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Children's Division Maintaining Medical Records Report

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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 the programs for children who are in the legal custody of the state. The Children's Division promotes 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, early childcare, adoption, and foster care.

Each Children's Division program is unique; however, the emphasis of this report is on the children in the "Missouri Foster Care Program." This refers to children placed away from their parents or placed in Children's Division custody for 24-hour care. A foster care program includes placements in: foster family homes, foster homes of relatives, group homes, emergency shelters, residential facilities, child care institutions, 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 consistent with federal and state law and Children's Division policy.

To ensure the confidentiality, maintenance of, and access to a child's medical records are consistent with applicable provisions of federal and state law, Children's Division is compliant with the Department's DSS' information security system. The information security process was implemented to be in compliance with the federal Health Insurance Portability and Accountability Act and the State of Missouri's Sunshine Law requirements.

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, the child, parent(s), 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 Medical Records

The Children's Division medical records systems are individual physical files that include medical documents/information and an electronic database. The physical files are maintained by the Children's Division case managers who compile the documents/information for each child/youth in foster care. Children's Division utilizes "OnBase" as the centralized electronic database used to store, review, and retrieve various medical documents/information.

Children's Division Central Office and Health Information Specialist (HIS) staff utilize the Show Me Healthy Kids (SMHK) portal, "Envolv," to access medical information. SMHK provides coordinated medical and behavioral health care services for certain children and youth in Missouri. The MO HealthNet Division has moved eligible children into one health care plan – SMHK managed by Home State Health. The SMHK health plan includes the same healthcare coverage as the MO HealthNet fee-for-service (commonly known as straight Medicaid) and other Medicaid managed care plans plus additional benefits specifically designed for the eligible population. The Envolv portal contains medical information for specialty plan members. The SMHK staff upload medical documents/information into Envolv, and HIS staff pull the documents/information from Envolv and upload into OnBase. The HIS team has a designated HIS team member who is responsible for ensuring that the information is uploaded to OnBase in real-time.

Children's Division staff, dependent upon their role, use the following methods to request and obtain medical documents/information:

- Biscom Fax: A secure file transfer system for medical documents from various entities through digital fax
- CyberAccess: MO HealthNet (Missouri Medicaid) Billing Claims system
- 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.

Children's Division issued [Memo CD25-23](#) on November 3, 2025, to Children's Division, Foster Care Case Management, and Residential Contractor staff. The memo outlined new requirements related to the preservation of medical documents related to the treatment or potential treatment of foster children with psychotropic medications. The documents must be preserved in either an approved electronic database (i.e., OnBase) or in physical form if preservation in electronic form is not feasible. Once saved in electronic format, preservation of records relating to psychotropic medication in physical form is no longer required. No physical records relating to psychotropic medication should be destroyed or marked for destruction until staff have verified that the records have been saved electronically.

Plans to Develop a Medical Records System

The Comprehensive Child Welfare Information System (CCWIS) project scope for the Missouri Families and Children's System (MOFACS) contains: functions to allow for secure logins and profiles that help protect users' online accounts and information; the exchange of data with other social service systems inside and outside of Children's Division; database conversions to move all the information from the Family and Children Electronic System (FACES) system to MOFACS; and the management of records by keeping all necessary and required information secure.

A project objective for MOFACS is for Children's Division staff to be able to scan and upload documents, search case record and scanned documents for specific keywords or phrases and allow outside providers to submit documents to staff via an online portal. These objectives align with the use of OnBase as the medical records system.

The CCWIS team is revising the Request for Proposal for MOFACS. This updated version incorporates the inclusion of Business Process Reengineering requirements to ensure that the submitted bids adhere to the latest Children Division policies and procedures, including direction on Artificial Intelligence, the Cloud, and Training and Security requirements.