



What We Can Help With



Personal
Care

Bathing
Dressing



Homemaker
Chores

Cleaning
Laundry
Shopping

How to Get In-Home Services Covered By Medicaid

1 Check If You Have Medicaid

- ✓ If yes, move on to step 2.
- ✗ Unsure or don't have Medicaid yet?
 - Call 1-855-373-4636 to apply for Missouri Medicaid.

If you need additional help call us at 660-665-4494.

2 Call the State to Request Services 855-335-3505 or 573-441-6222.

Have Ready When You Call:



- Your DCN Number from your medicaid card;
- Your name, address, and phone number;
- A short description of the help you need, such as cleaning or bathing.

When the operator answers, say:



"I have Medicaid and I'd like to request Home and Community-Based Services (HCBS). I want NEMO Senior Services to be my in-home provider."

3 The State's Assessment

A State caseworker will call you to set up a visit.

4 NEMO's Follow-Up

After the state approves you, NEMO will call to schedule an in-home visit and start your services. Services are available Monday - Friday, 8 a.m. - 4 p.m.

Common Mistakes to Avoid

- ⊗ Forgetting to call the State first – NEMO can't make the call for you.
- ⊗ Not having your DCN number ready.
- ⊗ Forgetting to say "NEMO Senior Services" as your provider.

Frequently Asked Questions

Q: What is Medicaid?

A: Medicaid helps pay for medical and in-home care for people with limited income.

Q: Who qualifies for Medicaid in-home services?

A: Missouri residents who qualify financially and need daily living help, like bathing or cleaning.

Q: What number do I call to start?

A: 866-835-3505 or 573-441-6222 – ask for HCBS services.

Q: What should I say?

A: "I want to apply for Home and Community-Based Services and use NEMO Senior Services as my provider."

Q: Will this affect my Social Security or income?

A: No. Medicaid-covered in-home services do not reduce other benefits.

Q: What if my needs change?

A: You can request a new assessment anytime – just call NEMO or your caseworker.

Helpful Tips

 **Write down who you spoke to, the date you called, and any reference numbers.**

 **Sit with your loved one during the call and encourage your loved one to mention all the tasks they need help with.**

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