Safe Cribs for Missouri FAQs

Q: Where should the initial and follow-up education be provided?
A: The Department recommends that all education sessions happen in the home. This allows the educator to observe the home for safe sleep concerns and address other child safety and family well-being issues. Education sessions performed in the home are incentivized by increasing the reimbursement rate.

Q: May an agency provide a crib to a client who does not live in the county of the agency?
A: Yes, if the client meets eligibility and the agency is willing to provide the crib and the initial and follow-up education sessions.

Q: How do I contact the Safe Cribs for Missouri Program?
A: Please email SafeCribs@health.mo.gov

Q: What is the link to access the REDCap Database to enter referral, education and invoice information?
A: Here is the link to the REDCap Database to enter or edit the client referral:
https://redcapdcphlinux.azurewebsites.net/redcap/surveys/?s=9RW9N94FTHJNE44X

Q: Where can I access the data collection tools, the Agreement of Referral and the resource list?
A: Currently, all reference materials can be accessed on the LPHA Info Hub, Safe Cribs page. Here is the link: https://www.mo-lpha.com/safe-cribs

Q: When will I receive an email with the link to complete the initial education session information?
A: Once a referral is entered, you will be taken to your survey queue. Here, you can either start the survey or retrieve the return code for the survey queue.

Q: When do I use the prenatal vs. the postpartum follow-up education session data collection tool?
A: Please use the prenatal tool with the client who is still pregnant at the initial education session. That is because no information about infants was collected at that time. If the client has delivered at the time of the initial education session, please use the postpartum tool.

Q: Where do I submit the complete data collection tools?
A: The state will not collect the data collection tools. They are for your use when working with a client if a computer is not available.

Q: How do I request payment for education sessions completed?
A: Using the CLPHA invoice template or the agency's invoice, complete the entire top portion of the template with a unique invoice number and enter the client session (Last name, First Initial) information in the other section, and upload the invoice to the Request to Bill DHSS.

Q: How do I know a crib has been shipped?
A: Cribs are generally ordered once a week on Fridays. If the cribs are not received by the end of the following week, please contact the program.

Q: How do I enter a referral when I do not need a crib?
A: Enter (0) on the referral for Number of Cribs requesting:"

Q: How long does an agency need to retain a copy of the Agreement of Referral?
A: The Agreement for Referral needs to be retained for three years and available to reviewers if a site or desk audit is conducted.

Q: How often does an agency need to submit an invoice?
A: The contract specifies monthly. This would be one month after the follow-up education session is completed or the client is determined to be lost to follow-up.

Q: Is there a wait between filling out a referral and when a crib is requested?
A: Cribs are generally ordered once a week unless there is a high number of referrals.

Q: What is the program eligibility?
A: Missouri resident, meet the income eligibility requirements, and are 34 weeks pregnant through age six months for the infant.

Q: How long is the crib warranty? How do I obtain a replacement?
A: Every crib has a one-year manufacturer's warranty. If a crib is damaged, please contact the Safe Cribs for Missouri Program by email at SafeCribs@health.mo.gov or by phone: 573751-6266, 800/877-6246

Q: If a client/family receives a crib from another source, do I still provide the safe sleep education?
A: Yes, the intent of the program is to reduce infant-related death due to unsafe sleep. Although a crib is not issued, safe sleep education should still be provided and will be reimbursed.

Q: Can an agency maintain an emergency crib to distribute in urgent situations?
A: Yes, the Department highly recommends that each site keep at least one emergency crib on-site to use in urgent situations. The Program encourages rotating the crib to ensure it is used during the one-year manufacturer's warranty period.

Q: How do I order "This Side Up" t-shirts?
A: To order free t-shirts, go to DHSS Literature (Internet) (mo.gov). Complete the Request for Literature Form using Literature number 11578. There is a limit of 50 per order (while supplies last). Email the completed form to warehouse@health.mo.gov.

Q: What if the client's pregnancy is high-risk with the potential to deliver early?
A: Exceptions to gestational age requirements may be approved for high-risk pregnancies when early delivery is anticipated, and safe sleep resources are not otherwise available. To seek an exception for a client, please confirm with the client that the infant will not have access to a safe sleep environment, including the use of the Medicaid maternity benefits, before submitting the crib referral. Once you've confirmed this information, please submit the Safe Cribs for Missouri Program referral and send an email to SafeCribs@health.mo.gov with documentation of high-risk status (brief, not clinical details). The exception

request will be reviewed, and a decision will be communicated to the referring individual within two business days. If approved, the crib will be ordered and shipped to the partner agency.