



**Rules of
Department of Health and
Senior Services**

**Division 73—Missouri Board of Nursing Home
Administrators
Chapter 2—General Rules**

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

19 CSR 73-2.010 Definitions

PURPOSE: This rule clearly defines terms as used in Chapter 344, RSMo and in these rules.

PUBLISHER'S NOTE: The secretary of state has determined that the publication of the entire text of the material which is incorporated by reference as a portion of this rule would be unduly cumbersome or expensive. This material as incorporated by reference in this rule shall be maintained by the agency at its headquarters and shall be made available to the public for inspection and copying at no more than the actual cost of reproduction. This note applies only to the reference material. The entire text of the rule is printed here.

(1) Administrator shall mean a person that is currently licensed by the board to administer, manage, or supervise a long-term care facility, including individuals who have ownership of a facility and/or individuals who share administrative duties and functions with others.

(2) Clock hour shall mean sixty (60) minutes of formal instruction by a board-approved presenter.

(3) Continuing education means post-licensure education to maintain professional competency to practice administration of long-term care facilities, as defined in section 344.010, RSMo.

(4) Health care administration shall mean the completion of a course of instruction designed to teach the elements of health care facility administration and management.

(5) Examination shall mean a written examination, an oral examination, or a computer-based examination, in conformance with the Americans with Disabilities Act of 1990, 42 U.S.C. Chapter 126, which is incorporated by reference in this rule as published by and available at the U.S. Government Printing Office, Superintendent of Documents, PO Box 371954, Pittsburgh, PA 15250-7954, or at www.gpoaccess.gov/uscode/. This rule does not include any later amendments or additions.

(6) Experience in health-care administration shall mean having management responsibility, which shall include the on-site supervision of at least three (3) staff persons in a licensed long-term care or acute-care facility or a licensed mental health facility, or a department of one of these facilities.

(7) Health care facility shall mean a licensed long-term care facility, licensed acute-care facility, or licensed inpatient mental health facility.

(8) Health care or aging-related experience shall mean 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.

(9) Nursing Home Administrator shall mean an administrator, as defined in section (1), that administers, manages, or supervises a long-term care facility, as defined in section 344.010, RSMo.

(10) Resident shall mean a person residing in a long-term care facility, as defined in section 344.010, RSMo.

(11) Residential Care and Assisted Living Administrator shall mean an administrator, as defined in section (1), that administers, manages, or supervises an assisted living facility or residential care facility, as defined in Chapter 198, RSMo. This includes residential care facilities that were licensed as a residential care facility II on or before August 27, 2006, and that continue to meet the licensure standards for a residential care facility II in effect on August 27, 2006.

(12) Training agency shall mean—

(A) An accredited educational institution; or

(B) A statewide or national membership agency, association, professional society, or organization in the fields of health care or health care management approved by the board to provide courses of instruction and training.

AUTHORITY: section 344.070, RSMo Supp. 2010.* This rule was previously filed as 13 CSR 73-2.010. Original rule filed March 5, 1974, effective March 15, 1974. Rescinded and readopted: Filed May 13, 1980, effective Aug. 11, 1980. Amended: Filed April 14, 1983, effective July 11, 1983. Amended: Filed Oct. 16, 1985, effective March 14, 1986. Amended: Filed Oct. 1, 1987, effective Jan. 14, 1988. Amended: Filed April 30,

1998, effective Oct. 30, 1998. Moved to 19 CSR 73-2.010, effective March 3, 2003. Emergency amendment filed May 5, 2011, effective May 15, 2011, expired Feb. 23, 2012. Amended: Filed June 15, 2011, effective Jan. 30, 2012.

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

19 CSR 73-2.011 Fee Waiver for Military Families and Low-Income Individuals

PURPOSE: This rule complies with section 324.015.6, RSMo, which requires the Board of Nursing Home Administrators to promulgate rules to implement the provisions of section 324.015, RSMo, the waiver of occupational fees for military families and low-income individuals for a period of two (2) years.

(1) For purposes of this regulation, all terms shall have the same definition as contained in section 324.015.1, RSMo.

(2) Individuals seeking a waiver must apply with the Board of Nursing Home Administrators in writing and include documentation that establishes eligibility for the waiver pursuant to section 324.015, RSMo.

AUTHORITY: section 324.015, RSMo Supp. 2018.* Emergency rule filed Feb. 21, 2019, effective March 3, 2019, expired Aug. 29, 2019. Original rule filed Feb. 21, 2019, effective Aug. 30, 2019.

*Original authority: 324.015, RSMo 2018.

19 CSR 73-2.015 Fees

PURPOSE: This rule establishes and fixes the various fees and charges authorized by Chapter 344, RSMo.

(1) The following fees are required by the Board of Nursing Home Administrators:

(A) Application Review Fee (including reciprocity)	\$150
(B) License Renewal Fee	
1. One (1)-year license	\$ 50
2. Two (2)-year license	\$100
3. Inactive License	\$ 50
(C) License Renewal Late Penalty Fee (This fee is in addition to the renewal fee listed in subsection (1)(B))	\$ 25
(D) Inactive License Fee	\$ 50
(E) Reactivate Inactive License Fee	\$100



- (F) Retired License Fee \$ 50
- (G) Duplicate License Fee \$ 10
- (H) Single Offering Fee (per requested clock hour) \$ 15
- (I) Single Offering Late Filing Fee \$ 50
- (J) Insufficient Funds Charge \$ 25

(2) Fees must be made payable to the Department of Health and Senior Services in the form of a cashier's check, personal check, company check, money order, or through the on-line application system by credit card.

(3) All fees are nonrefundable.

(4) The provisions of this rule are declared severable. If any fee fixed by this rule is held invalid by a court of competent jurisdiction or by the Administrative Hearing Commission, the remaining provisions of this rule shall remain in full force and effect, unless otherwise determined by a court of competent jurisdiction or by the Administrative Hearing Commission.

AUTHORITY: section 344.070, RSMo Supp. 2010. This rule was previously filed as 13 CSR 73-2.015. Original rule filed Jan. 3, 1992, effective May 14, 1992. Amended: Filed March 4, 1993, effective Aug. 9, 1993. Emergency amendment filed Nov. 17, 1999, effective Dec. 11, 1999, expired June 7, 2000. Amended: Filed Nov. 1, 1999, effective April 30, 2000. Emergency amendment filed Nov. 30, 2001, effective Jan. 1, 2002, expired June 29, 2002. Amended: Filed Nov. 30, 2001, effective June 30, 2002. Moved and amended: Filed Jan. 31, 2003, effective Aug. 30, 2003. Amended: Filed Dec. 15, 2005, effective July 30, 2006. Amended: Filed Dec. 28, 2007, effective Aug. 30, 2008. Amended: Filed June 15, 2011, effective Jan. 30, 2012.*

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

19 CSR 73-2.020 Procedures and Requirements for Licensure of Nursing Home Administrators

PURPOSE: This rule specifies the minimum requirements for licensure as a nursing home administrator in Missouri.

PUBLISHER'S NOTE: The secretary of state has determined that the publication of the entire text of the material which is incorporated by reference as a portion of this rule would be unduly cumbersome or expensive. This material as incorporated by reference in this rule shall be maintained by the agency at its headquarters and shall be made available

to the public for inspection and copying at no more than the actual cost of reproduction. This note applies only to the reference material. The entire text of the rule is printed here.

(1) An applicant interested in becoming a licensed nursing home administrator shall obtain an application form from the board. The application form, MO 580-2518 (03-11), Application for Licensure NHA, is incorporated by reference in this rule and is available on the web at www.health.mo.gov/information/boards/bnha or by contacting the board at PO Box 570, Jefferson City, MO 65102, (573) 751-3511. This rule does not incorporate any subsequent amendments or additions. The application shall be completed and returned to the board with the fee referenced in 19 CSR 73-2.015. Information provided in the application shall be attested by signature to be true and correct to the best of the applicant's knowledge and belief.

(2) The completed application form shall provide satisfactory proof that the applicant has met the following minimum requirements for Missouri nursing home administrator licensure:

- (A) Twenty-one (21) years of age or over;
- (B) A high school diploma or equivalent;
- (C) Of good moral character;

(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; and

(E) Experience and/or education from an accredited educational institution in one (1) of the following areas:

1. Experience: A minimum of three (3) years of experience in health-care administration, full-time equivalency; or

2. Education:

A. Associate degree in health-care administration, including a minimum of twenty-one (21) semester hours of course work directly in health-care administration; or

B. Baccalaureate degree (Bachelor of Science or Bachelor of Arts) in one (1) of the following areas:

- (I) Health-care administration;
- (II) Gerontology (including a long-term care practicum, internship, or both);
- (III) Nursing (BSN or diploma nurse); or

C. Master's degree or beyond in one

(1) of the following areas:

- (I) Health-care administration;
- (II) Gerontology (including a long-term care practicum, internship or both);
- (III) Nursing; or

3. Experience and education in one (1) of the following areas:

A. Associate degree AND two (2) years experience in a health-care facility; or

B. Baccalaureate degree (BS or BA) AND one (1) year experience in a health-care facility; or

C. Master's degree or beyond AND one (1) year experience in a health-care facility.

(3) The applicant shall be eligible to take the examinations upon board approval and payment of the required examination fees.

(4) If the board determines the applicant has failed to meet one (1) of the criteria outlined in 19 CSR 73-2.020(2)(E)1.-3., the applicant—

(A) Must complete the course of instruction and training approved by the board pursuant to 19 CSR 73-2.031. The planned curriculum, including a description of each planned course, must be submitted to the board in writing for PRIOR review and approval. Failure to do so within six (6) months following notification of the board's decision will cause reapplication to become necessary for any future consideration.

(B) May submit additional information for reevaluation if done so no later than two (2) weeks prior to the next board meeting. The applicant will be given notice of the next board meeting date.

AUTHORITY: section 344.070, RSMo Supp. 2010. This rule was previously filed as 13 CSR 73-2.020. Original rule filed March 5, 1974, effective March 15, 1974. Rescinded and readopted: Filed May 13, 1980, effective Aug. 11, 1980. Amended: Filed April 14, 1983, effective July 11, 1983. Amended: Filed Oct. 16, 1985, effective March 14, 1986. Amended: Filed Oct. 1, 1987, effective Jan. 14, 1988. Amended: Filed Dec. 4, 1989, effective March 1, 1990. Emergency amendment filed Nov. 17, 1999, effective Dec. 11, 1999, expired June 7, 2000. Amended: Filed Nov. 1, 1999, effective April 30, 2000. Amended: Filed April 30, 2001, effective Jan. 1, 2002. Moved and amended: Filed Jan. 31, 2003, effective Aug. 30, 2003. Amended: Filed Dec. 28, 2007, effective Aug. 30, 2008. Emergency amendment filed May 5, 2011, effective May 15, 2011, expired Feb. 23, 2012. Amended: Filed June 15, 2011, effective Jan. 30, 2012.*



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

19 CSR 73-2.022 Procedures and Requirements for Licensure of Residential Care and Assisted Living Administrators

PURPOSE: This rule specifies the minimum requirements for licensure as a residential care and assisted living administrator in Missouri to make the rule consistent with the changes that were made to sections 344.010 and 344.020, RSMo, as part of CCS No. 2 for HCS for SCS for SB 754, 95th General Assembly, Second Regular Session (2010).

PUBLISHER'S NOTE: The secretary of state has determined that the publication of the entire text of the material which is incorporated by reference as a portion of this rule would be unduly cumbersome or expensive. This material as incorporated by reference in this rule shall be maintained by the agency at its headquarters and shall be made available to the public for inspection and copying at no more than the actual cost of reproduction. This note applies only to the reference material. The entire text of the rule is printed here.

(1) An applicant interested in becoming a licensed residential care and assisted living administrator shall obtain an application form prescribed by the board. The application form, MO 580-2987 (03-11), Application for Licensure RCAL, is incorporated by reference in this rule and is available on the web at www.health.mo.gov/information/boards/bnha or by contacting the board at PO Box 570, Jefferson City, MO 65102, (573) 751-3511. This rule does not incorporate any subsequent amendments or additions. The application shall be completed and returned to the board with the fee referenced in 19 CSR 73-2.015. Information provided in the application shall be attested by signature to be true and correct to the best of the applicant's knowledge and belief.

(2) The completed application form shall provide satisfactory proof that the applicant has met the following minimum requirements for Missouri residential care and assisted living administrator licensure:

- (A) Twenty-one (21) years of age or over;
- (B) A high school diploma or equivalent;
- (C) Of good moral character;

(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; and

(E) Experience and/or education from an accredited educational institution in one (1) of the following areas:

1. Experience: A minimum of two (2) years of health care or aging-related experience including management responsibility and supervision of two (2) staff persons; or

2. Experience and education in one (1) of the following areas:

A. Associate degree AND one (1) year of health care or aging-related experience including six (6) months of management responsibilities and supervision of at least two (2) staff persons; or

B. Baccalaureate degree (BS or BA) or beyond AND six (6) months of health care or aging-related experience including management responsibilities and supervision of at least two (2) staff persons.

(3) The applicant shall be eligible to take the examinations upon board approval and payment of the required examination fees.

(4) If the board determines the applicant has failed to meet one (1) of the criteria outlined in 19 CSR 73-2.022(2)(E)1.-2., the applicant—

(A) May submit additional information for reevaluation if done so no later than two (2) weeks prior to the next board meeting. The applicant will be given notice of the next board meeting date; or

(B) Must complete the course of instruction and training approved by the board pursuant to 19 CSR 73-2.031. The planned curriculum, including a description of each planned course, must be submitted to the board in writing for PRIOR review and approval. Failure to do so within six (6) months following notification of the board's decision will cause reapplication to become necessary for any future consideration.

AUTHORITY: section 344.070, RSMo Supp. 2010. Emergency rule filed May 5, 2011, effective May 15, 2011, expired Feb. 23, 2012. Original rule filed June 15, 2011, effective Jan. 30, 2012.*

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

19 CSR 73-2.023 Procedures and Requirements for Limited Licensure of Administrators

PURPOSE: This rule specifies the minimum

requirements for limited licensure as a nursing home administrator in Missouri as outlined in section 344.030.3, RSMo.

PUBLISHER'S NOTE: The secretary of state has determined that the publication of the entire text of the material which is incorporated by reference as a portion of this rule would be unduly cumbersome or expensive. This material as incorporated by reference in this rule shall be maintained by the agency at its headquarters and shall be made available to the public for inspection and copying at no more than the actual cost of reproduction. This note applies only to the reference material. The entire text of the rule is printed here.

(1) An applicant interested in becoming a licensed nursing home administrator in an institution certified by the Commission for Accreditation of Christian Science Nursing Organizations/Facilities, Inc. as outlined in section 344.030.3, RSMo, shall either file an application on a form furnished by the board or through the board's electronic online system. The application form, MO 580-2518 (03-11), Application for Licensure NHA, is incorporated by reference in this rule and is available on the web at www.health.mo.gov/information/boards/bnha or by contacting the board at PO Box 570, Jefferson City, MO 65102, (573) 751-3511. This rule does not incorporate any subsequent amendments or additions. The application shall be completed and returned to the board with the fee referenced in 19 CSR 73-2.015. Information provided in the application shall be attested by signature to be true and correct to the best of the applicant's knowledge and belief.

(2) The completed application for the limited licensure pursuant to section 344.030.3, RSMo, shall provide satisfactory proof that the applicant has met the following minimum requirements:

- (A) Eighteen (18) years of age or over;
- (B) A high school diploma or equivalent;
- (C) Of good moral character; and
- (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 was imposed. A copy of the record of conviction or plea of guilty or *nolo contendere* shall be conclusive evidence of the conviction.

(3) The applicant shall be eligible to take the state examination upon board approval and payment of the required examination fees.



(4) If the board determines the applicant has failed to meet one (1) of the criteria outlined in this rule, the applicant may submit additional information for reevaluation if done so no later than two (2) weeks prior to the next board meeting. The applicant shall be given notice of the next board meeting date.

(5) A limited license shall be issued to the applicant upon passing of the state examination.

(6) The licensee shall renew his/her license as outlined in 19 CSR 73-2.050. The licensee shall be exempt from the required ten (10) patient care related clock hours.

AUTHORITY: section 344.070, RSMo 2016. Original rule filed Aug. 31, 2018, effective April 30, 2019.*

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

19 CSR 73-2.025 Licensure by Reciprocity

PURPOSE: This rule describes the procedures and requirements for reciprocity licensure.

PUBLISHER'S NOTE: The secretary of state has determined that the publication of the entire text of the material which is incorporated by reference as a portion of this rule would be unduly cumbersome or expensive. This material as incorporated by reference in this rule shall be maintained by the agency at its headquarters and shall be made available to the public for inspection and copying at no more than the actual cost of reproduction. This note applies only to the reference material. The entire text of the rule is printed here.

(1) An applicant who holds a current license as an administrator in any state, territory, or the District of Columbia may apply for the appropriate-licensure level by reciprocity (nursing home administrator license or residential care and assisted living administrator license). The application forms, MO 580-2518 (03-11), Application for Licensure NHA, and MO 580-2987 (03-11), Application for Licensure RCAL, are incorporated by reference in this rule and are available on the web at www.health.mo.gov/information/boards/bnha or by contacting the board at PO Box 570, Jefferson City, MO 65102, (573) 751-3511. This rule does not incorporate any subsequent amendments or additions.

(2) The applicant must file the appropriate application for licensure, along with a nonre-

fundable application fee referenced in 19 CSR 73-2.015, and supply the board with satisfactory evidence that the following requirements have been met:

(A) Twenty-one (21) years of age or older;

(B) High school graduate or equivalent (if the applicant has completed additional education beyond high school, an official college transcript must be submitted and may serve as satisfactory evidence of high school graduation);

(C) Good moral character (Evidence of good moral character can be satisfied by submitting two (2) letters of reference that contain the names, addresses, and telephone numbers of the writers and must show the writers' original signatures and must have been written within six (6) months of the date of application.);

(D) No conviction 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; and

(E) Performance as a licensed administrator in a state, territory, or the District of Columbia for at least three (3) years.

(3) Information provided in the application shall be attested by signature to be true and correct to the best of the applicant's knowledge and belief.

(4) A reciprocity questionnaire shall be forwarded by the board to the appropriate state nursing home administrator licensure board(s) where the applicant was/is licensed. Upon return of the completed questionnaire to the board office, the information supplied by the licensure board shall be reviewed to determine if—

(A) The license is current and in good standing; and

(B) The licensee has/has not been disciplined in that state.

(5) In the event of a record of discipline, the board shall consider the provisions of section 344.050, RSMo, whether to grant reciprocity.

(6) Upon meeting the requirements of section (2) of this rule and upon board approval, the applicant must complete and pass the state examination.

(7) If the applicant is unable to meet the requirements of subsection (2)(E) of this rule, but meets all other requirements of section

(2), the candidate shall be considered an applicant for initial licensure pursuant to the appropriate rule 19 CSR 73-2.020(2)(E) or 19 CSR 73-2.022(2)(E). If the results of that evaluation show that the applicant meets the criteria, the board shall accept the applicant's passing of the national examination in another state if it was taken within three (3) years of the applicant's submission for licensure in Missouri. The applicant then must meet the requirements of section (6) of this rule by successfully completing and passing the state examination. If the applicant does not meet the criteria, the applicant will be required to complete a prescribed course of instruction and training as outlined in 19 CSR 73-2.031.

(8) Applicants for licensure by reciprocity shall not act or serve in the capacity of an administrator in this state without first procuring a license from this board as provided in sections 344.010–344.108, RSMo.

AUTHORITY: section 344.070, RSMo Supp. 2010. This rule was previously filed as 13 CSR 73-2.025. Original rule filed June 28, 1990, effective Dec. 31, 1990. Emergency amendment filed Feb. 4, 1992, effective Feb. 14, 1992, expired June 12, 1992. Amended: Filed Feb. 14, 1992, effective June 25, 1992. Amended: Filed March 4, 1993, effective Aug. 9, 1993. Moved and amended: Filed Jan. 31, 2003, effective Aug. 30, 2003. Amended: Filed Dec. 28, 2007, effective Aug. 30, 2008. Emergency amendment filed May 5, 2011, effective May 15, 2011, expired Feb. 23, 2012. Amended: Filed June 15, 2011, effective Jan. 30, 2012.*

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

19 CSR 73-2.031 Prescribed Course of Instruction and Training

PURPOSE: This rule describes the course of instruction and training that may be prescribed by the board under the authority as set forth in section 344.030.1., RSMo.

(1) Applicants who do not otherwise qualify for examination shall complete one (1) of the following courses of instruction and training. The formal instruction shall be coursework qualifying for academic credit, completed with a grade of not less than "C." A portion of the formal instruction may be from an intensive and comprehensive seminar of at least forty (40) clock hours specific to long-term care administration which has been approved by the board. An applicant who has completed—



(A) A high school education or the equivalent, must complete three hundred fifteen (315) clock hours of formal instruction and a minimum of two thousand (2,000) clock hours of internship;

(B) A licensed practical nurse program, must complete two hundred twenty-five (225) clock hours of formal instruction and a minimum of eight hundred (800) clock hours of internship;

(C) An associate degree, must complete six hundred forty (640) clock hours of internship;

(D) A three (3) year diploma program or a baccalaureate of science (BS)/baccalaureate of arts (BA), must complete five hundred (500) clock hours of internship; or

(E) A masters or beyond, must complete five hundred (500) clock hours of internship.

(2) The course of instruction and training shall follow the core of knowledge areas and other subject matter as deemed necessary by the board to properly prepare an applicant for health care administration. The core of knowledge shall include, but shall not be limited to, the following subject areas:

(A) Nursing and Physician Services:

1. Restorative nursing;
2. Rehabilitation;
3. Definition, concept, and procedures of nursing;
4. Skin and wound care;
5. Infection control procedures;
6. Drug administration and drug effects;
7. Disease recognition and process;
8. Quality assurance;
9. Physician's role in the facility; and
10. Physician/resident relationships;

(B) Social Services:

1. Resident rights;
2. Living wills and advance directives;
3. Social, emotional, religious, and financial needs of the resident;
4. Family counsel and consultation;
5. Grieving process;
6. Death and dying;
7. Communication with the resident;

and

8. Ombudsman program;

(C) Food Services:

1. Proper nutrition;
2. Therapeutic diets; and
3. Resident satisfaction;

(D) Social and Therapeutic Recreational Activities:

1. Needs of the resident;
2. Community resources;
3. Rehabilitation services;
4. Volunteers and auxiliaries; and
5. Chemical dependency of the resident;

(E) Medical Record Keeping:

1. Medical records systems;
2. Appropriate charting and documentation; and
3. Evaluation and revision of care plans;

(F) Pharmaceutical Services:

1. Proper drug handling and control;
2. Proper drug dispensing; and
3. Drug interactions;

(G) Personnel Management:

1. Maintaining a positive atmosphere;
2. Grievance procedures;
3. Effective communication;
4. Evaluation procedures;
5. Recruitment of staff;
6. Interviewing candidates;
7. Selecting future employees;
8. Staff development and training;
9. Personnel policies and procedures;
10. Health and safety;
11. Departmental organization and management;
12. Professional ethics and conduct;
13. Total quality management; and
14. Health care reform;

(H) Financial Management:

1. Budgeting;
2. Marketing principles;
3. Asset management; and
4. Accounting;

(I) Marketing and Public Relations:

1. Public relation principles;
2. Marketing principles;
3. Newsletters;
4. Community and social organizations;
5. Working with the media;

and

(J) Physical Resource Management:

1. Building and grounds management;
2. Environmental services and sanitation;
3. Safety procedures and programs; and
4. Fire and disaster plans; and

(K) Laws, Regulatory Codes, and Governing Boards:

1. Medicare and Medicaid;
2. Omnibus Budget Reconciliation Act (OBRA);
3. Occupational Safety and Health Administration (OSHA);
4. Americans With Disabilities Act (ADA);
5. Life safety;
6. Legislative process;
7. Board responsibilities; and
8. By-laws.

(3) The course of instruction and training shall include instruction in the services which must be provided in long-term care facilities, the protection of the rights and interests of the residents, and the elements of good long-term care administration, as well as other subject

matter as deemed necessary by the board to properly prepare that applicant for long-term care administration.

(4) Instruction and training prescribed by the board shall be recognized as meeting the requirements of this rule only if it is offered by an accredited educational institution or affiliate which has been duly registered with the Missouri Board of Nursing Home Administrators.

(5) Internships as required by section (1) shall be under the direct supervision of a licensed administrator approved and designated as a preceptor by the Missouri Board of Nursing Home Administrators. An administrator may be approved and designated as a preceptor for a period of two (2) years, if s/he—

(A) Has been licensed for at least three (3) years;

(B) Has been employed as a Missouri administrator for at least one (1) year within the three (3) years before applying to be a designated preceptor;

(C) Is currently serving as the administrator of a duly licensed intermediate care facility (ICF), skilled nursing facility (SNF), assisted living facility (ALF), or any Residential Care Facility (RCF) that was licensed as a residential care II on or before August 27, 2006, that continues to meet the licensure standards for a residential care facility II in effect on August 27, 2006, with thirty (30) or more beds;

(D) Is an administrator of an ICF, SNF, ALF, or RCF (as described above) with thirty (30) or more beds, which is in substantial compliance with the rules governing long-term care facilities; and

(E) Has not been the subject of any action by any board of nursing home administrators or licensing authority which resulted in discipline, including but not limited to, formal reprimand, probation, suspension, or revocation of license or privileges as an administrator; and

(F) Has successfully completed a board-approved preceptor training program.

(6) Designated preceptors shall request in writing board approval to conduct an internship for an applicant who has been found not qualified for licensure by the board, based upon 19 CSR 73-2.020. Approval may be granted by the board if the preceptor—

(A) Is not related to the intern within the fourth degree of consanguinity;

(B) Agrees to give the intern an opportunity to observe and take part in the managerial tasks of the preceptor;



(C) Will acquaint the intern with the organization and operation of all the various departments of the facility by permitting his/her observation and/or participation in department activities;

(D) Will hold an exit interview with the intern upon completion of an internship to point out noted strengths and weaknesses; and

(E) Upon satisfactory completion of the internship will prepare and return to the board office the mandatory form certifying the completion of the required hours of internship.

(7) The board, for good cause, may refuse to approve or renew a preceptor designation or may refuse to approve an assignment of an intern to a preceptor.

(8) A preceptor may supervise no more than one (1) intern concurrently.

(9) Internships shall be completed within eighteen (18) months of completion of classroom or other formal instruction unless approved by the board.

(10) A portion of an internship for a nursing home administrator applicant may be completed in a duly licensed ALF or RCF (as described above) with thirty (30) or more beds if the intern desires such experience. The residential care and assisted living administrator applicant may complete its entire portion of an internship in a duly licensed ALF or RCF (as described above) with thirty (30) or more beds. The maximum hours of nursing home administrator internship that may be served in such an ALF or RCF (as described above) are designated as follows. Nursing home administrator applicants may complete up to—

(A) 667 clock hours if 2,000 clock hours are required by the board;

(B) 267 clock hours if 800 clock hours are required by the board;

(C) 214 clock hours if 640 clock hours are required by the board; or

(D) 167 clock hours if 500 clock hours are required by the board.

(11) Each day of an internship experience shall include at least one (1) four (4)-hour block of time within the primary working hours of the administrator.

AUTHORITY: section 344.070, RSMo Supp. 2010. This rule was previously filed as 13 CSR 73-2.031. Original rule filed May 13, 1980, effective Aug. 11, 1980. Amended: Filed April 14, 1983, effective July 11, 1983.*

Amended: Filed Oct. 16, 1985, effective March 14, 1986. Amended: Filed Oct. 1, 1987, effective Jan. 14, 1988. Amended: Filed Jan. 3, 1992, effective May 14, 1992. Amended: Filed July 14, 1993, effective Jan. 13, 1994. Amended: Filed June 30, 1994, effective Feb. 1, 1995. Amended: Filed May 15, 1995, effective Nov. 30, 1995. Amended: Filed April 30, 1998, effective Oct. 30, 1998. 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.

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

19 CSR 73-2.050 Renewal of Licenses

PURPOSE: This rule describes the conditions and procedures for renewal of a nursing home administrator license according to the provisions of section 344.040, RSMo.

PUBLISHER'S NOTE: The secretary of state has determined that the publication of the entire text of the material which is incorporated by reference as a portion of this rule would be unduly cumbersome or expensive. This material as incorporated by reference in this rule shall be maintained by the agency at its headquarters and shall be made available to the public for inspection and copying at no more than the actual cost of reproduction. This note applies only to the reference material. The entire text of the rule is printed here.

(1) By April 1 of each year, the board shall notify by mail or electronic communication every person whose license is due to be renewed by June 30 during the current year.

(2) Licenses will be renewed if the licensee—

(A) Files an application for renewal on the appropriate licensure-level (nursing home administrator or residential care and assisted living administrator) form furnished by the board or renews through the board's electronic online system on or before May 30 to ensure receipt of a new license prior to June 30. The application forms, MO 580-2991 (03-11), Application for License Renewal NHA, and MO 580-2988 (03-11), Application for License Renewal RCAL, are incorporated by reference in this rule and are available on the web at www.health.mo.gov/information/boards/bnh or by contacting the board at PO Box 570, Jefferson City, MO 65102, (573) 751-3511. This rule does not incorporate any subsequent amendments or additions. Information

provided in the application shall include an attestation verifying that the licensee has completed at least forty (40) clock hours of board-approved continuing education, as outlined in 19 CSR 73-2.050(3). Any number of continuing education hours earned in the month of June in excess of the required hours may be carried over to the next renewal period.

1. Licensees shall maintain proof of having completed the number of continuing education hours claimed at the time of renewal.

2. Upon request of the board, make that proof available for audit to verify completion of the number and validity of hours claimed;

(B) Submit the renewal fee referenced in 19 CSR 73-2.015; and

(C) A two (2)-year license shall be issued.

(3) Licensees shall maintain proof of having completed the number of continuing education hours claimed at the time of renewal and shall, upon request of the board, make that proof available for audit to verify completion of the number and validity of hours claimed. Documentation to prove completion of continuing education hours shall be maintained by each licensee for four (4) years from the last day of the licensure year in which the hours were earned.

(A) A minimum of ten (10) clock hours shall be in patient care related offerings, as defined in 19 CSR 73-2.031(2)(A)-(F). A maximum of twenty (20) clock hours of the forty (40) clock hours may be from on-line continuing education programs if a Missouri board-approved training agency offers the program or approved by the National Continuing Education Review Service (NCERS) under the National Association of Long Term Care Administrator Boards (NAB). The continuing education programs and the academic courses shall meet the following criteria:

1. Be approved by the board. In the case of academic courses, the licensee shall submit a course description from the college for board review. A maximum of five (5) clock hours per semester hour may be approved by the board. Upon successful completion of the course (grade of "C" or above), an official transcript or grade report shall be submitted to the board office, upon request, as verification of course completion;

2. Be offered by a registered training agency approved by the board or a single offering provider (as outlined in 19 CSR 73-2.060);

3. Be approved by another state licensure board for long-term care administrators or by the National Continuing Education Review Service (NCERS) under the National Association of Long Term Care Administrator Boards



(NAB).

(B) A maximum of ten (10) clock hours toward the forty (40) required may be obtained as follows:

1. For the purposes of this subsection, the following definitions shall apply:

A. Referred publication—a publication that undergoes an anonymous review process that determines whether or not the article will be published; and

B. National health-care publication—a publication that is—

(I) Published by a health-care association whose mission statement/bylaws indicate its scope is national;

(II) Mailed nationwide; and

(III) Addressing content contained within the long-term care core of knowledge outlined in 19 CSR 73-2.031(2)(A)–(K);

2. Publishing health-care related articles of at least fifteen hundred (1,500) words shall be granted one (1) clock hour if article is published in a magazine or journal publication; and

3. An administrator lecturing at a board-approved seminar may receive credit equal to each hour or quarter hour of presentation time with a maximum of six (6) hours credit earned per licensure period. This credit may be in addition to actual hours of attendance at the seminar, but credit shall be granted for only one (1) presentation of the same seminar.

(C) Serving as a registered preceptor for an applicant who has been required by the board to complete an internship as described in 19 CSR 73-2.031. One (1) clock hour per full month as a preceptor shall be granted with a maximum of ten (10) clock hours per internship. During the two (2)-year licensure period, a maximum of twenty (20) clock hours shall be granted.

(D) Each licensee whose initial licensure period is less than twenty-four (24) months shall be required to obtain at least one and one-half (1 1/2) hours of continuing education for each month in the initial licensure period which shall include programs covering patient-care related topics as defined in 19 CSR 73-2.031(2)(A)–(F). The licensee may complete up to fifty percent (50%) of the prorated hours through on-line continuing education programs. The minimum number of clock hours required in patient-care (PC) related programs is as follows. Initial licensure period of—

1. 23 months to 18 months—8 PC clock hours
2. 17 months to 12 months—6 PC clock hours
3. 11 months to 6 months—4 PC clock hours
4. 5 months or less—2 PC clock hours.

(4) The board shall annually select, on a random basis, at least five percent (5%) of the licensees applying for renewal to have their claims of continuing education hours audited for compliance with board requirements. A licensee will be notified by mail when a renewal application has been selected for audit and will have up to thirty (30) days to provide copies of all certificates of attendance and other documentation supporting the continuing education clock hours claimed on the renewal application. Nothing in this section shall prevent the board from requiring any individual licensee to provide evidence satisfactory to the board of having completed the continuing education hours required for license renewal. Failure to provide proof of continuing education hours as reported on the renewal application or submission of falsified records can be cause for discipline pursuant to section 344.050.2, RSMo.

(5) When the required information, documentation, and fee are received and approved by the board within the specified time period, the board shall issue the license.

AUTHORITY: sections 344.040 and 344.070, RSMo 2016. This rule was previously filed as 13 CSR 73-2.050. Original rule filed May 13, 1980, effective Aug. 11, 1980. Amended: Filed Oct. 16, 1985, effective March 14, 1986. Amended: Filed Oct. 1, 1987, effective Jan. 14, 1988. Amended: Filed June 28, 1990, effective Dec. 31, 1990. Emergency amendment filed March 19, 1991, effective April 1, 1991, expired July 20, 1991. Amended: Filed April 1, 1991, effective Aug. 30, 1991. Amended: Filed Jan. 3, 1992, effective July 1, 1992. Amended: Filed June 30, 1994, effective Feb. 1, 1995. Amended: Filed Jan. 31, 1996, effective July 30, 1996. Moved and amended: Filed Jan. 31, 2003, effective Aug. 30, 2003. Amended: Filed Dec. 15, 2005, effective July 30, 2006. Amended: Filed Dec. 28, 2007, effective Aug. 30, 2008. Amended: Filed June 15, 2011, effective Jan. 30, 2012. Amended: Filed Aug. 31, 2018, effective April 30, 2019. ***

**Original authority: 344.040, RSMo 1969, amended 1979, 1987, 1989, 2000, 2005, 2007 and 344.070, RSMo 1969, amended 1979, 1993, 1995, 2007.*

***Pursuant to Executive Order 21-07, 19 CSR 73-2.050, paragraph (2)(A)2. and section (4) was suspended from April 2, 2020 through May 1, 2021 and section (3) was suspended from April 2, 2020 through August 31, 2021.*

19 CSR 73-2.051 Retired Licensure Status

PURPOSE: This rule establishes the procedures by which a currently licensed administrator may retire his/her license and the procedures for reactivating the license, pursuant to section 344.105, RSMo.

(1) Any currently licensed administrator may request to retire the license if s/he has maintained an active Missouri license at least ten (10) years and has retired from the practice of long-term care administration.

(2) Licensees interested in making application shall submit the following information to the board prior to June 30 of the year of renewal of the administrator's active license:

(A) The fee referenced in 19 CSR 73-2.015; and

(B) Original wall license and all other evidence of licensure or evidence satisfactory to the board that the license has been lost, stolen, or destroyed.

(3) The board shall issue a new license to the licensee indicating that the licensee is retired once the board has received the required information and has approved the request for retired licensure status.

(4) A retired license may be reactivated within five (5) years of the granting of the retired license by filing the following information with the board:

(A) A request to reactivate the retired license;

(B) The fee referenced in 19 CSR 73-2.015; and

(C) Satisfactory evidence of the completion of twenty (20) clock hours of board approved continuing education, as described in 19 CSR 73-2.050, for each calendar year the license was retired. All clock hours shall be completed after the granting of the retired license or completed within the same licensure year the licensee was granted the retired license. The board may prorate the required clock hours for any portion of a calendar year as follows:

1. Ten (10) months or more, but less than twelve (12) months—twenty (20) clock hours (including a minimum of five (5) patient care hours);

2. Seven (7) months or more, but less than ten (10) months—fifteen (15) clock hours (including a minimum of five (5) patient care hours);

3. Four (4) months or more, but less than seven (7) months—ten (10) clock hours (including a minimum of two and one-half (2.5) patient care hours); or

4. Less than four (4) months—five (5) clock hours (including a minimum of two and one-half (2.5) patient care hours).

(5) If more than five (5) years have passed since the issuance of a retired license to a licensee, the licensee shall follow the procedures for initial licensure stated in section 344.030, RSMo.



(6) No person shall act or serve in the capacity of an administrator in this state or hold himself or herself out as an administrator if his or her license is retired.

(7) Retired licensees shall remain subject to disciplinary action for violations of Chapter 344, RSMo, and the rules promulgated thereunder.

AUTHORITY: section 344.070, RSMo 2016. This rule was previously filed as 13 CSR 73-2.051. Original rule filed Oct. 24, 2000, effective May 30, 2001. 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 Aug. 31, 2018, effective April 30, 2019. ***

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

***Pursuant to Executive Order 21-07, 19 CSR 73-2.051, subsection (4)(C) was suspended from April 2, 2020 through August 31, 2021.*

19 CSR 73-2.053 Inactive Licensure Status

PURPOSE: This rule establishes the procedures by which a currently licensed administrator may place his/her license on an inactive status and the procedures for reactivating the license, pursuant to section 344.108, RSMo.

(1) Any administrator possessing a current license to practice as an administrator in Missouri may request an inactive license.

(2) Licensees interested in requesting an inactive license shall submit the following information to the board prior to June 30 of the year of renewal of the administrator's active license:

(A) The fee referenced in 19 CSR 73-2.015;

(B) Original wall license and all other evidence of licensure, or evidence satisfactory to the board that the license has been lost, stolen, or destroyed; and

(C) Evidence satisfactory to the board of completion of ten (10) clock hours of continuing education in the area of patient care. The licensee may complete up to five (5) hours out of the ten (10) hours of continuing education from on-line continuing education programs if a Missouri board-approved training agency offers the program or approved by the National Continuing Education Service (NCERS) under the National Association of Long Term Care Administrator Boards (NAB).

(3) The board shall provide written notification to the licensee indicating that the license

is inactive once the board has received the required information and has approved the request for inactive licensure status.

(4) An inactive license shall expire on June 30 of the second year following the year of issuance and every other year thereafter.

(5) Licensees seeking to renew shall, on or before June 30 of the year of renewal, either file an application or renew through the board's electronic online system, as provided in 19 CSR 73-2.050, that includes evidence satisfactory to the board of completion of a minimum of ten (10) clock hours of continuing education in the area of patient care and shall be accompanied by the renewal fee referenced in 19 CSR 73-2.015.

(6) A license may be carried in inactive status for up to six (6) years from the date of issuance. If the licensee does not reactivate the license during the six (6)-year period, the license shall expire on the last day of the six (6)-year period.

(7) An inactive license may be reactivated by submitting a request to the board, accompanied by evidence satisfactory to the board of the completion of forty (40) clock hours of continuing education and the fee referenced in 19 CSR 73-2.015. The forty (40) clock hours of continuing education shall be earned no earlier than six (6) months prior to the request for reactivation and no later than six (6) months after the inactive license has been reactivated. If the holder of an inactive license requests reactivation prior to completing the forty (40) clock hours of continuing education, the board shall issue a six (6)-month interim license to the licensee. The interim license shall expire six (6) months from the date of issuance or at such earlier time as the licensee earns the forty (40) clock hours of continuing education deemed satisfactory to the board of completion of the required hours.

(8) No person shall practice as an administrator or hold himself or herself out as an administrator in this state while his or her license is inactive.

(9) An inactive license shall remain subject to discipline for violations of Chapter 344, RSMo, and the rules promulgated thereunder.

AUTHORITY: section 344.070, RSMo 2016. Original rule filed Dec. 28, 2007, effective Aug. 30, 2008. Amended: Filed June 15, 2011, effective Jan. 30, 2012. Amended: Filed Aug. 31, 2018, effective April 30, 2019. ***

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

***Pursuant to Executive Order 21-07, 19 CSR 73-2.053, subsection (2)(C) was suspended from April 2, 2020 through August 31, 2021.*

19 CSR 73-2.055 Renewal of Expired License

PURPOSE: This rule describes the conditions and procedures for renewing a license that has expired.

(1) Any licensee who fails to submit the required application, documentation, and/or fee for license renewal prior to expiration of that license on June 30 may be relicensed by meeting the requirements of this regulation provided that the license has not been expired for a period of more than twelve (12) months.

(2) The licensee must complete and forward to the board office a license renewal application referenced in 19 CSR 73-2.050, along with a renewal fee referenced in 19 CSR 73-2.015 for a two (2)-year license, plus the penalty fee. Satisfactory evidence of board-approved continuing education (as outlined in 19 CSR 73-2.050) must also be submitted with the license renewal application. Information provided in the application shall be attested to by signature to be true and correct to the best of the applicant's knowledge and belief and include an attestation verifying that the licensee has completed the required number of board-approved continuing education clock hours obtained during the current licensure period.

(3) The licensee shall also supply the board with a statement indicating employment status from the point the license expired through the filing of the application for late renewal. The licensee shall include in the statement written reasons why the license was not renewed prior to the expiration date of June 30.

(4) The board-approved continuing education must be obtained as described in 19 CSR 73-2.050.

(5) Upon receipt of the required application, documentation and fee, the board may issue the license effective the date the late renewal is approved by the board.

(6) A person whose license has expired for a period of more than twelve (12) months must meet the requirements set out in 19 CSR 73-2.020 for initial licensure.



(7) Upon expiration of the license, a licensee cannot act in the capacity of an administrator. To do so is a violation of section 344.020, RSMo, and may be grounds for denial of the late renewal application or be cause for discipline of the license.

AUTHORITY: sections 344.040 and 344.070, RSMo Supp. 2010. This rule was previously filed as 13 CSR 73-2.055. Original rule filed June 28, 1990, effective Dec. 31, 1990. Amended: Filed June 30, 1994, effective Feb. 1, 1995. Amended: Filed Jan. 31, 1996, effective July 30, 1996. Moved and amended: Filed Jan. 31, 2003, effective Aug. 30, 2003. Amended: Filed Dec. 15, 2005, effective July 30, 2006. Amended: Filed Dec. 28, 2007, effective Aug. 30, 2008. Amended: Filed June 15, 2011, effective Jan. 30, 2012. ***

**Original authority: 344.040, RSMo 1969, amended 1979, 1987, 1989, 2000, 2005, 2007; and 344.070, RSMo 1969, amended 1979, 1993, 1995, 2007.*

***Pursuant to Executive Order 21-07, 19 CSR 73-2.055, section (2) was suspended from April 2, 2020 through August 31, 2021.*

19 CSR 73-2.060 Registration of Training Agencies and Single Offering Providers

PURPOSE: This rule sets forth the requirements for registration with the board for training agencies and single offering providers offering courses of study and training intended to qualify applicants for initial licensing or renewal of license as a nursing home administrator.

(1) All organizations described in 19 CSR 73-2.010(12) as a training agency which offer any course of study or program of instruction and training to prepare applicants for licensure as administrators or for the renewal of license as administrators shall register with the board.

(A) These entities shall complete the application for registration as a training agency and submit it to the board along with the supporting documentation required by the form.

(B) This registration, if granted by the board, shall be established for up to two (2) years and notice of this registration and time periods shall be made available to licensees by the board office. The registration of any agency may be terminated at any time at the discretion of the board and with thirty (30) days written notice to the training agency. The agency's board approval number shall be printed in all program promotional materials that are approved for licensed administrators.

(C) The program shall follow the long-term care core of knowledge areas as described in 19 CSR 73-2.031. All approved training agencies shall submit to the board

office in advance, the following information regarding each program they wish to approve for administrator clock hours:

1. Date, time, and location of presentation broken down into specific time periods, topic titles, and speakers;

2. A program outline including the purpose and content objectives;

3. Statements regarding presenter qualifications in his/her particular subject matter area;

4. Number of clock hours requested, deleting time allotted for breaks and lunch; and

5. For on-line (web-based, teleconference, self-study, and webinar) continuing education courses, the program materials shall also include:

A. Description of the total learning package including the method/rationale used for determining the number of study hours required to complete the program. One (1) clock hour shall be awarded for each hour needed to complete the course.

B. Instruction for program completion; and

C. Post-test as part of the total learning package, except for webinars and teleconferences. The information shall demonstrate test security, include a minimum of five (5) multiple choice or true/false questions per clock hour, and require a grade of seventy-five percent (75%) or higher in order to pass.

(D) Thirty (30) days prior to the date the training agency status will expire, the agency shall make reapplication if the agency wishes to continue as an approved provider beyond the designated period. The training agency's ability to comply with the board's rules and policies for offering continuing education programs to licensed administrators shall be carefully reviewed during the reapplication process.

(2) Organizations or persons who do not qualify under 19 CSR 73-2.010(12) as a training agency, but wish to sponsor in-person education seminars shall submit the application for approval of a single offering a minimum of thirty (30) days in advance of the presentation. If the application for a single offering is submitted less than thirty (30) days in advance of the presentation, there shall be a separate, nonrefundable late fee of fifty dollars (\$50).

(A) The sponsoring agency and its role shall be clearly identified in the application. For first time single offering providers, the organization's mission statement/goals shall be included.

(B) There shall be a separate, nonrefundable fee as referenced in 19 CSR 73-2.015 for each single offering application filed with the board. The education and training unit of

any state agency, or a section of a department, shall be exempt from these application fees.

(C) The program shall follow the long-term care core of knowledge areas as described in 19 CSR 73-2.031(2).

(D) Single offering applications approved by the board shall reflect the board approval number in the program's promotional materials.

(3) In order to provide topical education that may be of an immediate nature, the education and training unit of the Missouri Department of Health and Senior Services shall be exempt from the thirty- (30-) day advance notice stipulation.

(4) The training agency and single offering provider shall—

(A) Record attendance accurately at each presentation, reflecting the number and type of clock hours of actual attendance of each administrator;

(B) Submit, within thirty (30) days of the conclusion of the approved program, to the board office a summative evaluation and a roster including license number, number and type of clock hours issued to each licensee; and

(C) Provide each administrator written evidence of his/her attendance which shall include: title of offering, date of offering, number and type of clock hours actually attended and the board approval number.

AUTHORITY: section 344.070, RSMo 2016. This rule was previously filed as 13 CSR 73-2.060. Original rule filed May 13, 1980, effective Aug. 11, 1980. Amended: Filed Aug. 12, 1981, effective Nov. 12, 1981. Amended: Filed April 14, 1983, effective July 11, 1983. Amended: Filed Oct. 16, 1985, effective March 14, 1986. Amended: Filed Oct. 1, 1987, effective Jan. 14, 1988. Amended: Filed Dec. 4, 1989, effective March 1, 1990. Rescinded and readopted: 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 Aug. 31, 2018, effective April 30, 2019.*

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

19 CSR 73-2.070 Examination

PURPOSE: This rule describes the conditions and procedures for examination.

(1) The board shall approve the content and



form of all examinations administered to applicants for licensure.

(2) The examination(s) must be taken within twelve (12) months of the written notice of board evaluation and qualification. Failure to do so will cause full reapplication to be necessary.

(3) Qualified applicants will be eligible to take the appropriate licensure-level (nursing home administrator license or residential care and assisted living administrator license) national examination through the National Association of Boards of Examiners of Long Term Care Administrators (NAB).

(4) Qualified applicants will be eligible to take the appropriate licensure-level (nursing home administrator license or residential care and assisted living administrator license) state examination prescribed by the board.

(5) Individuals making initial application for licensure, within twenty-one (21) days of a board meeting date, may be required to wait until a subsequent date to be evaluated.

(6) Applicants shall obtain a passing score on the examination(s) prescribed by the board. The passing score shall be based upon the scale score passing point of one hundred thirteen (113) on the national examination and seventy-five percent (75%) on the state examination.

(7) If an applicant fails to make a passing grade on one or both of the required examinations, the applicant may make application for reexamination and pay the required fees. If an applicant fails only one of the required examinations and then fails to retake and pass the examination within a twelve (12)-month period, the applicant shall be required to take and pass both examinations before the board will issue the applicant a license.

(8) If an applicant fails either of the examination(s) a third time, the applicant must complete a course of instruction prescribed and approved by the board. After completion of the board-prescribed course of instruction, the applicant may reapply for board-approved examination(s). No applicant shall be licensed by the board after a third licensure examination failure unless the applicant successfully completes the board-prescribed course of instruction and passes the board-approved examination(s). With regard to any nationally certified examination required for licensure, no examination scores from other states shall be recognized by the board after the applicant has failed for a third time to

pass the examination.

AUTHORITY: section 344.070, RSMo Supp. 2010. This rule was previously filed as 13 CSR 73-2.070. Original rule filed May 13, 1980, effective Aug. 11, 1980. Amended: Filed Oct. 16, 1985, effective March 14, 1986. Amended: Filed Oct. 1, 1987, effective Jan. 14, 1988. Amended: Filed Dec. 4, 1989, effective March 1, 1990. Emergency amendment filed Dec. 13, 1991, effective Dec. 23, 1991, expired April 20, 1992. Amended: Filed Jan. 3, 1992, effective May 14, 1992. Amended: Filed April 30, 1998, effective Oct. 30, 1998. Amended: Filed March 1, 1999, effective Aug. 30, 1999. Emergency amendment filed Nov. 17, 1999, effective Dec. 11, 1999, expired June 7, 2000. Amended: Filed Nov. 1, 1999, effective April 30, 2000. Emergency amendment filed Nov. 30, 2001, effective Jan. 1, 2002, expired June 29, 2002. Amended: Filed Nov. 30, 2001, effective June 30, 2002. Moved to 19 CSR 73-2.070, effective March 3, 2003. Amended: Filed Dec. 28, 2007, effective Aug. 30, 2008. Emergency amendment filed May 5, 2011, effective May 15, 2011, expired Feb. 23, 2012. Amended: Filed June 15, 2011, effective Jan. 30, 2012.*

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

***Pursuant to Executive Orders 20-04, 20-10, and 20-12, 19 CSR 73-2.070, section (2) was suspended from April 2, 2020 through July 13, 2020.*

19 CSR 73-2.080 Temporary Emergency Licenses

PURPOSE: This rule sets forth the procedure for requesting an emergency license and extension and the conditions which must be met.

PUBLISHER'S NOTE: The secretary of state has determined that the publication of the entire text of the material which is incorporated by reference as a portion of this rule would be unduly cumbersome or expensive. This material as incorporated by reference in this rule shall be maintained by the agency at its headquarters and shall be made available to the public for inspection and copying at no more than the actual cost of reproduction. This note applies only to the reference material. The entire text of the rule is printed here.

(1) The appropriate-licensure level (nursing home administrator license or residential care and assisted living administrator license) application for a temporary emergency license shall be made to the executive secretary of the board. The application forms, MO 580-2664

(03-11), Temporary Emergency License Application NHA, and MO 580-2989 (03-11), Temporary Emergency License Application RCAL, are incorporated by reference in this rule and are available on the web at www.health.mo.gov/information/boards/bnha or by contacting the board at PO Box 570, Jefferson City, MO 65102, (573) 751-3511. This rule does not incorporate any subsequent amendments or additions. The application shall demonstrate that the applicant meets the requirements for a temporary emergency license as set forth in section 344.030.5, RSMo, and shall include the following:

(A) The signature of the appropriate authority at the facility where the emergency exists and of the person for whom the license is requested;

(B) The name of the licensed administrator who has died, been removed, or vacated the position and the effective date of the death, removal, or vacancy;

(C) A statement as to whether the facility is newly licensed. Newly licensed shall mean licensed, either initially or because of a change of operator, within ninety (90) days prior to the request for an emergency license. If the facility has been newly licensed, the application shall also include a statement from the operator setting forth the reasons why the departure of the previous administrator was not anticipated by the operator at the time the facility was licensed;

(D) A complete initial application and a fee for the person for whom the emergency license is requested;

(E) The date and the event identification of the most recent statement of deficiencies from the Missouri Department of Health and Senior Services for the facility where the emergency exists; and

(F) Applications for a temporary emergency license shall be filed with the board immediately upon notification of, or realization by, the person making the application, but in no event more than ten (10) working days from the effective date referred to in subsection (1)(B).

(2) After receipt and review of the required information, the board may issue a temporary emergency license for a period not to exceed ninety (90) days. The person to whom it is issued is fully responsible for the facility as if initially licensed as an administrator and shall confirm his/her understanding of this fact in a statement upon receipt of the temporary emergency license.

(3) A temporary emergency license shall not be granted by the board to an individual to act as an administrator in a newly-licensed facility unless clear and convincing evidence



is presented which, in the board's best judgment, demonstrates that the departure of the previous administrator was not anticipated by the operator at the time the facility was newly licensed. All individuals or entities intending either to build or become the operator of a facility must be familiar with the laws pertaining to licensure of administrators and long-term care facilities and take necessary steps to ensure continued compliance with the statutory and regulatory provisions before becoming an operator.

(4) A temporary emergency license may be issued only to a person—

(A) Twenty-one (21) years of age or over, who is a high school graduate or equivalent and is of good moral character;

(B) Who had been preceded in the position by a fully-licensed administrator; and

(C) Who previously has not been denied an administrator's license or has not had an administrator's license suspended or revoked.

(5) Request for extension of a temporary emergency license shall be made in writing and submitted to the executive secretary no later than twenty-one (21) days in advance of the temporary emergency license date of expiration. Upon recommendation of the officers of the Missouri Board of Nursing Home Administrators, temporary emergency license extensions may be issued for up to ninety (90) days. The extension may only be considered upon a showing that the person seeking the renewal of a temporary emergency license meets the qualifications for licensure and has filed an application for a regular license, accompanied by the application fee and the applicant has taken the examination or examinations but the results have not been received by the board. No temporary emergency license may be renewed more than one (1) time.

AUTHORITY: sections 344.030.4 and 344.070, RSMo Supp. 2010. This rule was previously filed as 13 CSR 73-2.080. Original rule filed May 13, 1980, effective Aug. 11, 1980. Amended: Filed Dec. 10, 1984, effective April 11, 1985. Amended: Filed Oct. 1, 1987, effective Jan. 14, 1988. 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. ***

**Original authority: 344.030, RSMo 1969, amended 1979, 1987, 1988, 1989, 1996, 2007; and 344.070, RSMo 1969, amended 1979, 1993, 1995, 2007.*

***Pursuant to Executive Orders 20-04, 20-10, and 20-12, 19 CSR 73-2.080, sections (2) and (5) was suspended from April 2, 2020 through July 13, 2020.*

19 CSR 73-2.085 Public Complaints

PURPOSE: This rule establishes a procedure for receipt, handling, and disposition of public complaints by the board of nursing home administrators.

(1) The State Board of Nursing Home Administrators shall receive and process each complaint made against any licensed administrator, or other person or entity, which complainant 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 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.

(3) All complaints shall be made in writing and shall fully identify their maker by name and address. Complaints may be made on forms provided by the board, which shall be available upon request. Oral or telephone communications will not be considered or processed as complaints. Any person attempting to make an oral or telephone complaint against an individual will be provided with a complaint form and requested to complete it and return it to the board. Any staff member or employee of the board may make and file a complaint based upon information and belief, in reliance upon oral, telephone, or written but unsigned communications received by the board, unless those communications are believed by that staff member or employee to be false.

(4) A record of each complaint received under this rule shall be retained by the board. Complaints shall be logged in the order as

received and shall contain a record of each complainant's name and address; the name and address of the subject(s) of the complaint; the date each complaint is received by the board; a brief statement of the acts complained of, including the name of any person injured or victimized by the alleged acts or practices; a notation whether the complaint resulted in its dismissal by the board or in formal charges being filed with the Administrative Hearing Commission; and the ultimate disposition of the complaint. The complaint information shall be a closed record of the board.

(5) Each complaint shall be acknowledged in writing. The acknowledgment shall state that the complaint is being investigated and shall be referred to the board or an appropriate board subcommittee for consideration following the investigation. The complainant may be notified of the ultimate disposition of the complaint, excluding judicial appeals, and may be provided with a copy of the decisions (if any) of the Administrative Hearing Commission and the board. The provisions of this section shall not apply to complaints filed by staff members or employees of the board, based upon information and belief, acting in reliance on third-party information received by the board.

(6) Both the complaint and any information obtained as a result of the complaint investigation shall be considered a closed record of the board and shall not be available for inspection by the public.

(7) This rule shall not be deemed to limit the board's authority to file a complaint with the Administrative Hearing Commission or with a court, charging a licensee, permittee, or other person or entity with any actionable conduct or violation, whether or not this complaint exceeds the scope of the acts charged in a preliminary public complaint filed with the board and whether or not any public complaint has been filed with the board.

(8) The board interprets this rule, which is required by law, to exist for the benefit of those members of the public who submit complaints to the board. This rule is not deemed to protect or to inure to the benefit of those licensees, permit holders, registrants or other persons or entities against whom the board has instituted or may institute administrative or judicial proceedings concerning possible violations of the provisions of Chapter 344, RSMo.

AUTHORITY: section 344.070, RSMo Supp.



2010.* 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.

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

19 CSR 73-2.090 Disciplinary Action

PURPOSE: This rule describes the condition and procedure for disciplinary action, as defined in section 344.050, RSMo, against licenses.

(1) The board may refuse to issue or renew any certificate of registration or authority, permit or license required pursuant to this chapter for one (1) or any combination of causes stated in section (2) of this rule. The board shall notify the applicant in writing of the reasons for the refusal and shall advise the applicant of his/her right to file a complaint with the Administrative Hearing Commission as provided by Chapter 621, RSMo. As an alternative to refusal to issue or renew any certificate, registration or authority, permit or license, the board may, at its discretion, issue a license which is subject to probation for any one (1) or any combination of causes stated in section (2) of this rule. The board's order of probation shall contain a statement of the discipline imposed, the basis therefore, the date such action shall become effective, and a statement that the applicant has thirty (30) days to request in writing a hearing before the Administrative Hearing Commission. If the board issues a probationary license to an applicant for licensure, the applicant may file a written petition with the Administrative Hearing Commission within thirty (30) days of the effective date of the probationary license seeking review of whether cause exists to discipline the licensee under section (2) of this rule. If no written request for a hearing is received by the Administrative Hearing Commission within the thirty (30)-day period, the right to seek review of the board's decision shall be waived.

(2) The board may cause a complaint to be filed with the Administrative Hearing Commission as provided by Chapter 621, RSMo, against any holder of any certificate of registration or authority, permit or license required by this chapter or any person who

has failed to renew or has surrendered his/her certificate or registration or authority, permit or license for any one (1) or any combination of the following causes:

(A) Use or unlawful possession of any controlled substance, as defined in Chapter 195, RSMo, or alcoholic beverage to an extent that this use impairs a person's ability to perform the work of any profession licensed or regulated by this chapter;

(B) Has been finally adjudicated and found guilty, or entered a plea of guilty or *nolo contendere*, pursuant to criminal prosecution under the laws of any state or of the United States, for any offense reasonably related to the qualifications, functions or duties of any professional licensed or regulated under this chapter, for any offense an essential element of which is fraud, dishonesty or an act of violence, or for any offense involving moral turpitude, whether or not sentence is imposed;

(C) Use of fraud, deception, misrepresentation or bribery in securing any certificate of registration or authority, permit or license issued pursuant to this chapter or in obtaining permission to take any examination given or required pursuant to this chapter;

(D) Obtaining or attempting to obtain any fee, charge, tuition or other compensation by fraud, deception or misrepresentation;

(E) Performing incompetent, misconduct, gross negligence, fraud, misrepresentation or dishonesty in the performance of the functions or duties of any profession licensed or regulated by this chapter (refer to 19 CSR 73-2.095 for a partial listing of those functions and duties);

(F) Violating, assisting or enabling any person to violate, any provision of this chapter, or of any lawful rule adopted pursuant to this chapter;

(G) Violation of, or assisting or enabling any person to violate, any provision of Chapter 198, RSMo, or any lawful rule or regulation promulgated thereunder;

(H) Impersonation of any person holding a certificate of registration or authority, permit or license, or allowing any person to use such person's certificate of registration or authority, permit, license or diploma from any school;

(I) Disciplinary action against the holder of a license or other right to practice any profession regulated by this chapter granted by another state, territory, federal agency or country upon grounds for which revocation or suspension is authorized in this state;

(J) A person is finally adjudged incapacitated or disabled by a court of competent jurisdiction;

(K) Assisting or enabling any person to practice or offer to practice any profession licensed or regulated by this chapter who is not registered and currently eligible to practice under this chapter;

(L) Issuance of a certificate of registration or authority, permit or license based upon a material mistake of fact;

(M) Violation of the drug laws or rules and regulations of this state, any other state or the federal government;

(N) Knowingly failing to report abuse or neglect of a resident in a long-term care facility, as required by section 198.070, RSMo, of which he or she has actual knowledge that it is abuse or neglect;

(O) Violation of any professional trust or confidence; or

(P) Having served as the administrator, operator, or any principal involved in the operation of a facility licensed under Chapter 198, RSMo, and during such time the facility has had its license revoked under section 198.036, RSMo, has entered into a consent agreement to obtain a probationary license under subsection 5 of section 198.026, RSMo, has had a license denied under subsection 2 of section 198.022, RSMo, or has surrendered its license while under investigation.

(3) The Administrative Hearing Commission shall have no authority to require issuance of a license, pending a final determination by the commission, in any case in which an applicant is seeking initial licensure.

(4) No license may be suspended or revoked and no application for renewal of a license may be denied under this section until the licensee has been afforded an opportunity for hearing after due notice as provided in sections 621.015–621.205, RSMo.

(5) Upon a finding by the Administrative Hearing Commission that the grounds, provided in section (2) of this rule, for disciplinary action are met, singly or in combination, the board may censure or place the person named in the complaint on probation on such terms as the board deems appropriate, or may suspend or revoke the certificate, permit or license.

(6) The board may exclude any application for up to five (5) years for any person who has had his or her license revoked by the board or has surrendered his or her license to the board.

AUTHORITY: section 344.070, RSMo Supp. 2007.* This rule was previously filed as 13



CSR 73-2.090. Original rule filed May 13, 1980, effective Aug. 11, 1980. Amended: Filed Oct. 16, 1985, effective March 14, 1986. Amended: Filed Oct. 1, 1987, effective Jan. 14, 1988. Amended: Filed Dec. 4, 1989, effective March 1, 1990. Moved and amended: Filed Jan. 31, 2003, effective Aug. 30, 2003. Amended: Filed Dec. 28, 2007, effective Aug. 30, 2008.

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

19 CSR 73-2.095 Standards of Professional Conduct

PURPOSE: The Board of Nursing Home Administrators is committed to high standards of care for the aging population in Missouri nursing homes. To assure that those standards are met by licensed administrators in Missouri, the board provides standards of conduct consistent with accepted standards of the nursing home administration profession. Behavior (acts, knowledge and practice) which fails to conform to the accepted standards shall constitute unprofessional conduct. This rule sets out those standards which must be maintained by the nursing home administrator.

(1) The administrator shall—

(A) Be held responsible for informing him/herself of the needs of the residents and the needs of the facility and apprise the operator of these needs on a routine basis;

(B) Be held responsible for the actions of all employees with regard to Chapter 198, RSMo, unless—

1. Upon learning of the violation, the administrator attempted to immediately correct the violation;

2. The administrator did not sanction the violation; and

3. The administrator did not attempt to avoid learning of the violation;

(C) Establish and enforce policies and procedures to safeguard patient or resident care;

(D) Establish and enforce policies and procedures for the protection of residents rights, funds and property;

(E) Establish and enforce policies and procedures for all nursing home rules as stated in 19 CSR 30-82 through 19 CSR 30-89;

(F) Not permit or allow another person to use his/her nursing home administrator license for any purpose;

(G) Report through the proper channels the incompetent, unethical or illegal practice of any health care professional; and

(H) Devote reasonable time and attention to the management of the health, safety and

welfare of the residents of the facility.

(2) Failure of the licensee to comply with any of the provisions of section (1) of this rule in performing any of the acts covered by the licensure law may be considered by the board to be conduct which is detrimental to the interest of the public and may be deemed in violation of the licensure law and shall be sufficient cause for the board to pursue a complaint against the offending licensee to the Administrative Hearing Commission.

AUTHORITY: section 344.070, RSMo 2000.* This rule was previously filed as 13 CSR 73-2.095. Original rule filed Jan. 19, 1988, effective April 11, 1988. Amended: Filed June 28, 1990, effective Dec. 31, 1990. Moved and amended: Filed Jan. 31, 2003, effective Aug. 30, 2003.

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

19 CSR 73-2.100 Restoration and Rehabilitation of Suspended/Revoked Licenses

PURPOSE: This rule describes the conditions and procedures for the restoration and rehabilitation of suspended/revoked licenses.

(1) Each applicant seeking to restore to good standing a license, issued under Chapter 344, RSMo, which has been revoked, suspended or if there has been a finding of cause for discipline, must present with his/her application whatever evidence the board may have required at the time of the revocation or suspension. The board may require whatever steps as are rationally related to the cause of disciplinary action.

AUTHORITY: section 344.070, RSMo Supp. 1993.* This rule was previously filed as 13 CSR 73-2.100. Original rule filed May 13, 1980, effective Aug. 11, 1980. Amended: Filed Oct. 4, 1988, effective March 15, 1989. Moved to 19 CSR 73-2.100, effective March 3, 2003.

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

19 CSR 73-2.105 Disciplinary Proceedings

PURPOSE: This rule describes the board's procedure for the investigation of a complaint or referral and stipulates the conduct of disciplinary hearings upon receipt of a ruling from the Administrative Hearing Commission that a licensee has violated Chapter 344,

RSMo.

(1) Upon receipt of a complaint or referral, the board shall investigate the actions of the licensee against whom the complaint is made. In conducting an investigation, the board, in its discretion, may request the licensee under investigation to answer the charges made against him/her in writing, and to produce relevant documentary evidence and may request him/her to appear before the board. A copy of any written answer of the licensee may be furnished to the complainant.

(2) Upon final ruling by the Administrative Hearing Commission that the acts of a licensee constitute a violation of the licensure law or these rules, the board shall proceed to revoke or suspend the license of the offending licensee or take other authorized action as it shall deem appropriate.

(3) After the hearing, the board, singly or in combination, may censure or place the licensee on probation on terms and conditions as the board deems appropriate. These conditions may include, but shall not be limited to, satisfactory completion of certain educational requirements, passage of a written examination of the type given to applicants for licensure, making personal appearances before and periodic reports to the board, and restitution of money or property.

AUTHORITY: section 344.070, RSMo Supp. 1993.* This rule was previously filed as 13 CSR 73-2.105. Original rule filed Oct. 4, 1988, effective March 15, 1989. Moved to 19 CSR 73-2.105, effective March 3, 2003.

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

19 CSR 73-2.110 Display of License

PURPOSE: This rule describes the requirement for display of license.

(1) Every person licensed as a nursing home administrator shall display the license in a conspicuous place in the office or place of business of employment of that license. Affixed to the license shall be verification from the board of current renewal.

AUTHORITY: section 344.070, RSMo Supp. 1993.* This rule was previously filed as 13 CSR 73-2.110. Original rule filed May 13, 1980, effective Aug. 11, 1980. Amended: Filed Oct. 16, 1985, effective March 14, 1986. Moved to 19 CSR 73-2.110, effective March 3, 2003.



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

19 CSR 73-2.120 Duplicate License

PURPOSE: This rule describes the conditions and procedure for obtaining a duplicate license.

(1) In the event a license is lost or stolen, mutilated, or destroyed, the administrator is required to report the loss immediately to the board office. Upon receipt of satisfactory evidence that a license has been lost, mutilated, or destroyed, the board may issue a duplicate license upon payment of the fee referenced in 19 CSR 73-2.015. Satisfactory evidence is construed to be a notarized affidavit stating facts of the loss, mutilation, or destruction of the license.

AUTHORITY: section 344.070, RSMo Supp. 2010. This rule was previously filed as 13 CSR 73-2.120. Original rule filed May 13, 1980, effective Aug. 11, 1980. Amended: Filed Oct. 16, 1985, effective March 14, 1986. Moved to 19 CSR 73-2.120, effective March 3, 2003. Amended: Filed Dec. 28, 2007, effective Aug. 30, 2008. Amended: Filed June 15, 2011, effective Jan. 30, 2012.*

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

19 CSR 73-2.130 Notice of Change of Address

PURPOSE: This rule describes the conditions and procedures for reporting change of address.

(1) Each administrator shall notify the board office of his/her current contact information within twenty-one (21) days of change of personal contact information, facility employment, or both. Contact information shall include the following: mailing address, email, and telephone number(s).

AUTHORITY: section 344.070, RSMo Supp. 2010. This rule was previously filed as 13 CSR 73-2.130. Original rule filed May 13, 1980, effective Aug. 11, 1980. Amended: Filed Oct. 17, 1985, effective March 14, 1986. Moved to 19 CSR 73-2.130, effective March 3, 2003. Amended: Filed June 15, 2011, effective Jan. 30, 2012.*

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