Licensure Guide for Applicants

Missouri Board of Nursing Home Administrators

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Introduction

The purpose of the Board of Nursing Home Administrators (Board) is to protect and advocate for Missouri’s long term care residents by licensing prospective and current long term care administrators to ensure the highest quality of care and life in Missouri’s long term care homes.

In Missouri, the following types of administrator licenses are available:

- Nursing home administrator (NHA) license allows the administrator to oversee licensed skilled nursing, intermediate care, assisted living, and/or residential care facilities.
- Restricted NHA license allows the administrator to oversee a Christian Science nursing facility.
- Residential care and assisted living administrator (RCAL) license allows the administrator to oversee licensed assisted living and/or residential care facilities.

An applicant for administrator licensure is responsible for ensuring that he/she has the knowledge of and comply with all current laws and statutes. To become licensed as an administrator for one of the license types above, a person must meet Board requirements and successfully pass examinations to test their knowledge of subjects related to long term care administration and the related areas of concentration in NHA or RCAL. To remain licensed, an administrator must meet continuing education requirements set by the Board and practice in accord with federal and state laws and regulations, and Board standards.

Applicants for licensure shall not act or serve in the capacity of a licensed administrator in this state without first procuring a license from this Board as provided in sections 344.010-344.108, RSMo. This includes applicants licensed as administrators in other state(s).

The purpose of this guide is:

1. To interest prospective administrators in a career as an NHA or RCAL administrator, and
2. To inform persons who have become interested in a career as a licensed administrator about the Board’s requirements and the processes for licensure in Missouri.
Contact Information

The Board office’s main form of communication is email. While the Board office communicates primarily by email, staff are available by phone for any additional questions at (573) 751-3511.

Include the Board office email address, bnha@health.mo.gov, to your email address book to ensure you are able to receive emails from this office and to help prevent the emails from going into spam. It is strongly advised to list a personal email address on your application for licensure or any other documents rather than an employment email address to ensure that you receive emails due to possible changes in your employment.

When applying for an administrator license, you will be notified via email of your application’s status throughout your application process. These status updates include, but not limited to, questions regarding your application, missing information, the Board meeting date that your application will be reviewed once it is complete, and the official Board meeting results after your application has been reviewed by the Board. Carefully review each email from our office to ensure no information is overlooked.

Any changes to your contact information must be updated with the Board office. Email the Board office email at bnha@health.mo.gov with your first and last name, and the updated information.

When mailing items to our office, please send to one of the appropriate addresses provided below:

If a fee is included:

Regular Mailing Address:  
Board of Nursing Home Administrators  
ATTN: FEE RECEIPTS  
PO Box 570  
Jefferson City, MO 65102

Overnight Mailing Address:  
Board of Nursing Home Administrators  
ATTN: FEE RECEIPTS  
920 Wildwood Drive  
Jefferson City, MO 65109

If a fee is not included:

Regular Mailing Address:  
Board of Nursing Home Administrators  
PO Box 570  
Jefferson City, MO 65102

Overnight Mailing Address:  
Board of Nursing Home Administrators  
3418 Knipp Drive, Suite F  
Jefferson City, MO 65109
Licensure Process

To pursue administrator licensure in Missouri, you must apply with the Board to determine if you are qualified to examine for licensure. Currently, there are two ways to be found qualified to examine for NHA, restricted NHA, or RCAL administrator licensure – 1) education and/or experience or 2) reciprocity.

Carefully choose the type of license you wish to pursue. It is strongly advised to only apply for one type of license at a time; therefore, carefully consider your situation and goals. Refer to the introduction for the definition for each type of license and visit our website at http://health.mo.gov/bnha to view the additional information pertaining to the different licensure levels (NHA and RCAL). Once you decide on the type of license you wish to pursue, complete the appropriate application for licensure and follow the instructions outlined in the Application Checklist.

The application, required documents and fee may be sent to this office via postal mail or email. Follow the Application Checklist to ensure a successful submission to this office. Once the application and fee has been received and processed, you will be notified via email of the application status and next steps. Please ensure you check your email often to stay current with the application process and respond timely. Incomplete applications and documents are kept by our office for 6 months and will be purged at the end of the 6 months if still incomplete. The success and timeliness of the application process depends on the applicant.

Once the application is complete, it will go through a review phase where it will be prepared for the Board’s evaluation. During this phase, you may be contacted with questions or requests for additional information. Once your application has made it through the review phase, you will be notified via email of the Board meeting date that your application will be evaluated. At the Board meeting, the Board will evaluate and determine if applicants are qualified or not to sit for the license examinations. You will be notified via email of the Board’s decision within two weeks of the Board meeting.

Please remember to keep this office updated of any changes to your application, such as, contact information, name change, etc. Email bnha@health.mo.gov indicating that you are an applicant applying for administrator licensure; provide first and last name, and updates to your information. You will also need to provide a copy of legal documentation of your name change, such as, marriage certificate, divorce decree, or court order.
Fee Waiver
For Military Families and Low-Income Individuals

Effective August 28, 2018, a new section 324.015, RSMo, was established requiring the Board of Nursing Home Administrators (Board) to waive, upon request, all occupational fees associated with licensing requirements for a period of two years from the date the Board approves the application. The waiver applies to two groups defined in the new statutory language: 1) military families; and 2) low-income individuals.

If you are a member of one of these groups and wish to request the waiver from the Board, please do the following:

- Mail or email your written request, the appropriate-level (NHA or RCAL) application for licensure, and official documentation that you meet the statutory definitions of "military family" or "low-income individual" contained in 324.015.1(3) and (4), RSMo, set forth below. Mail to: Board of Nursing Home Administrators, P.O. Box 570, Jefferson City, MO 65102. Email – bnha@health.mo.gov

The Board office will review your request and determine whether you meet the requirements for the waiver as set forth in 324.015, RSMo. The Board office will email you and inform you of the decision and next steps. If you do not meet the requirements, you will be requested to pay the $150 application fee and submit the documents and information outlined in the application checklist located on the Board’s website at http://health.mo.gov/bnha. If you do meet the requirements, you will be requested to submit the documents and information outlined in the application checklist. Please contact the Board office via email at bnha@health.mo.gov for additional information.

Section 324.015, RSMo:
1. For purposes of this section, the following terms mean:
   1. "Licensing authority", any agency, examining board, credentialing board, or other office with the authority to impose occupational fees or licensing requirements on any occupation or profession;
   2. "Licensing requirement", any required training, education, or fee to work in a specific occupation or profession;
   3. "Low-income individual", any individual:
      a. Whose household adjusted gross income is below one hundred thirty percent of the federal poverty line or a higher threshold to be set by the department of insurance, financial institutions and professional registration by rule; or
      b. Who is enrolled in a state or federal public assistance program including, but not limited to, Temporary Assistance for Needy Families, the MO HealthNet program, or the Supplemental Nutrition Assistance Program;
   4. "Military families", any active duty service members and their spouses and honorably discharged veterans and their spouses. The term "military families" includes surviving spouses of deceased service members who have not remarried;
   5. "Occupational fee", a fee or tax on professionals or businesses that is charged for the privilege of providing goods or services within a certain jurisdiction;

2. All state and political subdivision licensing authorities shall waive all occupational fees and any other fees associated with licensing requirements for military families and low-income individuals for a period of two years beginning on the date an application is approved under subsection 3 of this section. Military families and low-income individuals whose applications are approved shall not be required to pay any occupational fees that become due during the two-year period.
3. Any individual seeking a waiver described under subsection 2 of this section shall apply to the appropriate licensing authority in a format prescribed by the licensing authority. The licensing authority shall approve or deny the application within thirty days of receipt.

4. An individual shall be eligible to receive only one waiver under this section from each licensing authority.

5. The waiver described under subsection 2 of this section shall not apply to fees required to obtain business licenses.

6. State licensing authorities and the department of insurance, financial institutions and professional registration shall promulgate rules to implement the provisions of this section. Any rule or portion of a rule, as that term is defined in section 536.010, that is created under the authority delegated in this section shall become effective only if it complies with and is subject to all of the provisions of chapter 536 and, if applicable, section 536.028. This section and chapter 536 are nonseverable, and if any of the powers vested with the general assembly pursuant to chapter 536 to review, to delay the effective date, or to disapprove and annul a rule are subsequently held unconstitutional, then the grant of rulemaking authority and any rule proposed or adopted after August 28, 2018, shall be invalid and void.
NHA Licensure Requirements

Below you will find the criteria the Board evaluates to determine if an applicant is qualified to take the NHA exam(s) for licensure. There are two pathways that an NHA application for licensure can be evaluated – 1) education and/or experience and 2) reciprocity.

1) NHA Education and/or Experience Pathway (does not currently have or has had a NHA license in other states) – 19 CSR 73-2.010 and 19 CSR 73-2.020

For the following documents to apply for NHA license, please visit http://health.mo.gov/bnha/nhalicense.php:

- Application form (NHA Application for Licensure)
- Application Checklist

Applicant must meet the following requirements:

a. 18 years of age or older
b. Good moral character
c. High school graduate or equivalent
d. Has not been convicted of any crime, an essential element of which is fraud, dishonesty or moral turpitude, or which involves the operation of a long term care facility or other health care facility, whether or not sentence is imposed. A copy of the record of conviction or plea of guilty or nolo contendere shall be conclusive evidence of the conviction.
e. Experience and/or education from an accredited educational institution in one of the following areas:
   1. Experience - A minimum of three years of experience in health care administration*, full-time equivalency.

*Pursuant to 19 CSR 73-2.010, experience in health care administration shall mean having management responsibility, which shall include the onsite supervision of at least three (3) staff persons in a licensed long term care or acute care facility or a licensed inpatient mental health facility, or a department of one of these facilities.

OR

2. Education in one of the following areas:
   a) Associate degree in health care administration, including a minimum of 21 semester hours of course work directly in health care administration
   b) Bachelor degree or beyond in one of the following areas:
      1. Health care administration,
      2. Gerontology (including a long term care practicum, internship, or both), or
      3. Nursing (BSN or diploma nurse)
OR

3. Experience AND education in one of the following areas:
   a) Associate degree and two years of experience in a health care facility**
   b) Bachelor degree or beyond and one year experience in a health care facility**

   **Pursuant to 19 CSR 73-2.010, health care facility shall mean a licensed long term care facility, licensed acute care facility, or licensed inpatient mental health facility.

2) NHA Licensure by Reciprocity Pathway (if you hold or has held a license as an administrator in any state, territory, or the District of Columbia) – section 324.009, RSMo

For the following documents to apply for NHA licensure by reciprocity, please visit
http://health.mo.gov/bnha/nhalicense.php:

- Application form (NHA Application for Licensure)
- Reciprocity Application Checklist
- License Verification Form

Applicants must meet the following requirements:
   a. 18 years of age or older
   b. High school graduate or equivalent
   c. Good moral character
   d. Missouri resident (residential address, not Post Office Box)
   e. Administrator licenses held in other states are current and substantially similar or more stringent than the requirements of the NHA licensure being applied for.
   f. Administrator licenses held in other states are in good standing, have/have not been disciplined, and have a passing NAB scaled score of 113 or above.

1. In the event of a record of discipline and/or criminal conviction, the Board shall consider the provisions of section 344.050, RSMo, whether to grant reciprocity.

Upon meeting the reciprocity requirements and upon Board approval, the applicant will be issued the Missouri NHA license. If the applicant does not meet the reciprocity criteria, the applicant will be notified of the required examination(s) to complete and pass, or to complete a Board prescribed pre-licensure training program (internship and/or coursework).
Restricted NHA Licensure Requirements

An applicant interested in becoming a licensed nursing home administrator in an institution certified by the Commission for Accreditation of Christian Science Nursing Organization as outlined in section 344.030.4, RSMo, is required to meet the criteria outlined below and if qualified, successfully pass the NHA state exam.

Applicant must meet the following requirements:

a. 18 years of age or older
b. Good moral character
c. High school graduate or equivalent
d. Has not been convicted of any crime, an essential element of which is fraud, dishonesty or moral turpitude, or which involves the operation of a long term care facility or other health care facility, whether or not sentence is imposed. A copy of the record of conviction or plea of guilty or nolo contendere shall be conclusive evidence of the conviction.

For the following documents to apply for restricted NHA licensure, please visit http://health.mo.gov/bnha/nhalicense.php:

- Application form (NHA Application for Licensure)
- Application Checklist*

*The applicant will need to include a cover letter along with application informing the Board of their wish to apply for the restricted NHA license. This ensures that our office processes the application and materials appropriately.
RCAL Licensure Requirements

Below you will find the criteria the Board evaluates to determine if an applicant is qualified to take the RCAL exam(s) for licensure. There are two pathways that an RCAL application for licensure can be evaluated – 1) education and/or experience and 2) reciprocity.

1) RCAL Education and/or Experience Pathway (does not currently have or has had a RCAL license in other states) – 19 CSR 73-2.010 and 19 CSR 73-2.022

For the following documents to apply for RCAL licensure, please visit
http://health.mo.gov/bnha/rcallicense.php:

- Application form (RCAL Application for Licensure)
- Application Checklist

Applicants must meet the following requirements:

a. 18 years of age or older
b. Good moral character
c. High school graduate or equivalent
d. Has not been convicted of any crime, an essential element of which is fraud, dishonesty or moral turpitude, or which involves the operation of a long term care facility or other health-care facility, whether or not sentence is imposed. A copy of the record of conviction or plea of guilty or nolo contendere shall be conclusive evidence of the conviction.
e. Experience and/or education from an accredited educational institution in one of the following areas:
   1. Experience – A minimum of two years of health care or aging-related experience,* including management responsibility and supervision of two staff persons.
      OR
   2. Experience and education in one of the following areas:
      a) Associate degree and one year of health care or aging-related experience* including six months of management responsibilities and supervision of at least two staff persons
      b) Bachelor degree or beyond and six months of health care or aging-related experience* including management responsibilities and supervision of at least two staff persons.

*Health care or aging-related experience is full-time equivalency experience in a licensed home health agency, licensed hospice agency, licensed acute care or long term care facility, licensed adult day care program, or licensed mental health facility, pursuant to 19 CSR 73-2.010(8).
For the following documents to apply for RCAL licensure, please visit [http://health.mo.gov/bnha/rcallicense.php](http://health.mo.gov/bnha/rcallicense.php):
- Application form (RCAL Application for Licensure)
- Reciprocity Application Checklist
- License Verification Form

Applicants must meet the following requirements:

a. 18 years of age or older
b. High school graduate or equivalent
c. Good moral character
d. Missouri resident (residential address, not Post Office Box)
e. Administrator licenses held in other states are current and substantially similar or more stringent than the requirements of the NHA licensure being applied for.
f. Administrator licenses held in other states are in good standing, have/have not been disciplined, and have a passing NAB scaled score of 113 or above.

2. In the event of a record of discipline and/or criminal conviction, the Board shall consider the provisions of section 344.050, RSMo, whether to grant reciprocity.

Upon meeting the reciprocity requirements and upon Board approval, the applicant will be issued the Missouri RCAL license. If the applicant does not meet the reciprocity criteria, the applicant will be notified of the required examination(s) to complete and pass, or to complete a Board prescribed pre-licensure training program (internship and/or coursework).
Qualified Applicants/Examination Information

If you have been found qualified to examine, you will be notified by email within two weeks of the Board meeting that your application was evaluated. This email will include your qualified letter containing important information and instructions, and the Examination Confidentiality and Attestation form. You must carefully review the Examination Confidentiality and Attestation form, sign it, and return it to our office prior to beginning the exam process. The qualification letter will identify what exam(s) are required to be completed and successfully passed within your one year qualification period for you to obtain your license.

If the exam(s) are not completed and successfully passed within the one year qualification period, your application for licensure will expire. If you wish to pursue licensure, you will need to reapply for administrator licensure.

Examination and exam study resources information are available on our website at http://health.mo.gov/bnha and select “Statutes, Regulations and Resources.” This information includes helpful study information and resources for NHA and RCAL exams, the NAB Candidate Handbook, and information for veterans completing the exams. Please read the information carefully and refer to the NAB Candidate Handbook for important and detailed information regarding the examinations.

The Board contracts with the National Association of Long Term Care Administrator Boards (NAB) for the state and NAB (national) licensure examinations administration and score reports. NAB contracts with PSI Services for exam registration, exam scheduling, exam administration, and reporting exam scores. NAB CLARUS is the exam application system for the qualified applicant to set up a profile, register and pay for the exams, and schedule the exams.

The NAB Candidate Handbook is an important resource to read and follow to ensure a successful examination process through CLARUS. This handbook provides detailed information regarding the different examinations, exam administration process, exam scheduling timelines, registration, exam fees, and reporting exam scores. This handbook is available on NAB’s website at www.nabweb.org and our website under “Statutes, Regulations and Resources.”

While your qualification period with the Board is one year from the date on your qualified notification letter to complete and pass the exams, the NAB Candidate Handbook specifies strict timelines. Please note that our office does not have control over the timelines outlined in this handbook. To ensure a successful examination process, read this handbook carefully and follow the information provided. Questions and support for CLARUS exam system, contact NAB CLARUS Support at 800-367-1565, ext. 6830.

Currently, the NHA and RCAL NAB (national) exams include a two-part component examination, the CORE and Line of Service (LOS). The NHA NAB exam includes CORE and NHA LOS, and the RCAL NAB exam includes CORE and RCAL LOS.
The required examination(s) for licensure will be included in your qualification letter. Please refer to the NAB Candidate Handbook for more information. When registering to select exam(s), see below of how the exam names will appear:

**NHA Applicant:**
- NHA State Exam is NHA-MO
- NHA NAB Exam is NHA-and-CORE* or NHA-Only, CORE-Only

**Restricted NHA Applicant:**
- NHA State Exam is NHA-MO

*NHA-and-CORE combo includes both portions of the NAB exam at a discounted price. If you select this option, you will be registering and paying for both portions at one time. NHA-Only and CORE-Only are if registering and paying for one portion of the NAB exam at a time.

**RCAL Applicant:**
- RCAL State Exam is RCAL-MO
- RCAL NAB Exam is RCAL-and-CORE* or RCAL-Only, CORE-Only

*RCAL-and-CORE includes both portions of the NAB exam at a discounted price. If you select this option, you will be registering and paying for both portions at one time. RCAL-Only and CORE-Only are if registering and paying for one portion of the NAB exam at a time.

The required passing score for the NHA and RCAL state exam is 75% and the required passing score for the NHA and RCAL NAB exam is a 113 scaled score. Therefore, a passing scaled score of 113 is required for both components of the NAB exam. If you pass one component and fail the other, you will only need to retake the component with the failed score.

Please note that upon completion of the exam(s) at the testing center, you will be provided with a preliminary score report for each exam or portion completed that day. If you do not receive the preliminary score report for the exam(s) or portions completed, notify the exam proctor prior to leaving the testing center or contact NAB CLARUS support. The preliminary score reports are not the official exam results and do not guarantee that you have passed an exam. You are not licensed until you receive your license and official results via email from our office. Official exam scores are released to our office within 15 days of completing an exam. Refer to the NAB Candidate Handbook for more information.
You will have a maximum of three attempts within the one year qualification period to complete and successfully pass the required examination(s). You will need to complete and successfully pass all of the required exam(s) within twelve months from the date of the qualification letter or reapply. Should you obtain a passing score on one exam or one component, you need only retake the exam or component you did not pass.

If you fail the examination(s) a third time, you will be required to complete a pre-licensure program prescribed and approved by the Board to be eligible to take the licensure exams again. The official score letter emailed to you providing the official results of the third time failing the examination will provide the Board’s prescribed pre-licensure program. The pre-licensure program follows the same criteria as the Not Qualified applicant. Please refer to the next page regarding the pre-licensure program.

You do have the option to contest an exam if you feel that there might have been an error in the score or if you have questions regarding the exam(s). To contest a NAB exam you will need to follow the instructions provided in the NAB Candidate Handbook. To contest a state exam you will need to email our office by emailing bnha@health.mo.gov with your full (legal) name, date and location of state exam taken, and detailed concerns.
Not Qualified Applicants

If you have been found not qualified by the Board to take the license examination(s), you will be prescribed a pre-licensure program (internship and/or courses of instruction) based on the highest level of education completed as verified on your application for licensure. The letter providing the Board’s decision will be sent via email and will include one of the prescribed pre-licensure programs listed below. The letter will also provide the option to be reevaluated by the Board and present additional information regarding education and/or experience.

If you wish to be reevaluated, send an email to bnha@health.mo.gov requesting to be reevaluated and provide additional information that will detail and clarify your education and/or experience. It is strongly advised to include support documentation, such as, letters from supervisors clarifying experience and copy of job descriptions. The option to be reevaluated is available during the 6 month period starting from the date of the not qualified letter. After the 6 months, you have the option to reapply or complete the pre-licensure program.

Three times exam fail requires you to complete the pre-licensure program. You do have the option to be reevaluated or request changes to your prescribed pre-licensure program. This can be done by sending an email to bnha@health.mo.gov detailing your request and providing justification to support your request.

Pre-licensure programs, pursuant to 19 CSR 73-2.031:

- An applicant with a high school education or equivalent must complete 315 clock hours of formal instruction (21 semester hours of academic coursework) related to long term care administration and a minimum 2,000 clock hours of internship with a Board approved preceptor.
- An applicant that has completed a licensed practical nurse program must complete 225 clock hours of formal instruction (15 semester hours of academic coursework) related to long term care administration and a minimum of 800 clock hours of internship with a Board approved preceptor.
- An applicant with an associate degree must complete 640 clock hours of internship with a Board approved preceptor.
- An applicant with completion of diploma nurse program or a bachelor degree or beyond must complete 500 clock hours of internship with a Board approved preceptor.

If prescribed coursework hours, you may select an accredited academic institution or specifically, a NAB accredited academic institution to complete the prescribed types of coursework. You will find the list and information regarding NAB accredited institutions at https://www.nabweb.org/nab-accredited-colleges-and-universities. Coursework must follow long term care administration core of knowledge and other subject matter as deemed necessary by the Board to properly prepare an applicant for administrator licensure. The core of knowledge is available on our website, www.health.mo.gov/bnha under “Statutes, Regulations and Resources.”
Prior to starting the coursework, you will need to submit via email to bnha@health.mo.gov your name, request for course review, name of the accredited academic institution, institution’s website, list of courses and their descriptions to the Board for review and decision. An email will be sent to you providing the Board’s decision. A grade “C” or above is required for each approved course. After the prescribed coursework has been completed, email bnha@health.mo.gov the original grade report. After review of the grade report, our office will notify you of the next steps regarding the prescribed pre-licensure program.

Prescribed internships must be completed under the supervision of a Board approved preceptor. A list of Board approved preceptors is available on the Board’s website at www.health.mo.gov/bnha and is updated monthly. You will need to review the list of Board approved preceptors and make contact to set up an internship. Once you and a preceptor agree to the internship, the preceptor will need to email bnha@health.mo.gov the “AIT and Preceptor Request and Agreement” to our office for review and decision. The preceptor and you will be notified by email of the decision. If approved, a start date and materials for internship reporting will be provided.

Once the prescribed pre-licensure program has successfully been completed and the information reviewed by our office, you will be notified via email your qualification to examine for licensure. At that time, you will be considered a qualified applicant and required to pass the license exams. Refer to Qualified Applicants/Examination Information.
Temporary Emergency License

A Temporary Emergency License (TEL) for 90 days may be applied for in the case of an emergency in the event that a facility has found itself without a fully licensed administrator and is not able to fill the vacancy with a fully licensed administrator. It is not guaranteed that a TEL will be approved and granted to the applicant. The TEL applicant must wait until they have been notified that a TEL has been approved by our office before they may begin acting as an administrator. If the applicant begins working as an administrator before receiving the approved TEL from our office they are considered acting without a license. This can be grounds to deny full licensure as an administrator, pursuant to section 344.020, RSMo.

The TEL checklist and TEL application are available on our website, www.health.mo.gov/bnha, under Temporary Emergency License Application (within the appropriate license type – NHA or RCAL). In order to apply for a TEL, the facility and the applicant need to follow the TEL checklist to ensure a successful and timely TEL process. As indicated in the TEL checklist, the facility and the applicant must complete the TEL application and submit to this office via email at bnha@health.mo.gov or fax at (573) 526-4314. A complete initial application for licensure, required documents and fee for the applicant must be on file with our office. Please review the appropriate-level (NHA or RCAL) Application Checklist for options in sending the application and paying the fee. If any of the required information is missing, you will be notified immediately by email.

The office will review both applications and documents to determine if the applicant applying for the TEL meets the following criteria:

a) Both applications and required documents received by the Board office within 10 business days of the administrator position that was or will be vacated
b) Clear emergency reason of administrator vacating or has vacated the administrator position
c) Applicant is 21 years of age or older, of good moral character, and high school graduate or equivalent
d) Proceeded in the position by a fully licensed (not a TEL) administrator
e) Applicant has not been denied an administrator license or has not had an administrator’s license suspended or revoked

The office will notify the TEL applicant via email of the TEL decision. If approved, the TEL is only valid during the timeframe (no more than 90 days) indicated on the temporary license and letter. The TEL approval letter will need to be signed and returned to our office within 10 days of issuing the TEL. If the applicant begins working as the administrator before a temporary license has been issued they are acting without a license and their application for licensure could be denied.

The qualified to examine applicant that was issued a TEL is strongly encouraged to begin the exam process as soon as they have been notified of his/her qualification to examine and to obtain full licensure within the TEL timeframe to ensure that the facility maintains administrator coverage. The facility must find a fully licensed administrator to step in once the TEL expires unless the applicant applies and receives approval to extend the TEL or the applicant has obtained a full license. Refer to TEL Extensions on the next page for more information.
TEL Extensions

In the event that the applicant that has been issued a TEL and meets the criteria outlined below, they may apply for an extension of the TEL. It is not guaranteed that the extension will be granted as the applicant must meet the below criteria.

The Board’s Executive Officers reviews and determines if the TEL applicant meets the following criteria as outlined in 19 CSR 73-2.080 (5):

a) Applicant has filed an application for full licensure and supporting documentation
b) Applicant has been found qualified to examine
c) Applicant has taken the examination(s), but the results have not been received by the Board
   a. Note – examination results can take up to 15 days from the exam date to be released to the Board office.

The Board may issue the extension for up to 90 days if the applicant meets the criteria outlined above. A TEL may only be extended once. It is not guaranteed that if you request a full 90 day extension that you will be granted a 90 day extension. If the TEL applicant has not obtained their full administrator license by the expiration date of the extension, the facility will need to find a fully licensed administrator to step in.

The TEL Extension Application should be received in the Board office at least one week before the expiration date of the TEL. If additional information is required to complete the TEL Extension Application, the TEL applicant will be contacted by email immediately. For example, if the applicant has not yet completed the required examinations, he/she will be contacted and encouraged to schedule the exams at that time. Once all information has been received, the application will be sent to the Board’s Executive Officers for review and decision.

In the event that a TEL extension application has not been approved, the application will need to vacate the administrator position upon the expiration date of the temporary license.

The TEL Extension Application can be found on our website:

Key Resources

Missouri Board of Nursing Home Administrators: www.health.mo.gov/bnha
   *Our website is an important tool to find information and documents that will help you with your licensure process. We ensure that our website is always up to date with the most accurate information. As an applicant you might find the “Application” and “Statutes, Regulations, and Resources” pages to be the most helpful as they contain important application and examination information.

National Association of Long Term Care Administrator Boards (NAB): www.nabweb.org
   *NAB’s website contains important exam information, NAB Candidate Handbook, continuing education courses, a CE Registry that may be used to log continuing education, NAB accredited schools, and NAB’s Health Services Executive.

Long Term Care (LTC) Information Update:
   *To keep up with all of the latest information related to long term care, subscribe to receive the free weekly listserv from the Department of Health and Senior Services, Section for Long Term Care Regulation. Click the following link to subscribe: https://cntysvr1.lphamo.org/subscribeltc.html

Long Term Care Membership Associations:
   American College of Health Care Administrators (ACHCA):
      Website: https://achca.memberclicks.net/   Phone: 800-561-3148

   Leading Age MO:
      Website: http://www.leadingagemissouri.org/   Phone: 573-635-6244

   Missouri Assisted Living Association (MALA):
      Website: https://malarcf.org/   Phone: 573-635-8750

   Missouri Association of Nursing Home Administrators (MANHA):
      Website: www.mlnha.org   Phone: 573-634-5345

   Missouri Health Care Association (MHCA):
      Website: www.mohealthcare.com   Phone: 573-893-2060