



**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

INFO-xx-xx-xx

March 13, 2020

**MEMORANDUM FOR HOME AND COMMUNITY BASED SERVICES (HCBS) STAFF AND STAKEHOLDERS**

FROM: Jessica Bax, Director  
Division of Senior and Disability Services (DSDS)

SUBJECT: COVID-19 HCBS Guidance – Telephone Assessments

This memorandum is to advise of changes to the Initial Assessment, Reassessment, and Waiver Reassessment processes due to the ongoing COVID-19 outbreak.

Effective immediately, in order to protect the health, safety, and welfare of Missouri's HCBS population served by DSDS, Initial Assessments, Reassessments, and Waiver Reassessments **shall be conducted via telephone.** This measure is being put in place in order to minimize any unnecessary exposure to those we serve, many of whom fall into a COVID-19 high risk category.

This directive applies to DSDS Assessors and Type 27 Provider Reassessors.

At this time<sup>1</sup>, required and other necessary documents shall be mailed to HCBS participants for signature in lieu of in person signatures.

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

JB/tw

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<sup>1</sup> DSDS is seeking approval from the Center for Medicare and Medicaid Services (CMS) to utilize alternative methods during the COVID-19 outbreak and information will be shared with stakeholders as it becomes available.

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