



# 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 is eligible for help?

To qualify for this program, you must meet certain income requirements and be:

- Age 63 (or older)
- A U.S. citizen (or qualified non-citizen) with a Social Security Number (or proof you have applied for one)
- A resident of Missouri, with no plans to move
- Approved by the Department of Health and Senior Services (DHSS) to get in-home services

There are set limits for the resources and income you can have to qualify for help through this program. To review these limits, visit [tinyurl.com/ResourceLimits](https://tinyurl.com/ResourceLimits) and look for, "Home and Community Based Services."

## What help is available?

You may be eligible for services based on your personal needs, including:

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

## How do I apply?

If you do not have MO HealthNet, you will need to apply for it.

- **ONLINE:** Visit [myDSS.mo.gov/healthcare](https://myDSS.mo.gov/healthcare)
- **IN-PERSON:** Visit your **local Resource Center**
- **MAIL:** Call **855-FSD-INFO** (855-373-4636) and request a paper application be mailed to you.

If you already have MO HealthNet, and you wish to receive HCB services, visit: call **877-304-7939**, and ask for a referral.



## Discrimination & Civil Rights

HHS provides federal financial assistance for many programs to enhance health and well-being, including TANF, Head Start, the Low Income Home Energy Assistance Program (LIHEAP), and others. If you believe that you have been discriminated against because of your race, color, national origin, disability, age, sex (including pregnancy, sexual orientation, and gender identity), or religion in programs or activities that HHS directly operates or to which HHS provides federal financial assistance, you may file a complaint with the Office for Civil Rights (OCR) for yourself or for someone else.

To file a complaint of discrimination for yourself or someone else regarding a program receiving federal financial assistance through HHS, complete the form on line through OCR's Complaint Portal at <https://ocrportal.hhs.gov/ocr/>. You may also contact OCR via mail at: Centralized Case Management Operations, U.S. Department of Health and Human Services, 200 Independence Avenue, S.W., Room 509F HHH Bldg., Washington, D.C. 20201; fax: (202) 619-3818; or email: [OCRmail@hhs.gov](mailto:OCRmail@hhs.gov). For faster processing, we encourage you to use the OCR online portal to file complaints rather than filing via mail. Persons who need assistance with filing a civil rights complaint can email OCR at [OCRmail@hhs.gov](mailto:OCRmail@hhs.gov) or call OCR toll-free at **1-800-368-1019**, TDD 1-800-537-7697. For persons who are deaf, hard of hearing, or have speech difficulties, please dial 7-1-1 to access telecommunications relay services. We also provide alternative formats (such as Braille and large print), auxiliary aids and language assistance services free of charge for filing a complaint.

The Missouri Department of Social Services is and equal opportunity provider.

## Hearings Information

If the Family Support Division changes or stops your benefits and you think the change is wrong, you can ask for a hearing. To do this, contact us by phone or in person.

- Visit: [dss.mo.gov/fsd/know-your-rights](https://dss.mo.gov/fsd/know-your-rights) or [dss.mo.gov/dls/hearings](https://dss.mo.gov/dls/hearings)
- Call: **855-FSD-INFO** (855-373-4636)