

Home and Community Based Services

Home and Community Based (HCB) Services may be able to help you or a loved one stay at home and out of a nursing home by providing the in-home services you need.

Who can get help?

To be eligible for help, a person must:

- Be at least 63 years old
- Have the Department of Health & Senior Services determine they have a need for services
- Meet the MO HealthNet for the Aged, Blind & Disabled requirements for citizenship, residency, and resources
- Have an income below the HCB services limit



What help is available?

There are many services available based on you or your loved ones needs, including:

- MO HealthNet medical coverage with no premium or spend down
- Help with personal care (like bathing or dressing)
- Housekeeping, meal preparation & shopping
- Meal deliveries
- Nursing services (like medication set-ups, blood draws & diabetic nail care)
- Respite care to help offer short-term relief for caregivers
- Adult day care programs

How do I apply?

If you or your loved one does not have MO HealthNet, you will need to apply for it. When you fill out the application, make sure to check the box that says, **“I/We are age 63 and over and need in-home nursing care.”** Even if a person has been denied before, HCB services have special income and resource limits that may help them qualify.

If you or your loved one already has MO HealthNet, you do **NOT** need to submit another application, simply call **877-304-7939** to ask for a referral.

To file a complaint of discrimination contact:

U.S. Department of Health and Human Services

Office for Civil Rights

601 East 12th Street, Room 353

Kansas City, MO 64106

www.hhs.gov/civil-rights/filing-a-complaint

(800) 368-1019 (Voice); (800) 537-7697 (TDD)

Or

Office of Civil Rights

P.O. Box 1527

Jefferson City, MO 65102-1527

(800) 776-8014

If you are approved for help:

You must complete a review each year

The Family Support Division will need updated information once a year to make sure you still qualify for help. You will get the review form by mail. You must complete and return this form to continue receiving your benefits.

You must report changes

Any change to your contact information or changes in circumstances, such as a change in income or a new member of your household, must be reported to the Family Support Division within 10 days. Failure to report a change or providing false information may result in a loss of benefits and/or criminal prosecution.

If you are not approved for help:

You have a right to a hearing

If you feel you were not approved for benefits unfairly, you can request a hearing within 90 days of the decision. You can make a hearing request by calling, visiting, or writing to a Family Support Division office. Once we have received your request we will mail you further information and details about your hearing.