

DIVISION OF REGULATION AND LICENSURE

BOARD OF NURSING HOME ADMINISTRATORS

The Board of Nursing Home Administrators consists of 10 individuals appointed by the governor. The board is responsible for promulgating regulations that establish qualifications for licensure, testing standards and license renewal requirements of individuals who serve as administrators in a skilled, intermediate care, assisted living or residential care II facility. In addition, the board conducts hearings affording due process of law, upon charges calling for discipline of a licensee. State staff assigned to the board evaluates the applicant's qualifications for licensure; maintains and administers the licensure exams; issues licenses; approves, issues temporary emergency licenses; monitors continuing education programs; audits license renewal applications; renews the license of qualified licensees; maintains accurate records and minutes of all meetings of the full board or a committee thereof; and maintains a database of all persons holding an administrator's license.

Website: <http://www.health.mo.gov/bnha>

Telephone: (573) 751-3511

Email: bnha@health.mo.gov

FAMILY CARE SAFETY REGISTRY

The Family Care Safety Registry was established by law to promote family and community safety by offering a means to obtain background screening information, maintained by various state agencies, from a single source. Families and employers may contact the registry using a toll-free call center, the Internet or by fax or mail to request background screening information on caregivers they are considering hiring to work with children, the elderly or disabled individuals.

Background information provided includes:

- Missouri criminal history and Sex Offender Registry information maintained by the Missouri State Highway Patrol.
- Employee Disqualification List information and child care licensure records maintained by the Department of Health and Senior Services.
- Employee Disqualification Registry information maintained by the Department of Mental Health.
- Child abuse and neglect information and foster parent licensure records maintained by the Department of Social Services.

Any person hired as a child care, elder care, personal care or mental health worker is required to register with the Family Care Safety Registry.

Website: <http://health.mo.gov/safety/fcsr/>

Toll-free number: (866) 422-6872, 8:00 a.m. to 3:00 p.m., Monday through Friday

SECTION FOR MEDICAL MARIJUANA REGULATION

The Section for Medical Marijuana Regulation was established to implement Article XIV of the Missouri Constitution, which was passed by initiative petition on November 6, 2018. The section is organized to ensure safe and secure access to medical marijuana for qualifying Missouri patients through consistent regulation, enforcement, and education.

The section receives and reviews applications from patients and their caregivers for approval to access medical marijuana. Where a patient can show he or she has a qualifying medical condition and is otherwise qualified under Missouri law for the medical use of marijuana, the section issues identification cards for the patient and his or her caregivers to authorize the purchase or cultivation of medical marijuana for the patient's use.

The section also licenses and regulates medical marijuana facilities in Missouri for the cultivation, manufacturing, dispensing, testing, and transportation of medical marijuana. The section currently licenses up to 60 cultivation facilities, 86 infused product manufacturing facilities, 192 dispensaries, ten testing facilities, and an unlimited number of transportation companies, and is also responsible for ensuring each facility remains in compliance with the section's regulations in all respects.

The section's staff is primarily housed in Jefferson City with additional compliance and enforcement staff spread out across the state.

Telephone: (573) 751-6234

SECTION FOR HEALTH STANDARDS AND LICENSURE

The Section for Health Standards and Licensure (SHSL) is responsible for licensing and regulating a wide variety of health care entities, investigating complaints involving those entities, performing inspection activities for numerous Medicare-certified programs, ensuring the safe, legal handling and distribution of controlled substances in Missouri and also designating Trauma, Stroke & STEMI centers through the Time Critical Diagnosis Program. The SHSL consists of six (6) bureaus: Hospital Standards; Ambulatory Care; Diagnostic Services; Emergency Medical Services; Home Care and Rehabilitative Standards; and Narcotics and Dangerous Drugs.

Telephone: (573) 526-1864

BUREAU OF HOSPITAL STANDARDS

This bureau:

- Administers the state licensing programs for all Missouri hospitals (except state and federal facilities). These facilities are required to renew their licenses annually based on compliance with state regulations in the areas of fire safety and sanitation, nursing service, dietary service and organization and administration.
- Conducts survey activities through a contract with the Centers for Medicare and Medicaid Services (CMS), related to certification of hospitals participating in the Title XVIII (Medicare) and Title XIX (Medicaid) programs.
- Conducts state licensure inspections for new construction and remodeling projects for hospitals, including life safety code.

Website: <http://www.health.mo.gov/safety/healthservregs/index.php>

Telephone: (573) 751-6303

Email: Complaint@health.mo.gov—Questions, complaints and Central Registry Unit correspondence; HSRElectronic2567@health.mo.gov—Plan of Correction (POCs), Statement of Deficiencies (SODs), construction forms and return receipts (delivery confirmations).

BUREAU OF AMBULATORY CARE

This bureau:

- Administers the state licensing program for freestanding ambulatory surgical centers, birthing centers and abortion facilities (except state and federal facilities). These facilities are required to renew their licenses annually based on compliance with state regulations in the areas of fire safety and sanitation, nursing service, dietary service and organization and administration.
- Conducts survey activities through a contract with the Centers for Medicare and Medicaid Services (CMS), related to certification of providers participating in the Title XVIII (Medicare) and Title XIX (Medicaid) programs. These providers include ambulatory surgical centers and end stage renal dialysis facilities.
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Websites: Ambulatory Surgical Centers: <http://health.mo.gov/safety/asc/index.php>; Radiation Control Program: <http://health.mo.gov/safety/radprotection/index.php>

Telephone: (573) 751-6083

BUREAU OF DIAGNOSTIC SERVICES

This bureau:

- Conducts survey activities through contract with the Centers for Medicare and Medicaid Services (CMS), related to certification and registration of providers participating in the Title XVIII (Medicare), Title XIX (Medicaid) and the Clinical Laboratory Improvement Amendment (CLIA) programs.
- Registers and inspects medical facilities that use ionizing radiation for diagnosis or treatment for compliance with state radiation safety regulations. These include diagnostic X-ray departments in hospitals, clinics, mobile diagnostic units, private medical offices, veterinarian offices, chiropractic offices, dental offices, podiatric offices, mammography providers and research/industrial sites. Surveys are also conducted to determine compliance with federal certification standards of all mammography providers in Missouri.
- Providers include: rural health clinics, laboratories and hospitals.

Website: <https://health.mo.gov/safety/clia/>

Telephone: (573) 751-6318

BUREAU OF EMERGENCY MEDICAL SERVICES

This bureau:

- Licenses emergency medical technicians (basic, intermediate and paramedic) and assures all applicants meet requirements regarding background checks and continuing education.
- Licenses and inspects ground and air ambulance services.
- Licenses and inspects stretcher van services.

- Inspects and accredits emergency medical technician training entities.
- Licenses and inspects Advanced Life Support (ALS) Emergency Medical Response Agencies (EMRA).
- Maintains the Missouri Ambulance Reporting System Registry (MARS), along with providing training and acting as a resource for the Web-based program.

Website: <http://www.health.mo.gov/safety/ems/>

Telephone: (573) 751-6356

BUREAU OF HOME CARE AND REHABILITATIVE STANDARDS

The bureau:

- Conducts on-site surveys for Medicare (Title XVIII) certification at home health agencies, hospices, comprehensive outpatient rehabilitation facilities (CORF) and outpatient physical therapy (OPT) providers through contracts with the Centers for Medicare and Medicaid Services (CMS).
- Provides technical consultation regarding Missouri licensing requirements for home health agencies and hospices and Medicare standards for home health agencies, hospices, outpatient physical therapy providers and comprehensive outpatient rehabilitation facilities.
- Conducts on-site surveys at home health agencies and hospices for compliance with state regulations.
- Completes complaint investigations regarding allegations of inappropriate care and other patient concerns.
- Responds to phone calls received from the federally mandated toll-free “hotline” for the purpose of receiving questions about home health agencies and hospices, or for patients to lodge complaints concerning their provider agency or quality of care provided.

Website: <http://www.health.mo.gov/safety/homecare/>

Telephone: (573) 751-6336

Email: Home Health: HomeHealthProviders@health.mo.gov; Hospice: HospiceProviders@health.mo.gov;

Info, Info: HCRSinfo@health.mo.gov

BUREAU OF NARCOTICS AND DANGEROUS DRUGS

The Bureau of Narcotics and Dangerous Drugs enforces laws, monitors corrective measures and conducts educational programs to ensure safe and legal handling and distribution of controlled substances in Missouri. The bureau registers and regulates all individuals and entities that conduct activities with controlled substances and also works with law enforcement and state health care licensing boards and associations to minimize the abuse of controlled substances in the state.

This bureau:

- Maintains a registry of the individuals and firms who prescribe, dispense or otherwise conduct activities that involve controlled substances.
- Verifies proper management of controlled substances through inspections and audits of the records and security that must be maintained by firms and individuals who lawfully manufacture, distribute or dispense controlled substances.
- Investigates suspected irregularities or mismanagement involving controlled substances. Such investigations originate with complaints from the general public, other government agencies, or may develop from inspections and audits conducted by bureau representatives.

- Acts as the state’s primary agency in the regulation of controlled-substance activity to correct or prevent unlawful practices, when detected, through education or, if necessary, administrative action against the registration of the firms or individuals involved.
- Maintains the list of schedule-controlled substances for the state of Missouri.
- Provides training and educational programs to health providers and law enforcement agencies.
- Administers the statewide pseudoephedrine tracking database.

Website: <http://www.health.mo.gov/safety/bnnd/index/php>

Telephone: (573) 751-6321

Email: bnnd@health.mo.gov

SECTION FOR CHILD CARE REGULATION

The Section for Child Care Regulation licenses and regulates approximately 3,500 child care facilities in Missouri. The section licenses family child care homes that provide child care for up to ten children; group child care homes for 11 to 20 children; and, child care centers of 20 or more children, dependent upon available space, staff qualifications and other requirements that impact children’s health and safety. The section regulates license-exempt child care programs, which includes child care programs operated by religious organizations and nursery schools.

The section also:

- Receives inquiries from potential child care providers and provides consultation on the applicable rules.
- Conducts inspections to determine compliance with applicable rules.
- Monitors facilities to ensure ongoing compliance with rules.
- Reviews child care facility records to ensure required background screenings, CPR training and immunizations are met.
- Facilitates licensing actions when the health and safety of children in licensed child care are threatened. The actions may include letters of warning or censure; denial of an initial or renewal license; probationary license; suspension or revocation; or immediate suspension of the license if there is a threat of imminent bodily harm to the children in care.
- Receives and investigates complaints on unlicensed persons providing care for more than four unrelated children.
- Maintains child care inspections and substantiated complaints through the Show Me Child Care Provider Portal.
- The section’s staff is located in offices in Jefferson City, Columbia, Macon, Springfield, St. Louis, Raytown and Cape Girardeau.

Telephone: (573) 751-2450

SECTION FOR LONG-TERM CARE REGULATION

The Section for Long-Term Care Regulation conducts state inspections and federal surveys and investigates complaints regarding long-term care facilities. There are 1193 long-term care facilities in Missouri with more than 84,000 beds licensed and inspected by the section. Of the facilities, 518 are skilled nursing homes, 23 are intermediate care facilities, 301 are assisted living facilities, 351 are

residential care facilities and 11 are long-term care units (skilled nursing facilities and intermediate care facilities) in hospitals. Five-hundred and twenty-four facilities participate in the federal Medicaid or Medicare programs and must meet federal as well as state standards. The section comprises the following units: Regulation and Compliance, Licensure and Certification and Quality Assurance and Education. The section's seven regional offices are located in Cameron, Macon, St. Louis, Poplar Bluff, Springfield, Kansas City and Jefferson City.

The section also:

- Conducts the Pre-Admission Screening and Annual Resident Review process required by OBRA'87 for any individual with a mental health-related condition who seeks admission to a Medicaid-certified bed.
- Conducts inspections and complaint investigations of Missouri's 14 habilitative facilities, which serve clients diagnosed with intellectual or developmental disabilities who participate in the Medicaid program.
- Conducts inspections and complaint investigations of Missouri's 134 adult day care providers for state licensing purposes.
- Provides construction plan review services to health care facilities regarding new construction and extensive remodeling projects. (The review services are for all types of health care facilities licensed by the department—ambulatory surgical centers, hospitals, psychiatric hospitals, adult day cares, etc.)
- Maintains the level-one medication aide register, certified medication-technician register and the federally mandated nurse assistant register.

Telephone: (573) 526-8524

MISSOURI HEALTH FACILITIES REVIEW COMMITTEE

The Missouri Health Facilities Review Committee (MHFRC) oversees the Certificate of Need Program. The MHFRC comprises nine members, five of whom are appointed by the governor, two by the president pro tem of the Senate and two by the speaker of the House. The MHFRC is charged with addressing issues of health services need, access and cost containment. The Certificate of Need Program staff provides technical and administrative support to MHFRC.

The goals of the MHFRC are to review proposed health care services, contain health costs, promote economic value, evaluate competing interests, prevent unnecessary duplication and disseminate health-related information to affected parties.

Website: <http://health.mo.gov/information/boards/certificateofneed/index.php>

Telephone: (573) 751-6403

Email: CONP@health.mo.gov