

WELCOME

Instructor for the day:

Cindy J. Werdehausen

MMAC Contract Unit

Today's training
is for
IN HOME ONLY



Housekeeping



You may be logged in/joining today from a desktop, laptop, phone, device, tablet, notebook or Chromebook



If you have questions, please utilize the CHAT feature. If you send CHATs or Questions to the person presenting, they will not see them as they are speaking



Audio issues – leave meeting and click on the JOIN Meeting and change your audio from what it was before. Ex moving from compute to phone or call me



We will take one break before the test



If you are joining and are not properly logged in (can see your name, the slides and access the CHAT) you will not get credit for today or have your test scored.

A Few Things Before We Start

There are 40 test questions/3 hours – via Microsoft FORMS

Test will be accessible from a desktop, laptop, phone, tablet or Chromebook

To pass the test, you can only get 8 questions wrong

Open Book testing structure – material are available on the website

When you have finished the test and click submit, you will be asked if you are sure; be sure. Once submitted, you will NOT be able to go back.

A Few Things Before We Start

Certificates or notice of failure, will be emailed out in 2-3 weeks. (August 6 - 13)



We may have to limit questions regarding policy as we are here solely **TO PASS THE TEST.**



Q&A and CHAT features are available during the test, I will leave it open and check periodically throughout the three hours of testing.



Issues We Have Been Seeing

Once you have passed the test, now you **MUST attend an Update Meeting once a year to maintain your Designated Manager status.**



Update Meetings are held twice a year spring(April)/fall (October); Update Meetings will be held via WebEx or Teams;



**2026: April 22 & 23 and October 21 & 22
MMAC schedules for the third week in
April and October – mark your calendar**



Issues We Have Been Seeing



Contacting the State of Missouri



(MMAC, DHSS, DSS, MHS)



When you contact us, make sure you give your name, the company name, provider type or NPI and contact information. We have thousands of providers.



When we get something that just says “checking on the status of my proposal. Sent from my android phone” or “this is NAME call me back” we have no clue what/who we are looking for.



Issues We Have Been Seeing

- If you purchase or get a proposal from someone else (**which you shouldn't be doing**) at least change their company name to your own through the **entire** proposal! Yes, we do read them!
- 

Issues We Have Been Seeing

- We are finding that the correct legal name isn't being used throughout the proposal. The name should always match the IRS document.

IRS, MO Dept. of Rev, SOS, NPI

Example:

IRS: ABC Home Health Care Services

MO DOR: ABC Home Healthcare Services

MO SOS: ABC Home Care Services

NPI: A B C Home Health Service

ISSUES WE
HAVE BEEN
SEEING

MMAC requires the business phone number you provide on your vendor profile for your agency will be answered with the NAME OF THE BUSINESS and have voice mail capability if you are not available to answer (the recorded message must include the name of the agency).



This is a Program Requirement not a request.



ISSUES WE HAVE BEEN SEEING

Providers need to begin planning for the telephony/EVV vendor during the proposal process. MMAC will need copy of your executed telephony/EVV contract before a HCBS contract will be awarded.

There is a list of EVV Vendors approved through DSS/MO HealthNet website with the aggregator system; we are not allowed to make recommendations

Currently Enrolled Providers - EVV

Per EVV Regulation 13 CSR 70-3.320(2)K – All provider agencies must log in to the aggregator solution (EAS) upon initial connection and at a minimum of once weekly thereafter, to ensure capture, full functionality, and accuracy of visit data.

April 1, 2026 – MO Medicaid payments are based upon claims matching EVV through the aggregator.

If claims and EVV do not match, no monies will be paid to the provider.

Issues We Have Been Seeing



Not following the Proposal Submission Requirements nor the Packet outline.



Printing front and back



Folders/binders/sheet protectors (please no staples)



Training and policies not numbered, no headers or signed



Proposal Packets submitted not in order as listed on Proposal for Contract

ISSUES WE HAVE BEEN SEEING

With your proposal, you must submit a list with the full name (including maiden names), DOB's, and SSN's of all owners, members, offices, directors, RN Supervisors, Designated Managers, and other managing employees.

This information is needed for screening purposes.





Issues We Have Been Seeing

Double check for family relationships.
We are finding a lot of relatives
working for each other.

Compliance visits are also being done.
Once you are up and running don't be
surprised to see if someone from
MMAC stops by for a compliance visit.

Office hours – lately people have not
been in the office during posted office
hours. We allow you to tell us what
your hours will be based on the
“reasonable standard”

Issues We
Have Been
Seeing

Kickbacks and incentives are not allowed under State and Federal Health Care Law

Offering cash to prospective clients to switch

Offering cash to clients to stay when they want to leave

Offering cash to aides/attendants for referrals

Offering to cut the grass of a client for free if they stay

Offering to cut the grass of a client to have them switch

Records Request-Investigations

- The investigations unit will be attaching a Business Records Affidavit to each records request we send out. You must fill it out and have it notarized.
- Please mail the original to MMAC, Attn: (*Investigator who sent the request*), 3418 Knipp Drive, Suite F, Jefferson City, MO 65109.
- Please include a copy of the notarized affidavit with the return of the records to whichever investigator is requesting them.
- Should you have any questions, please feel free to call me.
- Again, this affidavit has to be signed, notarized, and the original returned to Jefferson City.

THE STATE OF _____
COUNTY OF _____

BUSINESS RECORDS AFFIDAVIT

Before me, the undersigned authority, personally appeared _____ who,
being by me duly sworn, deposed as follows:

My name is _____, I am of sound mind, capable of making this affidavit,
and personally acquainted with the facts herein stated:

I am the custodian of the records of _____. Attached hereto are (choose
one or more)

-  ☐ _____ page(s) of records  ☐ _____ disc(s) containing a pdf file with _____ pages
☐ _____ disc(s) containing _____ (describe contents,
e.g. two excel files, five audio recordings, etc.)
☐ _____ USB flash drive(s) containing _____
(describe contents, e.g. two excel files, five audio recordings, etc.)
☐ _____ other (describe) _____

from _____. These above described records are kept by
_____ in the regular course of business, and it was the regular course of
business of _____ for an employee or representative of
_____ with knowledge of the act, event, condition, opinion, or diagnosis
recorded to make the record or to transmit information thereof to be included in such record; and the
record was made at or near the time of the act, event, condition, opinion or diagnosis. The records
attached hereto are the original or exact duplicates of the original.

Affiant

In witness whereof I have hereunto subscribed my name and affixed my official seal this _____
day of _____, 20____.

Notary Public

My commission expires: _____

(Seal)

Business Record Affidavit

Make sure that you send
this back to the attention of
the Investigator who sent
the request.



Family Members IHS

Family Members cannot be aides/caregivers

- ❖ **Spouse**
- ❖ **Parent**
- ❖ **Child (by blood, adoption or marriage)**
- ❖ **Grandparent**
- ❖ **Grandchild**

Marriage certificates are easy to find.

\$3.00 in St Louis City



Contact Info

Mike Valley

[michael.valley@dss.
mo.gov](mailto:michael.valley@dss.mo.gov)

636-442-7074

Website:

mmac.mo.gov

PRE-SITE VISITS



Pre-Site – when we call to schedule your pre-site visit please have the current address, phone number and/or email for us to contact you. Follow the instructions to schedule your appointment.



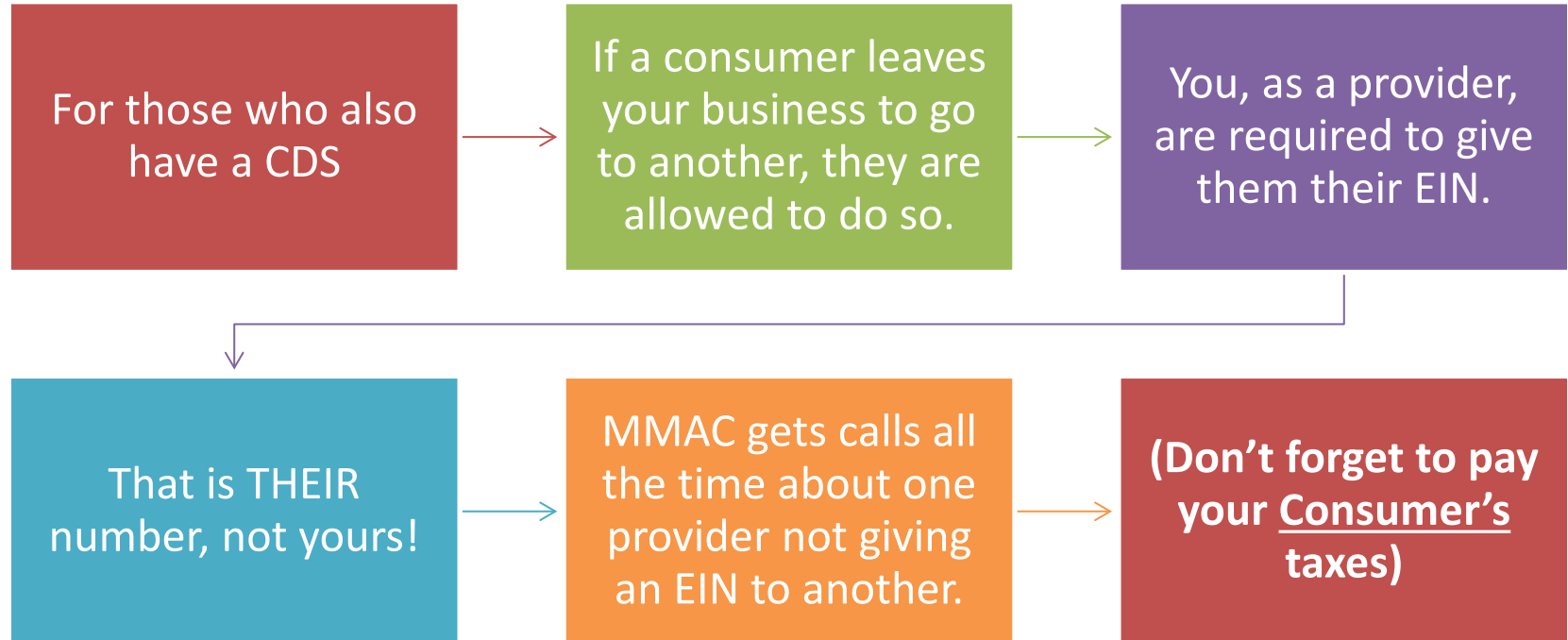
Be prepared to take MMAC on a VIRTUAL tour of your office. MMAC will contact you to schedule a time and send you the checklist prior to the visit. You will be required to show us the items listed on the checklist.



Having a good Wi-Fi/internet connection will be very helpful in lag time and completing the visit in a timely manner.

If we are unable to verify the items on checklist during the virtual tour, an in-person site visit will be required.

EIN Transfer -CDS



Electronic Health Records

More and more providers are transitioning to a paperless work environment. In keeping up with the times MMAC has an attestation

This is NOT for EVV-this is in reference to employee records, tax, payroll, screenings, etc. - This does not apply to records saved to a PC – EHR applies to actual installed apps to web based servers that store records

If you are one of those providers who is paperless or transitioning you will be required to submit this disclosure to MMAC.

The form is a simple 1 page form with Yes/No answers

Must contact MMAC Contracts Unit and request the form it is NOT currently available on the website

Electronic Health Records



MISSOURI DEPARTMENT OF SOCIAL SERVICES
MISSOURI MEDICAID AUDIT AND COMPLIANCE
Electronic Health Records Disclosure

LEGAL PROVIDER NAME AS FILED WITH THE IRS AND SECRETARY OF STATE, INCLUDING DBA NAME (SOLE PROPRIETORS, INCLUDE NAME AND DBA NAME)	
1.	What system/application/software are you using for Electronic Health Records? This may include an electronic medical records system, electronic health records system, or an electronic case management system.
2.	What is the name of the software or the application being used for Electronic Health Records? List all if using multiple applications.
3.	How many locations is this same software or application being used for? Do all locations have the same accessibility?
4.	Do you have a backup plan in case of security compromise or in case of an outage?
5.	What procedures do you use to ensure no data is missed when migrating from either a paper or a different electronic system to a new electronic record keeping system?
6.	Do you have a Security Risk Assessment on file? For more information, please visit Security Risk Assessment Tool HealthIT.gov
7.	Do you have a disaster recovery plan in place?
8.	Do you have a training plan to ensure new and existing staff know about proper electronic record keeping?
9.	Will you have the capability to retrieve and access the Electronic Health Records for at least 6 years as required by state Medicaid regulations, in case you switch applications?
Affirmation	
On behalf of the applying provider, I affirm all statutory and regulatory requirements are incorporated into the provider's policies	

The questions are very straight forward regarding your system

Please remember that HIPAA also applies to the electronic records as they do to paper records.

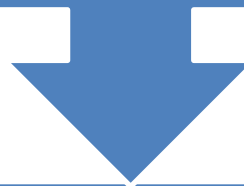
BAA or Business Associate Agreement – between the Provider and their Vendor regarding HIPAA

HCBS Settings Requirement

Purpose of the Final Rule – HCBS Settings



To ensure that individuals receive Medicaid HCBS in settings that have access to benefits of community living and are able to receive services in the most integrated setting



To improve the quality of services for individuals receiving HCBS.

HCBS Settings Requirement

This is a requirement from CMS – it applies to all HCBS, however in MO In Home and CDS are just that – services in the home – only our **heightened scrutiny providers such as Adult Day Cares** are required to attend the annual training and submit forms yearly



Annual Trainings are held in November and forms are due by year end (December 31)

RESOURCES

PCQ's-Policy Clarification Questions: great reference material and will answer a lot of questions you may have.

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

MoHealthNet EVV page: reference guidelines and requirements for EVV per the 21st Century Cures Act

<https://dss.mo.gov/mhd/providers/electronic-visit-verification.htm>

MoHealthNet Fee-For-Service Providers: reference Policies/Procedures/Billing/Education/Gen Info

<https://dss.mo.gov/mhd/providers/fee-for-service-providers.htm>



Background Screenings

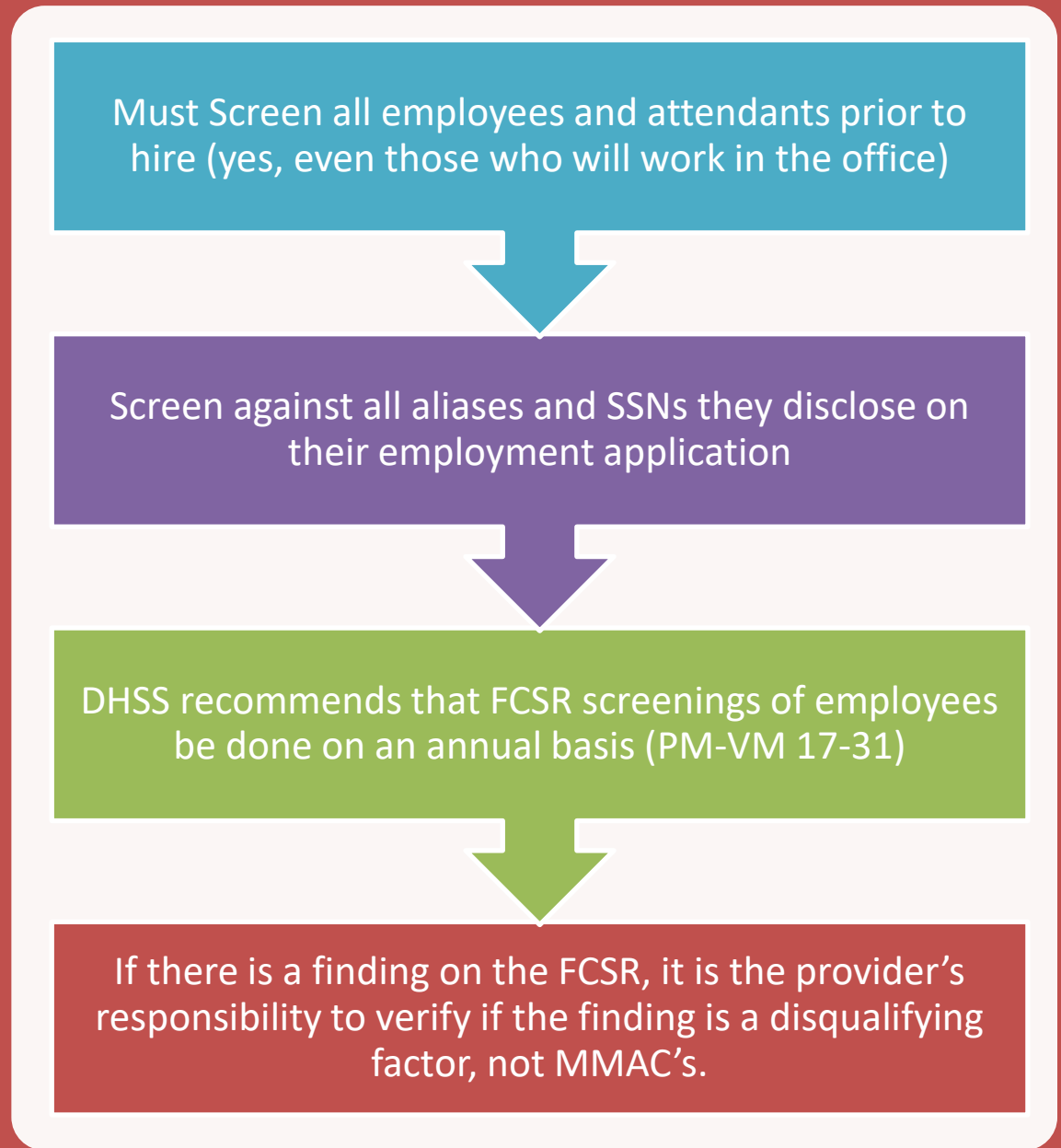
FCSR

Family Care Safety Registry

EDL

Employment Disqualification List

FCSR



Information Reported in the FCSR Background Screening

Open Missouri Criminal History Records

Sex Offender Registry

Child Abuse/Neglect Records

Department of Health and Senior Services
(DHSS) Employee Disqualification List

Department of Mental Health (DMH)
Employee Disqualification Registry

Child Care License Revocations – findings do
not apply to HCBS

Foster Parent License Denials, Revocations,
Suspensions – findings do not apply to HCBS

Hiring May be Restricted

- Disqualifying criminal offenses are found in 192.2495 RSMo.
- A listing has been compiled and posted on the MMAC website

<https://mmac.mo.gov/providers/provider-enrollment/home-and-community-based-services/fcsr-for-in-home-and-consumer-directed-services/>

- To determine if a criminal offense disqualifies an in-home or consumer directed services worker from employment, compare the listing with the RAP sheet.

Hiring May be Restricted

- When comparing the listing of disqualifying offenses with the RAP sheet, refer to the COURT section of each cycle.
 - Look at the CHARGE LITERAL
 - Look at the OFFENSE TYPE
 - Look at the CLASS
 - Look at the STATE CODE or STATUTE CITATION

```
----- COURT -----  
COUNT:          001  
COURT:           MISSOURI CHALLENGE COURT FOR FELONY  
CASE NUMBER:     0000000000  
CHARGE LITERAL:  MURDER 2ND DEGREE  
OFFENSE TYPE:    FELONY  
CLASS:           A  
STATE CODE:      565.021-001Y19840999.0  
STATUTE CITATION: 565021  
NCIC CODE:       0999  
COURT ACTION:    GUILTY ON 12/09/1988  
--- SENTENCE ---  CONFINEMENT 15 YEARS
```

Criminal Violations Listed Below:	Crime Class	<u>RSMo</u> Section
Murder in the second degree	A Felony	565.021

Hiring May be Restricted

- When comparing the listing of disqualifying offenses with the RAP sheet, refer to the COURT section of each cycle.
 - Look at the CHARGE LITERAL
 - Look at the OFFENSE TYPE
 - Look at the CLASS
 - Look at the STATE CODE or STATUTE CITATION

----- COURT -----
COUNT: 001
COURT: [REDACTED]
CASE NUMBER: [REDACTED]
CHARGE LITERAL: ASSAULT 2ND DEGREE
OFFENSE TYPE: FELONY
CLASS: C
STATE CODE: 565.060-001Y19841399.0
STATUTE CITATION: 565060
NCIC CODE: 1399
COURT ACTION: GUILTY ON 02/03/2009

Criminal Violations Listed Below:	Crime Class	RSMo Section
Assault in the second degree	B Felony	565.052

Hiring May be Restricted

- When comparing the listing of disqualifying offenses with the RAP sheet, refer to the COURT section of each cycle.
 - Look at the CHARGE LITERAL
 - Look at the OFFENSE TYPE
 - Look at the CLASS
 - Look at the STATE CODE or STATUTE CITATION

----- COURT -----
COUNT: 001
COURT: [REDACTED]
CASE NUMBER: [REDACTED]
CHARGE LITERAL: THEFT-\$500/MORE-LESS \$25000
OFFENSE TYPE: FELONY
CLASS: C
STATE CODE: 570.030-009Y20022399.0
STATUTE CITATION: 570030
NCIC CODE: 2399
COURT ACTION: GUILTY ON 08/11/2008

Criminal Violations Listed Below:	Crime Class	RSMo Section
Stealing / Theft	Any Felony	570.030

OPEN BOOK TEST

- The test is OPEN BOOK – you will need to know how to look up regulations.

Example test Question

1. 13 CSR 70-91.010 (4)(A)1

A unit of service is fifteen (15) minutes.

True or False

[13 CSR 70-91 - Personal Care.pdf](#)



OPEN BOOK MATERIALS

There are 12 pieces of materials that will be used for your test. Here is the order they should be in:

<https://mmac.mo.gov/providers/provider-enrollment/home-and-community-based-services/open-book-dm-testing-materials/>

CSR – Code of State Regulations (five)

13 CSR 70-91.010 – Personal Care

13 CSR 70-3.030 – Sanctions for False or Fraudulent Claims and 3.320 – Electronic Visit Verification (EVV)

19 CSR 15-7.021 – In Home Service Standards

19 CSR 30-82.060 – Hiring Restrictions

OPEN BOOK MATERIALS

There are 12 pieces of materials that will be used for your test. Here is the order they should be in:

- Revised MO State Statutes (RSMo)
192.2000 / 192.2475 / 192.2490 / 192.2495
- MO HealthNet Personal Care Manual
- EDL Requirements – link to webpages (General & Checking Requirements)
- HHS. Gov. – HIPAA requirements – Print out of webpage

TESTING

When you are finished and click submit, the system will ask if you are sure.

BE SURE

Once you click submit, you CANNOT go back

If you miss a question, the system will not let you submit until all 40 questions have been answered.

The TEST

- There are 40 questions – 3 hours
- Test will be available via **QR Code or link to FORMS**
- **Test will be opened from 11:30AM – 2:30PM, tests will not be accepted if submitted after the close time**
- 80% to pass the test
- Open Book testing structure – the link to the materials were sent to you in the email to register,
<https://mmac.mo.gov/providers/provider-enrollment/home-and-community-based-services/open-book-dm-testing-materials/>
- When you finish the test and click submit, you will be asked if you are sure; be sure. Once submitted, you will **NOT** be able to go back.



Update Meeting Requirement Reminder

Once you have passed the test, now you **MUST attend an Update Meeting once a year to maintain your Designated Manager status.**



Update Meetings are held twice a year spring(April)/fall (October); Update Meetings will be held via WebEx or Teams;



**2026: April 22 & 23 and October 21 & 22
MMAC schedules for the third week in
April and October – mark your calendar**



CONTACT

IHS CONTRACTS

By Email

MMAC.IHSCONTRACTS@DSS.MO.GOV

Phone calls go to a voicemail and will be put in order received with the emails for response's.

All attachments have to be in a .PDF

No pictures or copies of pictures saved as a .pdf

Electronic Fax # 573-634-3105