



Provider Bulletin

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<https://mydss.mo.gov/mhd>

May 10, 2024

Consumer Directed Services Manager Requirement

Applies to: Consumer Directed Services (CDS) Providers

Effective date: April 24, 2024

- **Certified CDS Manager Test Requirement**

Per updated CDS regulation [19 CSR 15-8.400\(1\)\(D\)](#), all CDS providers are required to have a Certified CDS Manager that has passed the Certified CDS Manager Test administered by Missouri Medicaid Audit and Compliance (MMAC). Refer to the MMAC From the Director post dated March 8, 2024, [Consumer Directed Services Manager Requirement](#) for more information.

On Monday, April 29, 2024, emails containing the link to register for the Certified CDS Manager Test were sent to the CDS providers who were unable to attend the first round of testing, did not pass the first round of testing, or newly enrolled CDS providers as of March 2024. Providers should not share the registration link they receive with anyone.

Providers should hold their calendars for the date below, based on their NPI, for the second round of testing.

First Four Digits of NPI	Test Date
1003 – 1487	May 21, 2024
1497 – 1992	May 23, 2024

After receiving the email, providers should register the individual chosen to be the Certified CDS Manager for the date determined by their NPI. Providers should only register one individual for the correct date, additional registrations will be rejected.

For assistance with registering and accessing the training on the scheduled date, refer to the [Instructions to Register and JOIN with WebEx for CDS Manager Testing](#).

The virtual testing will begin at 9:00am on your scheduled date. Providers should allow four hours for the training. The training will cover the following:

- Reason for the test
- Current trends
- Overview of the test
- [Open book material](#)
- Three-hour test

If the individual chosen to be the Certified CDS Manager has a scheduling conflict with the date determined by the providers NPI above, they should contact the MMAC Contract Unit by email at MMAC.IHSContracts@dss.mo.gov. Providers with a scheduling conflict will be added to testing scheduled for May 29 and May 30, 2024. These dates will not be NPI specific and will be first come, first serve.

All CDS providers must have a Certified CDS Manager who has passed the Certified CDS Manager Test. Attendance at CDS Orientation, In-Home Services Designated Manager training, or any other past training or testing does not replace the Certified CDS Manager Test and does not meet the requirement in [19 CSR 15-8.400\(1\)\(D\)](#).

Questions regarding the Certified CDS Manager Test should be sent to the MMAC Contract Unit at MMAC.IHSContracts@dss.mo.gov.

APPLICABILITY

The information in this bulletin applies to the MO HealthNet (MHD) Fee-For-Service (FFS) program and may apply to the MHD Managed Care (MC) program, as well. MHD's FFS policies set the basic coverage policies for benefits and limitations in the MC program. The MC health plans have additional flexibilities in operating their respective programs, such as determining which services require prior authorization and details required for claims submission. Certain services, such as pharmacy, are "carved out" of MC and will be paid through the FFS program. To ensure your understanding of this bulletin's applicability to each MC health plan, please [contact your health plan](#) directly. If you are unable to resolve a MC issue directly with a health plan contact a MC Liaison by completing a [Managed Care Provider Request for Information](#).

Bulletins will remain on the [MO HealthNet News](#) page only until incorporated into the [provider manuals](#) as appropriate, then moved to the appropriate [Provider Manual Archives](#).

Providers and other interested parties are urged to [subscribe](#) to [MO HealthNet News](#) email list to receive automatic notifications of provider bulletins, provider hot tips, provider manual updates, and other official MO HealthNet communications.

Before delivering a service, please check the patient's eligibility status by swiping their MO HealthNet card, calling the Provider Communications Interactive Voice Response (IVR) System at 573-751-2896 and choosing Option One or using the Participant Eligibility option in [eMOMED](#). Questions regarding MO HealthNet MC benefits should be directed to the patient's MO HealthNet [MC health plan](#).

[MHD Education and Training](#) offers interactive web-based training for providers and general and program-specific educational resources. Visit our [Provider Training Calendar](#) to register for an upcoming training.

Provider Communications
573-751-2896
or via **Provider Communications Management** in [eMOMED](#)