

PA26-HI-01

ISSUED DATE: February 11, 2026

TO: Children's Division Contracted Staff

FROM: Sara Smith, Children's Division Director

SUBJECT: Health Information Specialist Unit Medical Records Inbox

OVERVIEW:

The Health Information Specialist (HIS) unit has a centralized inbox to streamline the submission and uploading of health-related documents. The inbox may be used by any treatment provider and CD/FCCM staff.

NECESSARY ACTIONS:

CD/FCCM staff should encourage residential facilities, and other treatment providers, to submit health related reports and documents to both the case manager and CD.MEDRECORDS@dss.mo.gov.

If CD/FCCM staff have health documents that need to be uploaded into OnBase, they may submit those documents to CD.MEDRECORDS@dss.mo.gov. HIS staff monitor this inbox and will promptly upload all submitted documents.

The medical records inbox is also listed on the medical prescriber education flyers ([Informed Consent Process](#) and [Informed Consent- Information for Providers](#)) to inform medical providers that they can submit medical records, request for consent, send general questions, or search for contact information.

PDS CONTACT:

Name: Larry Smith
Email: Larry.K.Smith@dss.mo.gov

MANAGER CONTACT:

Name: Jill Pingel
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ASSISTANT DEPUTY DIRECTOR CONTACT:

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CHILD WELFARE MANUAL POLICY AND COLLATERAL DOCUMENTATION:

N/A