

10/21/24

Intake Updates and Office Hour

On 11/01/24, the Division will implement several new enhancements to Intake operations and processes.

- **Diagnosis Update Request:** Standardized process and form for Support Coordinators to request a new condition be added to an individual's diagnosis section in CIMOR for service eligibility and/or billing purposes.
- **Initial Waiver Eligibility Verification:** Standardized process and form for Support Coordinators to verify that an individual meets general waiver eligibility criteria prior to completion of the Level of Care (LOC) and submission to Utilization Review (UR).
- **Re-Establishing Division Services:** Standardized best practice to expedite re-access to targeted case management or resource and referral services when Division eligibility has been comprehensively confirmed previously.
- **Application Packet:** Informational packet the Intake Unit sends to applicants regarding Division services, eligibility requirements, eligibility determination process and timeframes, individual rights, and privacy practices has been updated and re-formatted.
- **Intake Notifications and Forms:** Standardized letter templates and forms the Division's Intake Unit sends to applicants, responsible persons, and service providers to communicate information and status updates.

A virtual office hour will be held on 11/06/24 from 10:00 AM – 11:30 AM to review the processes and provide an opportunity for Support Coordinators to ask questions. [Registration](#) is required.

Reference guides and forms will be posted to the [Eligibility Determination webpage](#) on 11/01/24. Questions regarding the information outlined within this blast should be directed to the Intake Leadership Team via e-mail at DMH.DD.Intake@dmh.mo.gov.

