Missouri Department of Mental Health
DIVISION OF DEVELOPMENTAL DISABILITIES

DDD Weekly

Webinars, Trainings & Workshops

9/16/25
SOS Peer Mentor Orientation

9/17/25
Statewide Provider Meeting

9/23/25
MO DDD & You: Overview of Governor's Council on Disability

9/24/25
Restrictive Interventions and Due Process Review Committees

9/25/25
Employment First Missouri Training Sessions for Service Providers

10/15/25
SOS Peer Mentor Orientation

11/6/25
SOS Peer Mentor Orientation

Podcasts
Growing Healthy Communities: Early Childhood Edition Podcast

Parents' Point of View (PPOV) Series

DDD Staff Only

12/9/25
Quarterly Benefits Presentation

3/10/26
Quarterly Benefits Presentation

Director's Corner

On Friday's Coffee Chat with DDD staff, I talked about the Person-Centered Support Plan (PCSP) application and the Electronic Long-Term Services and Supports (eLTSS) project. I wanted to update this group as well. The PCSP application is a digital tool for state support coordinators to create PCSPs electronically. In the future, the PCSPs will move into the state's case management system. There are state support coordinator teams using this application now to make PCSPs so they can be shared with other providers through the eLTSS technology system. This means that medical providers can see important PCSP information, like the supports someone receives, their preferences, and their needs, while the provider is caring for that person.

To show why this matters, we have created a story to illustrate how sharing information from an individual's PCSP with health care providers could improve their outcomes. Charlie, who has an IDD, was in a car accident and was brought to the hospital. Charlie had trouble speaking, so the hospital staff worried about brain damage and ordered many tests. After three days, Charlie felt fine and wanted to go home. Charlie still had challenges telling hospital staff that his speech difficulties were not caused by the car accident. Instead of being sent home, Charlie was transferred to a rehabilitation facility. If hospital staff were able to see Charlie's PCSP, they would have been aware of his existing diagnosis and known how to contact his support team. This could have saved Charlie from frustration and gotten Charlie home sooner.

How to Use DDD Weekly

DDD Weekly contains links to webinars, trainings, meetings and other websites with additional information about the topics covered in *DDD Weekly*. If you click on the blue text, it will take you to another website where you can sign up for the meeting, learn more about the topic, etc. If you have questions on how to use *DDD Weekly*, please email ddmail@dmh.mo.gov.

Home and Community Based Services "Got Choice"

Home and Community-Based Services (HCBS) are available to people who are eligible and need certain supports. The services provided through HCBS are person-centered, which means they are focused on the person and helps them plan for the life they want. HCBS services help people

access and take part in their communities and neighborhoods, supports personal choice, ensures the person's rights are recognized, encourages independence, and ensures the person has a choice of services and providers.

Download and explore the Division's **"Got Choice"** HCBS brochure for more information.

Caregiver Resources: Coping with Caregiver Stress

Whether you provide care to a child, an adult, someone with mental health or disability needs, caregiver stress is real and can build up over time. People who provide care to others have unique needs due to their added responsibilities and they often need their own support. The Department of Mental Health created a "**Coping with Caregiver Stress**," which is a one-page list of resources for caregivers. This list provides links to various resources that can be explored. Links to videos, caregiver guides, support groups, and various programs all geared toward reducing stress can be found. The information also provides links to live text and chat services available to caregivers.

Invitation to Comment:
Rural Health Transformation Program

The Missouri Department of Social Services, through the MO HealthNet Division, is seeking your input on the Rural Health Transformation Program. This new federal program, created under the One Big Beautiful Bill Act (H.R.1), will distribute $50 billion nationwide between 2026 and 2030 to support innovative strategies for improving rural healthcare.

As the Centers for Medicare & Medicaid Services (CMS) prepares additional guidance on the application process, MHD is seeking public input on key initiatives and priorities to consider for potential funding. Each state must apply to receive funding, and Missouri's application will be guided by the priorities identified during this public comment period. States are required to select at least three of nine eligible funding categories, making your perspective especially important as we consider the needs of Missouri's rural communities. The exact amount of federal funding that Missouri may receive remains undetermined pending the approval of its application.

Your comments will help shape Missouri's application and priorities.

- **Deadline:** Tuesday, September 30, 2025
- **Learn more: Press Release**
- **Submit comments: MHD Public Comment Form**

Electronic Visit Verification (EVV) Claims Validation Readiness
Monitor EVV visits in the EVV Aggregator Solution (EAS)

As work continues toward the implementation of claims validation with visits in the EAS, it is critical for providers of personal care services and home health care services to be fully compliant with existing EVV requirements. For more information, please visit EVV Claims Validation Readiness.

988 | **SUICIDE & CRISIS LIFELINE MISSOURI** September is Suicide Prevention Month. In honor of Suicide Prevention month, we wanted to share information about 988 in Missouri. The 988 Suicide and Crisis Lifeline is available 24/7 to offer you free and confidential support. Trained crisis specialists are available and can help individuals experiencing suicidal thoughts, substance use, and/or mental health crisis or any other kind of emotional distress. When you call, text, videophone or chat 988, you will be quickly routed to a trained crisis specialist. 988 offers crisis support in English and Spanish, as well as translation services in over 240 languages. They will work with you to address your immediate needs, offer support, and connect you to local resources. For more information, please visit Missouri 988.

Supporting the Spectrum Podcast

Supporting the Spectrum podcast is hosted by the Thompson Center for Autism and Developmental Disorders Training and Education Division at the University of Missouri in Columbia. While the podcast is primarily tailored to families and professionals providing direct support to individuals with autism, it is available to any listener wanting to learn more. Podcast topics include challenging behaviors, misconceptions about autism, navigating college with autism, and perspectives from people with autism, their siblings, and their parents. The most recent podcast topic is **"Reframing Challenging Behavior in the Classroom."**

Access the podcast on the Spotify, Apple, and Amazon Music platforms.

Easy Readers

Did you know the Division of Developmental Disabilities has Easy Readers available on different topics?

Easy Readers are designed to provide information on important topics using plain everyday language, pictures, and shorter sentences making it easier for all readers to understand.

Easy Readers are available to view and print on the Division's **Self-Advocacy** webpage. Easy Reader topics include:

- Housemates and You
- What You Need to Know About Choosing a Home
- What You Need to Know About Self-Directing Your Supports
- Surveys and You: Your Voice Matters
- Waivers and You
- Ways to Keep You Healthy
- What is the Missouri Division of Developmental Disabilities?
- What is Medicaid/MO HealthNet?
- What is Your Individual Support Plan?
- Know Your Rights and Responsibilities
- Say No to Abuse and Neglect

Documentation in the Person-Centered Service Plan for Waiver Services Requiring Individualized Backup Plans

DDD has posted guidance on documentation in the Person-Centered Service Plan (PCSP) for Waiver Services Requiring Individualized Backup Plans. This document outlines waiver services that require Individualized Backup Plans, as well as those services that may require Individualized Backup Plans. Individuals are required to have an Individualized Backup Plan in place and documented in the PCSP when there is a critical waiver service that places the individual at risk, should the provider/caregiver fail to deliver the service. The guidance can be found on our DDD Webpage.

Become a Peer Mentor and Share Your Strengths with Others

Are you a parent, family member, or person with a disability who has experience navigating challenges or do you support someone with a disability or special healthcare need?
Want to make a meaningful impact in someone else's life?
Consider joining the Sharing Our Strengths (SOS) program as a Peer Mentor!
As a Peer Mentor, you will:

- Offer support and guidance to families who are navigating similar experiences.
- Share your wisdom, advice, and insights gained from your own journey.
- Be a listening ear for someone who needs to know they are not alone.
- Celebrate the small victories and provide encouragement along the way.

Don't miss the last opportunity to become a Peer Mentor in 2025!
There are three upcoming informational meetings to get involved before the end of the year.
Dates for upcoming trainings:
September 16 @ 11:00am
October 15 @ 9:00am
November 6 @ 2:00pm
For more information about becoming a Peer Mentor, visit the SOS website or contact Missouri Family-to-Family at 1-800-444-0841 or e-mail: mofamilytofamily@umkc.edu.

I/DD Dual Eligibility Information

In Fiscal Year 2025, Missouri participated in the National Association of State Directors of Developmental Disability Services (NASDDDS) Intellectual/Developmental Disabilities (I/DD) Duals Innovation Cohort. This cohort worked to help NASDDDS develop a toolkit of resources regarding Dual Eligibility for Medicare and Medicaid. These resources will help explain how Medicare and Medicaid work together, as well as help individuals and families navigate dual eligibility. For more information, materials, and resources please see Missouri's materials or visit **the NASDDDS I/DD Dual Eligibility Toolkit**.

ConneXion Update

A DDD priority is to provide timely updates to everyone on the ConneXion Case Management System Planning & Procurement Project. ConneXion has a dedicated webpage with updates and information about the project.

DDD is seeking a new electronic case and financial management system, including information and referral; intake; assessment, reassessment; person-centered care planning, service authorization; service delivery, payment; case closure; and reporting.

DDD is currently in the planning and procurement phase of the project and anticipates a Request for Proposal (RFP) will be released for competitive bid by the beginning of 2026. DDD has contracted with HealthTech Solutions (HTS) to complete an RFP for a SaaS/COTS Case and Financial Management system and is currently 78% complete to date. DDD and HTS completed a full review of the Requirement Traceability Matrix (RTM) in April.

Please review the ConneXion overview to get a project background. Please reach out to the Project Manager, Jennifer Harrison (jennifer.m.harrison@dmh.mo.gov) for any questions regarding the project.

FHIR-ed Up *for* **INTEROPERABILITY** DDD continues to work to improve care coordination for individuals with intellectual and developmental disabilities (IDD) through the electronic Long-Term Services and Supports (eLTSS) Health Information Exchange Phase 2 Project.

DDD, with support from the Office of Administration Information Technology Services Division (OA-ITSD), has made a web application for State Support Coordinators to create Person-Centered Service Plans (PCSP) digitally. A part of the PCSP data will be put into the HL7® eLTSS FHIR® format so it can be shared with providers through the eLTSS application programming interfaces (APIs) that this project is developing.

Our participating Health Information Networks (HIN) are working with:

- Easterseals,

- StationMD,

- SETWorks, and the

- University of Missouri Department of Biomedical Informatics, Biostatistics and Medical Epidemiology (BBME).

The provider partners will help design the eLTSS, technology so, the PCSP information is readily accessible to them when they serve individuals with IDD.

Self-Directed Supports
Communication for New Reason Codes

In February 2025, the 999 "Other" Reason Code was removed from Acumen's DCI system. When a time entry is corrected manually, a Reason Code is required. On August 20th, 2025, two (2) additional Reason Codes will be added to Acumen's DCI system to enhance EVV compliance. The new Reason Codes listed below will now be available to utilize when entering historical entries into Acumen's DCI system.

Reason Code #260: Budget Authorization Pending at Time of Service
To be used when the budget authorization is not available in DCI at the time service is provided, and time is entered manually when the budget does become available.

Reason Code #270: Did Not Comply with Service/Program Requirements
To be used when time entries reject due to business rules established by the program. Examples that would create a need for historical entries are:

- If one employee clocks in before the previous employee for the individual clocks out, the visit is rejected.
- If the time an individual clocks out puts them over 40 hours worked that week, the visit is rejected.

Not sure which code to use?
If you're ever unsure about which code to use, your Acumen agent is available to help. Using the right code helps make sure time gets entered correctly and avoids problems later.

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