

## PROVIDER BULLETIN

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### In-Home and Consumer Directed Services

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- Telephony
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Pursuant to the requirements of Sections [660.023](#) and [208.909](#) RSMo, effective July, 1 2015, all In-Home and Consumer Directed Services providers are required to have, maintain, and use a telephone tracking system for the purpose of reporting and verifying the delivery of all In-Home and Consumer Directed Services authorized by Department of Health and Senior Services (DHSS)/Division of Senior and Disability Services (DSDS).

Providers are not required to have a telephone tracking system that includes third party billing. Current processes/systems for submitting claims to MO HealthNet may continue to be used; however, providers must utilize their telephone tracking system time sheet reports to ensure appropriate billing.

The telephony pilot project ended when the completed report was provided to the General Assembly in 2013. Missouri Medicaid Audit and Compliance (MMAC) will no longer approve or provide a list of telephony vendors. Providers are not required to contract with any particular vendor or provider; however, all telephone tracking systems must meet the requirements of the Section [660.023](#) RSMo or Section [208.909](#) RSMo. Home and Community Based Services (HCBS) providers are no longer required to complete an addendum when they begin telephony. MMAC will add an attestation statement to provider agreements beginning July 1, 2015.

DHSS will draft a regulation regarding telephony. DHSS will work closely with MMAC and HCBS provider associations to gather input and feedback. There will be a public comment period after the rule is drafted.

For additional information regarding telephony vendors that others are using, the provider associations will be able to assist you.

The statutory requirement for using telephony does not apply to Residential Care Facilities, Adult Day Care Centers or Home Health providers.

**Provider Bulletins** are available on the MO HealthNet Division (MHD) (Formerly the Division of Medical Services) Web site at <http://dss.mo.gov/mhd/providers/pages/bulletins.htm>. Bulletins will remain on the Provider Bulletins page only until incorporated into the [provider manuals](#) as appropriate, then moved to the Archived Bulletin page.

**MO HealthNet News:** Providers and other interested parties are urged to go to the MHD Web site at <http://dss.mo.gov/mhd/global/pages/mednewssubscribe.htm> to subscribe to the electronic mailing list to receive automatic notifications of provider bulletins, provider manual updates, and other official MO HealthNet communications via E-mail.

**MO HealthNet Managed Care:** The information contained in this bulletin applies to coverage for:

- MO HealthNet Fee-for-Service
- Services not included in MO HealthNet Managed Care

Questions regarding MO HealthNet Managed Care benefits should be directed to the patient's MO HealthNet Managed Care health plan. Before delivering a service, please check the patient's eligibility status by swiping the MO HealthNet card or by calling the Provider Communications Interactive Voice Response (IVR) System at 573-751-2896 and using Option One for the red or white card.

**Provider Communications Hotline**  
**573-751-2896**