPCCP@health.mo.gov) to check the status of the referral. Also education is sent to the email enrolled with MMAC about why the referral

A was inappropriate.

Q How do you make a request to change someone from CDS to IHS

Submit a PCCP request online. The link can be found on the provider webpage at

A <https://health.mo.gov/seniors/hcbs/>.

Q Can the provider put their number as the contact information for a referral or PCCP request?

Providers should enter the contact information for the Participant. PCCP must speak to the participant or legal guardian regarding any changes. Field Assessors must contact the

A participant or legal guardian to schedule an assessment.

For the SFCW, we can not use paper timesheet to with client and caregiver signature ?is it

Q need to be electronic even the caregiver take care 24/7? and when is the due date? Thank you

Per statute, daily notes must be electronic. How timesheets are handled is a business

A decision.

Q How does Proposition A impact agency model and CDS providers?

A Proposition A does apply to Agency Model providers. DSDS encourages you to review with your legal counsel and/or tax professionals regarding CDS.

Q when will the wage/benefit increase be mandated? Is it 80% of the Federal portion or the total reimbursement?

A In 2028 reporting will be required and in 2030 full implementation will be required.

Q Who should I email to for access to the new system?

A See INFO 04-25-05 for details.

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### Resources shared by DHSS

Reassessor page: <https://health.mo.gov/seniors/hcbs/reassessment/index.php>

FUSION - everyone who has a current account with CyberAccess will be automatically moved to FUSION. You will receive a welcome letter on 05/05 that will help you set up your account and to provide you with that initial password.

## Questions from Spring 2025 Session - Daniel R. MO HealthNet

Q Is there a way to do batch eligibility checks?

This was shown in the presentation, told providers to reach out to the provider technical help desk at (573) 635-3559 to set up batch checking.

Q Spend down question. If the provider form has more then the amount needed to meet SP, does it push toward the next month spend down?

You would be able to accrue additional spend down amounts for the following month no. Submit up to the spend down amount and then once the spend down is met you will want to bill for the services you provide.

Q if a mo health net claim is "suspended" - what exactly does that mean?

Suspended status means the claim is looking for something in the system, this could be checking for any number of things, but normally this looking to make sure the services is precertified correctly. This could take as little as a few days to drop out of suspended status and then the claim will go into a

A "To be paid" or "To be denied" status.

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### Resources provided by Daniel Rush during the training

Here is your forms! <https://mydss.mo.gov/mhd/forms>

This is your Personal Care page! <https://mydss.mo.gov/mhd/personal-care>

You can register on the calendar for the EVV 101 trainings Terri is referring to here:

<https://mydss.mo.gov/mhd/education-and-training>

You can find contact info here: <https://mydss.mo.gov/media/pdf/contact-mhd-education-and-training-providers>

Provider tech help desk for batch eligibility would be 573-635-3559

Here is the spend down resource we just made! Definitely take a look at this for some more spend down info: <https://mydss.mo.gov/media/pdf/eligibility-and-spend-down-resource>

Enrollment Guide: [https://rise.articulate.com/share/BP\\_MKb\\_skfQMzhk20gaNjBME0JD1M1DU#](https://rise.articulate.com/share/BP_MKb_skfQMzhk20gaNjBME0JD1M1DU#/)

This is our Overview guide! Wonderful Resource!

To sign up for one of our educational webinars please register here:

<https://mydss.mo.gov/media/pdf/provider-training-program-2nd-quarter-2025>

## Questions from Spring 2025 Session - Tamara W - Provider Review

How do we handle IRS tax bills that are coming to us, however they are from prior CDS vendors or the clients had the EIN for other business purposes.

Q

A <mailto:MMAC.CDS@dss.mo.gov>

Please email the above address the participant's name, participant's DCN, previous vendor's name(s) and tax notice(s)

The DOR takes forever to assign consumers MOID. They don't see ANY correspondences regarding the MOID. When contacted they NEVER respond. How are agencies supposed to handle issues as such??

Q

Unfortunately MMAC has no control over how and when MO DOR assigns MO tax ID's for

A

participants.

When there is an overpayment. Why is the overpayment sent back to the client instead of the provider?

Q

Not enough information to answer. I believe the question is related to taxes, but do not want to assume.

A

I'm a new provider and I haven't had to process any payroll yet for CDS. Can I submit payroll through my payroll system, and pay the taxes and unemployment in manually under the consumer's FEIN? Because I haven't found a payroll system that allows me to pay consumers' attendants under their FEINs.

Q

As the provider it is your responsibility to determine how you are going to ensure the payment of the participants taxes. Whatever process and or system you choose you have to make sure the taxes are paid on behalf of the participant for his or her attendant are associated with the participant's tax ID.

A

Why is the state of Missouri required to obtain tax IDs for consumers? No other state is required to that. Is it possible that is something that can be re-evaluated???

Q

A It's a program requirement by Missouri. MMAC only monitors compliance.

how can we find out what all is included in the annual service report

Q

<https://mmac.mo.gov/providers/provider-enrollment/home-and-community-based-services/provider-contracts-forms/>

A

Do a CPA need to complete the audit of you make less than 200,000 or can an accountant do that review?

Q

Yes, a CPA is required - Regulation 19 CSR 15-8.40(8)(J) Must be completed by properly licensed independent practitioner(certified public accountant licensed in Missouri [...])  
Providers with annual gross revenue of \$200,000 or more must have annual financial statement audit; Providers with annual gross revenue less than \$200,000 must have an annual financial statement audit or annual statement review.

what happens if you receive a client from another agency that owes previous taxes, But now that they are your client the tax is now being sent to you for payment. I have reached out to several providers and have forwarded the owed tax, But I can not ensure that the provider did pay the taxes owed. What would be the best way to take care of this problem?

[MMAC.CDS@dss.mo.gov](mailto:MMAC.CDS@dss.mo.gov)

Please email the above address the participant's name, participant's DCN, the name of the previous provider(s) and the tax notice(s)

## Questions from Spring 2025 Session - EVV

Q Are we required to approve and submit on the weekends and holidays to the EVV?

For services provided on weekends or recognized holidays, the visits can be submitted on the next working day.

Q Capturing the extra minutes when they accrue to a single unit will not match the EVV data. How will that work?

A We are working on a solution to this, more information to come.

When i try to view Both my agencies (IHS AND CDS) in the aggregator it doesn't work. It has the option to view all but it never works. There are a ton of features in the aggregator that don't work properly.

Q What has been done about this???

Send an email to [ask.evv@dss.mo.gov](mailto:ask.evv@dss.mo.gov) with examples of what isn't working as expected, or to schedule a call to discuss.

Q My EVV provider has me send the calls to Sandata. Should they be doing this instead of me? I need training on verifying calls submitted to Sandata.

A The expectation is the vendor send the calls to the aggregator. I suggest registering for one of the upcoming 101 trainings to learn how to verify information in the aggregator.

Q Is the state going to start reimbursing us for the mandated EVV? This is costing providers thousands of dollars a year.

A EVV is not a service the state pays for.

Q For clarification.... when does the EVV billing start?

Claims will start being matched with EVV data in the fall. The exact date of the soft launch will be announced as soon as it is verified.

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### Resources for EVV

You can register on the calendar for the EVV 101 trainings Terri is referring to here:  
<https://mydss.mo.gov/mhd/education-and-training>