

Change Request Guidance

DSS provider staff should always submit change requests to SkillUP.Missouri@dss.mo.gov after supervisor approval, **do not send these requests to DHEWD directly**. Change requests not signed and dated by a supervisor will be returned to the sender for the approval signature and date.

Please do not submit more than 5 change requests per email.

Use the State ID when submitting change requests – please do not use the SSN or DCN.

Most change requests can be completed by DSS staff. Those that cannot be completed by DSS staff will be sent to DHEWD to be completed.

Change requests for the current quarter must be submitted within 10 business days of the end of the quarter (i.e. FFY 2022 Quarter 3 runs April 1 – June 30 2022, change requests for quarter 3 should be submitted by July 12, 2022). Q1 (Oct-Dec) Q2 (Jan-Mar) Q3 (Apr-June) Q4 (July-Sep).

Case Notes –

- Always provide the case note number when requesting deletion of a case note
- Deletion – case notes will only be deleted if they are attached to the incorrect participant or if the note contains confidential information.
- Additions/Changes – it is not necessary to enter a change request to add or change information in a case note, staff should enter the additional information on a new case note and reference the original case note (e.g. participant also completed IEP with staff on 4/01/2022 addition to case note #3257)

Services/Activities/Enrollments –

- Deletion – Activities/services/enrollments will not be deleted; they will be voided.
- Provide the appropriate service code (e.g. 101 Orientation).
- Provide the actual and projected dates of the services as they are listed in MoJobs.
- Specify what date needs to be changed (e.g. change actual begin date to 4/01/2022 and change actual end date to 4/30/2022).
- Specify whether the completion was successful or unsuccessful.
- Provide as much information as possible on the reason for the change request.
- Documentation may be requested by DSS staff to verify information for backdating a service/activity/enrollment.

Individual Employment Plan (IEP) and Objective Assessment Summary (OAS) –

- Provide the # of the IEP and the # of the goal when requesting changes.
- Provide the full name of the objective when requesting changes.
- The IEP and OAS will not be backdated if the participant is not actively working with a provider. Staff will need to enter a case note explaining when the IEP, IEP goal, IEP objective or OAS should have been entered in the system.