

PROVIDER BULLETIN

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June 14, 2011

ALL PROVIDERS

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- **THIRD PARTY ASSESSOR**

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The Department of Social Services (DSS), MO HealthNet Division (MHD), has entered into an agreement with the Department of Health and Senior Services (DHSS), Division of Senior and Disability Services (DSDS), to contract with SynCare, LLC to assume some responsibilities in the management and administration of the following Home and Community Based Services (HCBS) programs: Personal Care, Adult Day Health Care, Aged & Disabled Waiver, Independent Living Waiver, and the Program of All-Inclusive Care for the Elderly (PACE).

On **May 19, 2011**, SynCare Missouri initiated operations and administration of the following:

- intake of referrals;
- (re)assessments of nursing facility level of care (LOC) for the determination of eligibility for HCBS (using a tool developed by MHD and DSDS);
- authorization of services through a person centered care planning process; and
- person centered care plan maintenance tasks for all HCBS participants. Person centered care plan maintenance consists of:
 - requests for increase or decrease in services;
 - requests for additional or deletion of services;
 - change of HCBS provider; or
 - change in any participant demographic information (e.g., phone number or address).

This bulletin is to advise entities wishing to make referrals of individuals for an HCBS eligibility determination that such referrals must be called, faxed or mailed to SynCare Missouri rather than DSDS. Individuals for whom referrals are being made must be at least 18 years of age and be in active MO HealthNet status. MO HealthNet participants who are enrolled in Managed Care Health Plans shall not be referred to SynCare.

The contact information for SynCare is as follows:

SynCare Missouri
 13545 Barrett Parkway Drive, Suite 300
 Ballwin, MO 63021
 Phone: 866-835-3505
 Fax: 866-933-8530

The hours of operation of SynCare's Call Center will be 7 A.M. to 7 P.M., Monday through Friday, except state holidays. A list of state holidays can be found at <http://oa.mo.gov/pers/2011StateHolidays.htm>.

The services authorized through SynCare Missouri are services previously authorized by DHSS, DSDS; services authorized through the DHSS, Division of Community and Public Health or through the Department of Mental Health, Division of Developmental Disabilities will **not** be handled by SynCare Missouri.

The following is a list of the services authorized through SynCare Missouri:

S5101	Adult Day Health Care – Half Day (3-5 hours)
S5102	Adult Day Health Care – Full Day (6-10 hours)
T1001	Authorized Nurse Visit (per visit)
T1001U3	Authorized Nurse Visit in RCF or ALF (per visit)
T1019	Personal Care (15 min unit)
T1019TF	Advanced Personal Care (15 min unit)
T1019U3	Personal Care in RCF or ALF (15 min unit)
T1019U3TF	Advanced Personal Care in RCF of ALF (15 min unit)
T1019U2	Consumer Directed Personal Care (15 min unit)
S5120	Chore (15 min unit)
S5130	Homemaker (15 min unit)
S5150	Basic Respite (15 min unit)
S5150TF	Advanced Respite (15 min unit)
S515152	Basic Block Respite (9-12 hours)
S515152TF	Advanced Block Respite (6-8 hours)
S5151TF	Advanced Daily Respite (17-24 hours)
T1005	Nurse Respite (15 min unit)
T1019U6	Consumer Directed Personal Care, Independent Living Waiver
T2024U6	Case Management, Independent Living Waiver
T2029U6	Specialized Medical Equipment, Independent Living Waiver
S5165U6	Environmental Accessibility Adaptations, Independent Living Waiver
T2028U6	Specialized Medical Supplies, Independent Living Waiver
PACE	Program of All-Inclusive Care for the Elderly

As SynCare Missouri processes new HCBS referrals and (re)assessments, participant information regarding HCBS will be transferred to MHD's CyberAccessSM. CyberAccessSM is the Electronic Health Record (EHR) program for MO HealthNet participants available to healthcare providers. This information transfer will occur over the next year and ultimately result in all HCBS participant information, including participant's care plans, being stored in CyberAccessSM and available for viewing by healthcare providers with access to CyberAccessSM. To become a CyberAccessSM user, contact the ACS-Heritage help desk toll free at 1-888-581-9797 or 573-632-9797 or send an e-mail to CyberAccessHelpDesk@acs-inc.com.

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.missouri.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 red MO HealthNet card or by calling the 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**