

PROVIDER BULLETIN

Volume 36 Number 7

<http://dss.mo.gov/mhd/>

October 3, 2013

MISSOURI COMMUNITY OPTIONS & RESOURCES (MOCOR)

CONTENTS

- **WEB SITE**
 - **ONLINE INITIAL ASSESSMENT**
 - **TOLL FREE NUMBER**
-

The Department of Social Services, MO HealthNet Division (MHD) has been partnering with the Department of Mental Health and the Department of Health & Senior Services over the past year on the implementation of the Balancing Incentive Program (BIP), referred to as Missouri Community Options and Resources (MOCOR). This initiative provides a new platform for individuals and their families to learn about and access long term services and supports in community settings, allowing more people to remain in their homes and communities rather than in nursing homes or other institutional settings. MOCOR resources that were operational October 1, 2013 include a web site, a toll free number, and an online initial assessment/referral tool.

MO HealthNet participants in need of community based Long Term Services and Supports (LTSS) will be able to access information and referrals for services via the internet or by phone.

WEB SITE

The MOCOR web site is a “gateway” for older adults and individuals with disabilities. It is a statewide resource for information and assistance about long-term services and supports to allow individuals to remain at home and plan for future needs. The MOCOR web site is located at:

<http://mocor.mo.gov>.

The web site contains information regarding community based services – types of services, eligibility criteria, and resources – that will help Missouri citizens stay in their homes longer.

ONLINE INITIAL ASSESSMENT/REFERRAL

Included in the MOCOR web site is a link entitled “Help Me Get Services”. Individuals and families now have the ability to begin the assessment process that will determine what

resources exist that may meet their needs. The assessment identifies those individuals who are likely to be eligible candidates for Medicaid funded community LTSS. Information gathered through the assessment includes:

- Medicaid status
- Basic demographics
- Service/Support needs

The information gathered during the online assessment is sent directly to the appropriate agency where a more comprehensive functional assessment can occur.

TOLL FREE NUMBER

Missouri has developed a toll free number for individuals who are more comfortable talking to a person or for those individuals who do not have internet access. The caller will be connected directly to the appropriate agency for services. The number to call to obtain information on all community based long term services and supports is:

1-855-834-8555

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 Interactive Voice Response (IVR) System at 573-635-8908 and using Option One for the red or white card.

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