



1st Semiannual 2026

Children's Division Maintaining Medical Records Report

Report for January 1, 2026 – June 30, 2026

Introduction

The Department of Social Services (DSS) oversees several programs to support the general welfare of children in the State of Missouri. DSS has established the Children's Division to administer and manage programs which promote the well-being of Missouri children by partnering with parents, family/community members and government agencies. The Children's Division has developed specific programs to provide specialized services. These programs help strengthen families through intervention, prevention, foster care, guardianship, and adoption.

Each Children's Division program is unique; however, the emphasis of this report is on the children in the Missouri foster care program. Foster care refers to children placed in the legal custody of Children's Division. Children in foster care may reside in foster family homes, foster homes of relatives, group homes, emergency shelters, residential facilities, and pre-adoptive homes. When children are suddenly separated from their parents or other caregivers for entrance into the foster care system, it can be a difficult and traumatic time for families. When the child is in Children's Division custody, it is in the best interests of the child for parents, resource providers, and case managers to know that child's medical history and current information and share that medical history with those individuals who are providing care. An efficient medical records system can provide the medical information needed to support proper care.

The term medical record is used to describe the systematic documentation of a child's medical history and plan of care. The medical record includes a variety of "notes" entered by health care providers. These notes include but are not limited to orders for the administration of drugs and therapies, laboratory test results, treatment/service plans, and observations of the child's symptoms and/or responses to treatment. The information contained in the medical record allows health care providers to assess the child's current treatments and review previous medical history. This can increase the providers' ability to prescribe safe and effective remedies. The medical record serves as the central source for planning the child's care and documenting the provision of medical services.

A medical records system may be paper or electronic. A paper medical records system consists of physical documents that are placed in a file or folder. An electronic medical records system consists of medical information entered into a computer or other digital device.

This report documents the commitment of the Children's Division to the development and operation of a statewide system to maintain medical records and/or medical information for each child in its custody. The medical records system must operate and maintain all medical records consistently with federal and state law and Children's Division policy.

The Children's Division has placed great importance on the oversight and coordination of medical/behavioral health services provided to children in its custody. Developing, operating, and maintaining a medical records system is a vital and essential service for each child. The medical records system can provide prescribers, children, parents, placement providers, and case managers with enough current and historical information to promote the effective and efficient delivery of various medical/behavioral health treatments. This report contains the Children's Division's current efforts to maintain medical records and their plans to implement a medical records system

Current Efforts for Maintaining a Medical Records System

Children's Division continues to operate/maintain OnBase as the statewide medical records system. OnBase is the centralized electronic imaging system used to store, review, and retrieve a variety of documents in the child's case file, including medical documents/information. Children's Division staff, dependent upon their role, may use any of the following methods to request, obtain, and upload medical documents/information:

- Biscom Fax: A secure file transfer system for medical documents from various entities through digital fax
- Datavant (formally CIOX): A clinical data technology system that securely connects healthcare decision makers with patient medical records for agencies that are enrolled with CIOX Health
- ShowMeVax: Missouri's Immunization Information System
- Velatura: Operates as a shared service center for Health Information Exchanges (HIE) and health data utilities for communities/organizations to provide governance, infrastructure for secure, standards-based data exchange across healthcare.
- Show-Me Health Information Network of Missouri (SHINE): A physician-led health information network delivered in partnership between the Missouri State Medical Association (MSMA) and KONZA Health, aimed at electronically transmitting comprehensive patient medical information securely.
- The Tiger Institute: A joint venture between the University of Missouri System and Oracle Cerner with the goal to share health information with other members in local and national networks through the Institute's HIE.
- The Hospital Industry Data Institute: A hospital emergency room platform where staff can view/retrieve medical information and upload the documents to OnBase.

Health Information Specialist (HIS) staff communicate/collaborate with Show Me Healthy Kids (SMHK) staff to gather historical medical documents for children/youth when they first enter Children's Division custody. SMHK is a managed care specialty plan that provides coordinated medical and behavioral health care services for foster children/youth who are eligible for Alternative Care (AC) Medicaid funding (AC, Subsidy, Interstate Compact on Adoption and Medical Assistance, and former foster children/youth who exited care after their 18th birthday up to age 26). The documents are sent through a secure electronic process directly to a HIS designee who uploads the documents to OnBase.

The SMHK portal, OnePortal (formerly "Envolv"), is utilized by HIS staff to obtain medical documents. OnePortal contains medical information for specialty plan members who are children/youth in foster care. The HIS designee uploads any of the documents from OnePortal to OnBase.

During this semiannual period, Children's Division has concentrated their resources on the development of their new Comprehensive Child Welfare Information System (CCWIS), Missouri Families and Children's System (MOFACS). The purpose of MOFACS is to replace Children's Division current CCWIS, the Family and Children Electronic System (known as "FACES"). OnBase is the developed statewide system and there are no forthcoming efforts to replace OnBase. However, the ability to have technical communication between MOFACS and OnBase is the focus of the future for a medical records system.