



# NEMO Senior Citizens

2815 N. Baltimore, Suite D, Kirksville, MO 63501

660-665-4494

Monday-Friday, 8 a.m.-4 p.m.

"We're here to help you every step of the way."

## 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.

### 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.

### 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."

# 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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