

Call Screening Procedures

Client or EUMEMROL parties call

AUTHREP Callers

Parents of disabled children (MADC)

State Workers (Missouri and Out of State)

Medical Providers

Presumptive Providers

Nursing Home/Assisted Living Facility

Child Care Providers

FSD Partners

Overview: Call Center staff must exercise caution when providing case specific information to or updating demographic information from any parties associated with a case. Staff will not release information over the telephone before satisfactorily verifying whom the caller is; what information is sought and that release of information is authorized. The following precautions must be followed in dealing with information requests.

Note: Caller identity verification is not required to provide general program information.

Client Calls	
Guidelines	<p>Clients related to the case are required to provide the information listed in "A" through "C" below.</p> <p>CSR's must ask questions "D" through "G" below however the client does not have to answer in order to have case specifics released to them.</p> <p>NOTE: Parties listed in EUMEMROL are considered part of the Eligibility Unit and are allowed to have case specific information released to them after approved</p>

<p>Required Information</p>	<p>authentication process.</p> <p>A. First and Last name B. Full DCN <i>or</i> full SSN C. Date of Birth</p> <p>NOTE: if any of this information is missing or provided incorrectly, case specific information cannot be released. General information can be released and change information can be taken from the caller.</p>	<p>FAMIS instructions: FAMISPAR to verify first and last name, DCN, SSN</p> <p>SCMBR to verify Date of Birth</p> <p>EUMEMROL to check if caller is in the household</p> <p>MEDES instructions Enter DCN(minus first two 0's) or Social in Person Search, choose DCN or Social Security Number in Type and click Search. If no results display click Reset. Search by client's First Name, Last Name and Date of Birth. Choose Gender Click Search</p>
<p>Other Information (<i>not required to release case specific information</i>)</p>	<p>D. Client's "mailing" address E. Client's "daytime" phone number. F. Would client like to receive text message or phone call notifications? G. Would client like to receive email notifications?</p>	<p>FAMIS Instructions: SCMBR/PRSNDDL to check Mailing address.</p> <p>PRSNDDL to check phone number and update notification preferences.</p> <p>Permission to text settings</p> <p>Type C, Permission to Text Y--sends call and text reminders to cell phone</p> <p>Type C, Permission to Text N-- Sends a call only; no text reminders.</p> <p>Type T, Permission to Text Y—Sends reminders by text only; no reminder calls.</p> <p>MEDES Instructions:</p>

		Person page lists address, phone number, and email address.
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Authrep		
Required Information	<p>Verify at least last 4 of SSN and DOB <i>or</i> DOB and DCN.</p> <p>NOTE: The spouse of a client may receive information on a case, as long as the spouse is listed as part of EU on EUMEMROL for that case. In this circumstance the spouse would need to be verified like a client.</p>	<p>FAMIS Instructions:</p> <p>AUTHREP- If there is an end date listed the person calling is no longer an autrep and a new authrep form needs to be submitted.</p> <p>MEDES Instructions: Review Client Contact tab for notes regarding authorization</p> <p>NOTE: A company name can be listed without a specific person's name attached.</p> <p>Also check ITRACKRS and Worksite if nothing in MEDES/FAMIS.</p>

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Parents of disabled child (MADC)		
Required Information	<p>Verify Child's name, date of birth, social security number.</p> <p>Verify parent's name, date of birth and social security number.</p>	<p>VIEWREL to verify the person calling is the child's parent.</p> <p>SCMBR to verify the parent is in the household. NOTE: If their name is not listed as</p>

		<p>in the household on SCMBR CSR cannot release case specifics to them.</p> <p>FAMISPAR: Child's name</p> <p>SCMBR: Child's date of birth, social security number, parent's name, date of birth and social security number</p>
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State Workers (Missouri and out of state)		
Required Information	Client/Applicant's name, social security number, and date of birth	<p>NOTE: CSR should also ask for the workers name, state and government agency they represent and place this information in the EUMEMROL comment.</p> <p>FAMISPAR- client's name and social security number</p> <p>SCMBR- social security number and date of birth</p>

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Medical Providers		
Requirements	<p>Verify MOHealthNET Service Provider with current Provider directory</p> <p>Verify DCN of client</p>	<p>Use the following link to verify providers with current provider directory</p> <p>https://dssapp.dss.mo.gov/ProviderList/sprovider.asp</p> <p>FAMISPAR to verify DCN</p>

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Presumptive Providers		
Requirements	<p>Client DCN <i>or</i></p> <p>If PE Provider needs to assign a DCN verify:</p> <p>First and last name of client, DOB and gender</p>	<p>NOTE: These types of providers do NOT have to be verified on the Provider list.</p> <p>FAMISPAR for DCN</p>

		SNME to verify client's first and last name, dob and gender.
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Nursing Home/Assisted Living Facility		
Requirements	See tips columns to the right	<p>AUTHREP</p> <p>EUMEMROL comments Look for "Nursing Facility Authorization Form" or 'IM-6AR"</p> <p>If not AUTHREP and no Nursing Facility Authorization Form on file, refer to Nursing Home Unit</p>

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Child Care Providers		
Requirements	See tips column to the right	SELCAUTH/CCAUTH to verify the child is <i>currently</i> authorized to the provider

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FSD Partners (public administrators, HUD, Children's' Division)		
Requirements	<p>Public Administrators should be referred to contact their designated Point of Contact.</p> <p>HUD will need to be an authorized representative.</p> <p>Children's Division workers : first and last name of client and either the full DCN or full social security number</p>	<p>AUTHREP</p> <p>FAMISPAR</p> <p>SCMBR</p>

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