

Missouri Personal Care Licensing Summary

Summary of Scope	This Licensing Summary is a resource for current and prospective business owners who wish to understand the requirements for obtaining licensure for personal care services. This summary is intended to be inclusive of all requirements that are readily accessible and available. Requirements can change without notice. This Licensing Summary will be reviewed and updated regularly to provide the most up-to date information. This summary will not include any requirements related to Medicare, Medicaid services, or waiver programs. This summary is not intended to guide current and prospective business owners through every step of licensing, but to provide the necessary information for assistance with the process.
Agency(s)	Missouri Department of Health & Senior Services (DHSS)
Key Contacts	Bureau of Home Care and Rehabilitative Standards Missouri Department of Health and Senior Services PO Box 570 Jefferson City, MO 65102-0570 Phone: 573-751-6336 Fax: 573-751-6315 Home Health/Hospice Hotline: 800-392-0210 (to be used for filing complaints) Email: info@health.mo.gov
Agency Website	DHSS Home Health State Licensure Forms and Resources: https://health.mo.gov/safety/homecare/
License (Homemaker & Companion Care)	No license is required. The State of Missouri does not govern or regulate companion and homemaker services. Companion include a person who spends time with or cares for an elderly, handicapped, or convalescent individual and accompanies such individual on trips and outings and may prepare and serve meals to such individual. A companion does not provide hands-on personal care to a client. Homemaker services are household chores that include housekeeping, meal planning and preparation, shopping assistance, and routine household activities for an elderly, handicapped, or convalescent individual. A homemaker does not provide hands-on personal care to a client.
License (Personal Care)	No license is required. The State of Missouri does not govern or regulate personal care services. Personal care services provide assistance with activities of daily living. These are non-medical services that are provided by an unlicensed caregiver and focus on assisting the client in living independently. The services include, but are not limited to, dressing, bathing, toileting, transferring or ambulating, light exercises, light housekeeping, meal preparation, and companionship.
Moratorium	NA
License Costs	NA

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Licensure Term	NA
Renewal Late Fee Process	NA
Application Process Summary	NA
Branches and Workstations (Satellite Offices)	NA
Application Form	NA
Change of Ownership	NA
Change in License Category or Classification Process	NA
Change of Name Process	NA
Change of Address Process	NA
Changes to information in last submitted license application	NA
Closure Process	NA
Key Personnel Requirements and Qualifications	The State of Missouri does not mandate key disciplines, qualifications, or initial training requirements for staff in an unlicensed agency. Your agency will follow the agency policy and procedure manual and agency job descriptions for these criteria.

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Background Check Requirements	The State of Missouri does not have any fingerprint or background check requirements for non-licensed personal care/companion care agencies.
Initial Caregiver Training Requirements	The State of Missouri does not regulate companion care and personal care agencies. Your agency will depend on its policy and procedure manual for guidance in operations, finance, personnel, and client care. The state of Missouri does not mandate training requirements for employees of unlicensed agencies.
Ongoing Caregiver Training Requirements	The State of Missouri does not regulate companion care or personal care agencies, but your agency will want to ensure staff receive ongoing training to maintain compliance to your agency's policy and procedures.
Survey Tags & Interpretive Guidelines	NA
Complaints, inspections, investigations and enforcement	DHSS does not license your companion care/personal care agency, and, as such, the Department does not have jurisdiction over your agency. Complaints received by the DHSS that are about issues such as professional practice are referred to the licensing/professional standards boards (i.e., Nursing Board) for review and action as they deem necessary. In this situation, the licensing board can visit your agency to review the complaint with your management team as a part of their investigation. Your agency will have a policy in your policy and procedure manual that pertains to complaints. The policy will review the process, documentation, and record keeping regarding complaints.
Application Corrections Requested by the Department	NA
Conditional & Provisional License	NA
Revisit Fee	NA
Reporting Requirements for Fraud, Abuse & Neglect	The DHSS investigates abuse, neglect, financial exploitation, and bullying of vulnerable individuals age sixty (60) and older and people with disabilities between the ages of eighteen (18) and fifty-nine (59). Relevant Mandatory Reporters include, but are not limited to: 1. An in-home services operator or employee and any person having reasonable cause to suspect that an eligible adult presents a likelihood of suffering serious physical harm or bullying and is in need of protective services. 2. Any person with the responsibility for the care of an eligible adult who has reasonable cause to suspect that the eligible adult has been subject to abuse or

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	neglect or observes the eligible adult being subjected to conditions or circumstances which would reasonably result in abuse or neglect. For a complete list of Mandated Reporters: https://health.mo.gov/safety/abuse/index.php Reports may be made by calling the hotline 1-800-392-0210. If you are a mandated reporter, DHSS encourages online reporting in order to keep the hotline open for the public. Mandated reporter online reporting: https://apps4.mo.gov/APS_Portal/ Mo. Ann. Stat. § 192.2400; Mo. Ann. Stat. § 192.2405
Licensure Marketing	NA
Additional Considerations	Missouri law and regulations refer to Home and Community Based Services (HCBS) programs in the context of seniors and adults with disabilities only.
Relevant Statutes & Regulations	Mo. Ann. Stat. §§ 197.400-197.478 Home Health Agencies Mo. Ann. Stat. § 192.2405 Mandatory reporters Mo. Ann. Stat. § 192.2400 Definitions of Elder Abuse Mo. Ann. Stat. § 43.548 Care of Minors, Elderly, or Disabled Persons, Fingerprinting of Applicants Permitted Mo. Ann. Stat. § 192. 2495 Criminal Background Checks of Employees Mo. Ann. Stat. § 335.016 Nurse Practice Act Definitions