

**Title 19 – DEPARTMENT OF
HEALTH AND SENIOR SERVICES
Division 73 - Missouri Board of
Nursing Home Administrators
Chapter 2 – General Rules**

PROPOSED AMENDMENT

19 CSR 73-2.085 Public Complaints. The department is amending sections (1) and (2).

PURPOSE: This amendment provides clean-up language by removing State.

(1) The [State] Board of Nursing Home Administrators [*shall receive and process*] **receives and processes** each complaint made against any licensed administrator, or other person or entity, which complaint alleges certain acts or practices which may constitute one (1) or more violations of the provisions of Chapter 344, RSMo. Any member of the public or the profession, or any federal, state, or local official, may make and file a complaint with the board. Complaints received from sources outside Missouri will be processed in the same manner as those originating within Missouri. No voting members of the [State] Board of Nursing Home Administrators [*shall*] **will** file a complaint with this board while s/he holds that office, unless that member excuses him/herself from further board deliberations or activity concerning the matters alleged within that complaint. Any staff member or employee of the board may file a complaint pursuant to this rule in the same manner as any member of the public.

(2) Written complaints should be sent to the following: [State] Board of Nursing Home Administrators, PO Box 570, Jefferson City, MO 65102 or email at bnha@health.mo.gov. However, actual receipt of the complaint by the board at its administrative offices in any manner shall be sufficient. Complaints may be based upon personal knowledge, or upon information and belief, reciting information received from other sources.

AUTHORITY: section 344.070, RSMo [Supp. 2010] 2016. This rule was previously filed as 13 CSR 73-2.085. Original rule filed Oct. 4, 1988, effective March 15, 1989. Amended: Filed Jan. 3, 1992, effective May 14, 1992. Moved and amended: Filed Jan. 31, 2003, effective Aug. 30, 2003. Amended: Filed Dec. 28, 2007, effective Aug. 30, 2008. Amended: Filed June 15, 2011, effective Jan. 30, 2012. Amended: Filed November 23, 2021.*

**Original authority: 344.070, RSMo 1969, amended 1979, 1993, 1995, 2007.*

PUBLIC COST: This proposed amendment will not cost state agencies or political subdivisions more than five hundred dollars (\$500) in the aggregate.

PRIVATE COST: This proposed amendment will not cost private entities more than five hundred dollars (\$500) in the aggregate.

NOTICE TO SUBMIT COMMENTS: Anyone may file a statement in support of or in opposition to this proposed amendment with Sally McKee, Missouri Board of Nursing Home Administrators, P.O. Box 570, Jefferson City, MO 65102, by faxing 573-526-4314, or via email at

Sally.McKee@health.mo.gov. To be considered, comments must be received within thirty (30) days after publication of this notice in the Missouri Register. No public hearing is scheduled.