

# Division of Senior and Disability Services

## Updates

April 2022



# Overview

- Organizational updates
- Managing Health and Wellness Courses
- COVID-19 Guidance
- Regulation Update
- Provider Reassessor Info
- Intake & PCCP Updates
- SIU Updates

# Organizational Update



## Bureau of Special Health Care Needs Moves to DSDS

- Traumatic Brain Injury Waiver
- Brain Injury Program
- Healthy Children and Youth Program
- Children and Youth with Special Health Care Needs
- Family Partnership Program
- Medically Fragile Adult Waiver

# Education Opportunity

- ➔ Grant funded opportunity through MA4
- ➔ FREE health promotion classes for those enrolled in HCBS & their caregivers
- ➔ Various six week, small group classes to choose from that help participants learn to manage chronic health conditions, develop healthy eating habits, and make action plans to enhance the quality of their lives
- ➔ Classes may be in person, online, or over the phone

ma4 Network

## Managing Your Health and Wellness

FREE classes for those enrolled in Missouri Medicaid home- and community-based programs and their caregivers.



The ma4 Network offers classes and connections to community resources across Missouri to help adults manage health and social needs, decrease stress and improve overall wellbeing.

For information:  
[www.marc.org/MSNclasses](http://www.marc.org/MSNclasses)

(Use code "MSNHealth" when registering.)

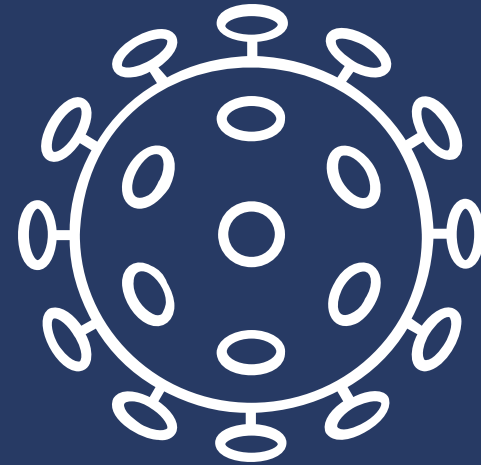
816-936-8802

[agingacct@marc.org](mailto:agingacct@marc.org)



# COVID-19 Flexibilities Updates

- State of Emergency ended on December 31, 2021.
- Federal Public Health Emergency currently set to expire on April 14, 2022
- Guidance will be released as flexibilities are rolled back



[health.mo.gov/seniors/hcbs/covid-19-provider-info](https://health.mo.gov/seniors/hcbs/covid-19-provider-info)

# Regulations

## CDS Regulations

- House Bill 1682

## Regulation Revisions

- Personal Care
- Service Standard Regulations



# Provider Reassessments

## 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 reassessments during 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 their designee.

Participation Requirements



Training



Process



Registration and Communication



Memos



Quick Guides



Web Tool Information



[health.mo.gov/seniors/  
hcbs/reassessment](https://health.mo.gov/seniors/hcbs/reassessment)



# WebTool – Browsers

- Currently only Internet Explorer fully supports all WebTool functions
- Providers participating in the Provider Reassessment program must use Internet Explorer to access assessment functionality.
- DSDS anticipates Google Chrome, Mozilla Firefox, and Microsoft Edge will be supported in June 2022
- See [INFO 3-22-01](#) for more information





# HCBS Intake

## Agent Line

- Hours of Operation are Monday through Friday from 8:30 AM to 3:00 PM and closed all State & Federal Holidays



## Electronic Accounts Team

- Online portals and e-mail accounts receive submissions 24/7, however are only monitored Monday through Friday from 8:00 AM – 5:00 PM
- **Providers must utilize electronic methods to submit referrals and requests!**



# Online Referral & Request Forms

The screenshot displays the Missouri Department of Health & Senior Services (DHSS) website. The header includes the DHSS logo, the text "Missouri Department of Health & Senior Services", and navigation links for "MO.gov", "Governor Parson", "Find an Agency", "Online Services", and a search bar. A secondary navigation bar contains links for "Healthy Living", "Senior & Disability Services", "Licensing & Regulations", "Disaster & Emergency Planning", and "Data & Statistics".

The main content area is titled "Senior & Disability Services". Below this title, a breadcrumb trail reads "DHSS Home » Senior & Disability Services".

There are three prominent callout boxes:

- A purple box on the left states: "Online Reporting of Adult Abuse, Neglect and Exploitation is Now Available" and "Use Google Chrome or Microsoft Edge".
- A dark blue box in the center states: "Online Referrals for Home and Community Based Services are Now Available". A red arrow points to this box.
- A light blue box on the right states: "Online Person Centered Care Planning (PCCP) Requests are Now Available". A red arrow points to this box.

At the bottom of the main content area, a message reads: "If you are a **mandated reporter**, DHSS encourages you to make your adult abuse and neglect reports online 24/7 to help keep our hotline open to the public. Thank you for your partnership!"

On the right side of the page, there is a sidebar titled "Senior & Disability Services" containing a list of links:

- Abuse, Neglect & Exploitation
- Aging Adult Nutrition
- Area Agencies on Aging
- Adult Day Care
- Caregivers in Missouri
- Celebrate Older Americans Month - May
- Celebrate Senior Centers
- Century Club Members
- Home and Community Based Services

# Email Referral & Requests Forms

- Providers can submit referrals and requests via e-mail in instances where the information cannot be submitted on the online portal.
- These email accounts should only be utilized to submit referrals or requests.
- Emailed referrals and requests must be submitted on current HCBS-1 and PCCP Request forms.
- As a reminder, all e-mails must be sent encrypted to be in compliance with HIPAA privacy regulations.

# Submitting a Referral...

- Medicaid eligibility must be verified **BEFORE** submitting a referral
- All potential participants being referred for HCBS must have active Medicaid *OR* meet HCB Medicaid criteria
- The active Medicaid Eligibility (ME) Code must also reimburse for HCBS.
- Utilize Cyber Access Web Tool to verify Medicaid Eligibility

# Submitting a Referral Cont'd...

- **AFTER** determining Medicaid eligibility, verify that a new referral is needed.
- A referral is only for potential participants that do not have an authorization for HCBS or any pending case actions.
- Referrals are for potential participants that need an initial assessment to determine if nursing facility level of care is met.
- Utilize the Participant Case Summary and Case Action screens of Cyber Access Web Tool to verify.
- High volume of inappropriate referrals

# PCCP Request Review

- **Care Plan Change** requests should be submitted whenever a service or task needs added, increased, decreased, or removed.
- **Closing** requests should only be submitted when an entire case (all authorizations) need to be closed.
- **Provider Change** requests should be submitted when a participant requests or requires a new provider to service them.
- **21 Day Notice** requests should only be submitted for participant's that have IHS.

# Communicating with Intake & PCCP

Utilize the [“Communicating with HCBS Intake and PCCP Quick Guide”](#) to ensure that your questions and requests get to the right people, right away!

**Southwest MO**

417-895-6455

**Southeast MO**

573-290-5781

**East Central MO**

314-340-7300

**Northwest MO**

816-889-2206

**Central MO**

573-441-6222

**Statewide**

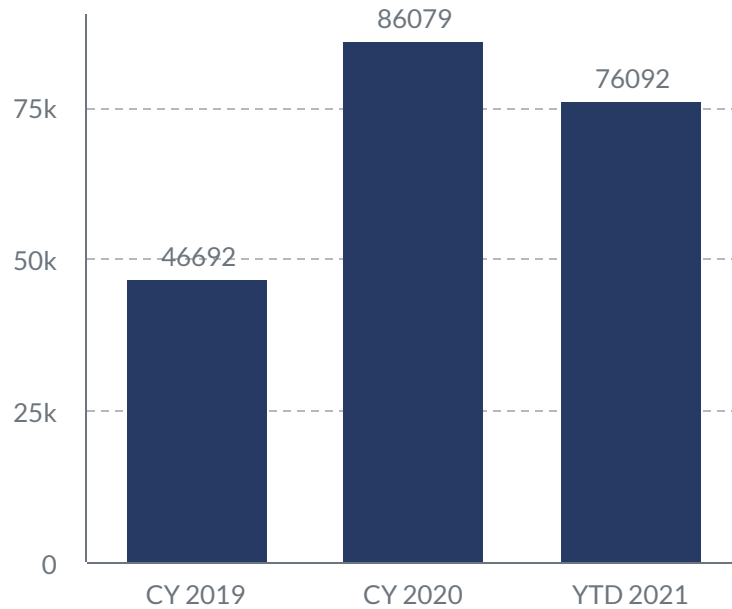
866-835-3505

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**HCBS Referrals**[HCBSCallCenterReferrals@health.mo.gov](mailto:HCBSCallCenterReferrals@health.mo.gov)**HCBS Intake & PCCP Management**[HCBSIntakeAndPCCP@health.mo.gov](mailto:HCBSIntakeAndPCCP@health.mo.gov)**Care Plan / Provider Changes**[PCCP@health.mo.gov](mailto:PCCP@health.mo.gov)

# Intake & PCCP by the Numbers

Significant Increase in Call Volume



- There has been a significant increase in new referrals and care plan change requests for the HCBS program.
- In 2021, we maintained a **90% average call handle rate**.
- In 2021, it took us an average of **26 business days** to process care planning requests.



# Intake & PCCP Considerations

**Please help us prioritize our most vulnerable participants!**  
**You can help by providing details on the referral/request form about:**

- Recent hospitalization or facility stays
- New serious, life altering health conditions or deteriorating health conditions
- Formal supports
  - Home health, hospice, etc.
- Informal supports
  - Back-up plan, family, friends, etc.
- Health, safety, welfare risks



Please ensure that you are completing the PCCP Request Form accurately. Utilize the [new instructions](#) to make sure you requesting the appropriate action.

# Upcoming Intake & PCCP Improvements



- Call Menu Reconfiguration
- PCCP Request Form Enhancements
- Provider Referral Training
- Provider Request Training

# Special Investigations Unit

## Region 1

- Greg Backers, SIU Investigations Manager
- Eric Johnson, APS Regional Manager

## Region 2

- Danny Ware, SIU Investigators Manager
- Kevin Morgan, APS Regional Manager

## Region 3

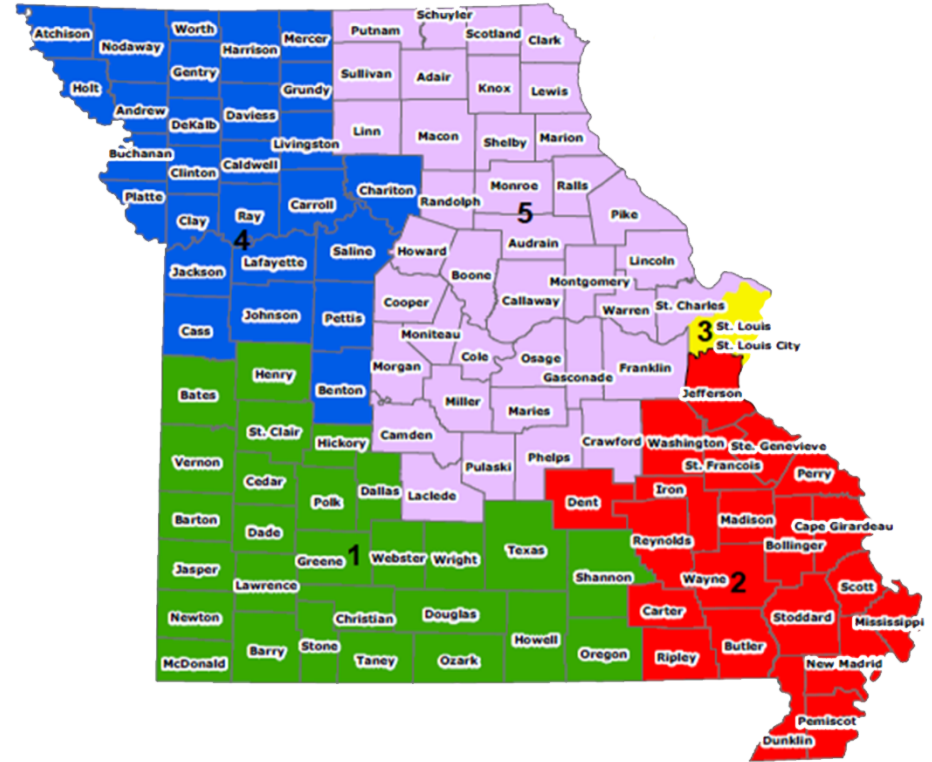
- Mindy Sweezer, SIU Investigations Manager
- Stacey Garner, APS Regional Manager

## Region 4

- Charlie Grom, SIU Investigations Manager
- Megan Phillips, APS Regional Manager

## Region 5

- Zachary Jenkins, SIU Investigations Manager
- Carey Boyer, APS Regional Manager

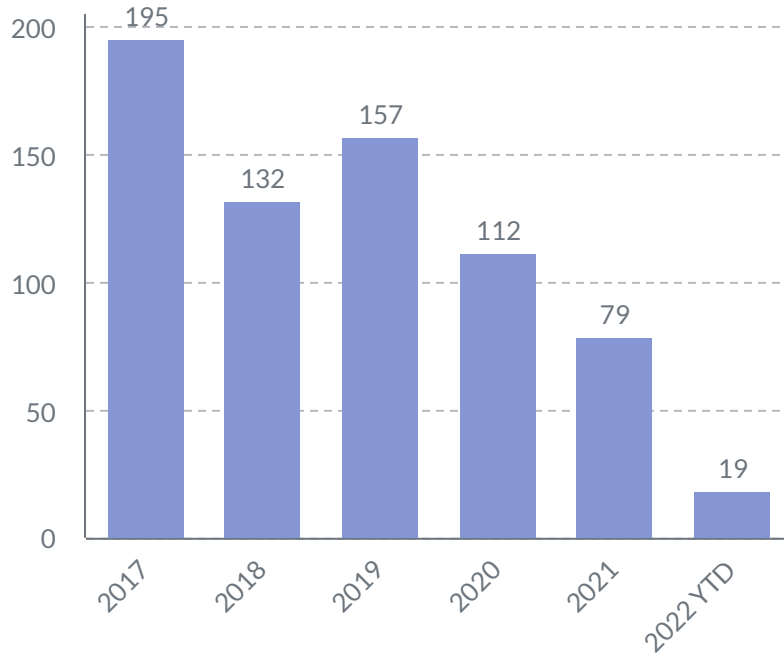


# Investigation Process

1. Complaint made to the Central Registry Unit (CRU)
2. Routed to SIU based on the zip code
3. May also be routed to Protective Services for an assessment to see if services are needed for the client
4. An investigation is completed and a determination is made based on the outcome of the investigation
5. Submitted to the Office of General Counsel (OGC) for placement
6. Also submitted to MMAC and the MO Attorney General- Medicaid Audit & Compliance
7. May be submitted to the local prosecutor for their review

# EDL Numbers

## EDL Referrals Sent to OGC



## MMAC and MFCU Submissions

- 2018: 44 referrals sent to MMAC/MFCU
- 2019: 68 referrals sent to MMAC/MFCU
- 2020: 43 referrals sent to MMAC/MFCU
- 2021: 34 referrals sent to MMAC/MFCU
- 2022 YTD: 8 referrals sent to MMAC/MFCU

# Case Example 1

## The Facts:

- Client sends aid to grocery store to purchase food
- Later upon receiving bank statement the client notices a second purchase at store right after the first
- Purchase was not authorized
- The aid admits to purchase but said it was accidental
- Aid pleads to a class E felony of financial exploitation
- Sentenced to a 5 years SIS and placed on the EDL for three years



# Case Example 2

- Aid steals client's debit card while working in the home
- Aid goes to Wal-Mart and buys TVs
- Uses receipt to 'bamboozle' two more clerks to steal two more TVs
- SIU gathers evidence with video surveillance
- Contact local police department and together obtain arrest warrants for aid and her sibling who was complicit in the theft
- Aid had a history of theft as she had been on the EDL before, aid is still at large



# Case Example 3

- Grandson is aid to grandmother
- Grandson is arrested on a charge not related to providing care to his grandmother
- Grandson is in jail for approximately three months
- While in jail, grandmother continues to submit time for grandson
- Listen to jail calls and find out grandmother is putting money on grandson's books while in jail
- Client admits that she was complicit in the fraud





# **Provider Due Diligence**



**Questions?**