

Answers to Frequently Asked Application Questions

- The Bureau's telephone lines are generally very busy. It is usually the fastest to send an email to the Bureau at BNDD@health.mo.gov
- The actual registrant and holder of the registration is required to complete and submit the application. This cannot be delegated to another person.
- It is very important to provide an accurate email address where the Bureau can contact you. This is how you will get an expiration notice and reminder to re-apply. This is how we will contact you if there is an error in the application.
- All registrations expire and you apply for a new one. There is no box or link that says, "Renewal."
- When entering your BNDD number, make sure it only has numbers in it. A BNDD number does not contain any letters like a DEA number does.
- Applications may be submitted electronically online or on paper. If you have difficulty in completing the online process you may print and mail a paper application located on the Applications & Forms link on the BNDD website <https://health.mo.gov/safety/bnnd>
- When applying online, you must ALLOW pop-up windows from our site. Each browser has a different way of doing this. You can search how to do that on the internet. (Example: open a Google search and enter "Allow pop-up windows on Internet Explorer.")
- Our application is not compatible with all devices or browsers. An application cannot be submitted through a phone or tablet.
- If you are asked for Tax ID number, it should be your State Tax ID number and not federal. The state has eight digits and the federal has nine digits.
- When you type in your personal identification information, this information will be bounced off the data with your professional license from the state licensing board to verify your identity. If the information does not match then you will get a message that says invalid log in credentials. You may want to double check your data. If the system will not accept it, you may apply with a paper application.
- At the end of the online application process you will be given a chance to print a receipt of the transaction. Once this receipt is closed you cannot access it again.
- Applications are processed in the order in which they are received.
- To learn when your application has been processed, you may visit the Bureau's website at <https://health.mo.gov/safety/bnnd> and click on the link to verify and print a registration. From this link you can see when your name appears and also print your own certificate. BNDD certificates are printed from our website and they are not sent out by mail.
- All registrations are issued for a one-year period.
- Submitting an application does not grant a person controlled substance authority. No activities may take place until a new certificate has been issued.
- The Bureau is only authorized to issue registration at a Missouri practice location where patient care occurs and controlled drug activities take place. This would be a location where you see patients, conduct drug activities and maintain patient files.