

Missouri Department of Health and Senior Services

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MOA-0014	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED R 05/17/2016
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NAME OF PROVIDER OR SUPPLIER REPRODUCTIVE HEALTH SERVICES / PLANNI	STREET ADDRESS, CITY, STATE, ZIP CODE 4261 FOREST PARK AVENUE SAINT LOUIS, MO 63108
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
{L 000}	Initial Comments An on-site, unannounced state licensure revisit was conducted on 05/17/16. See below for findings:	{L 000}		
{L1137}	19 CSR 30-30.060(1)(B)(13) A personnel record shall be maintained A personnel record shall be maintained on each employee and shall include documentation of each employee's orientation, health status, education and training, as well as verification of current licenses for physicians, registered nurses (RNs) and licensed practical nurses (LPNs). This regulation is not met as evidenced by: Based on state statute review, policy review, record review, and interview, the facility failed to: - Perform criminal background checks (CBCs - completion of an inquiry to the Highway Patrol for criminal records available for disclosure to a provider, to determine an individual's criminal history) prior to hire for one (Staff U) of one new employee personnel files reviewed; and - Perform employee disqualification list (EDL) inquiries (to determine if the new employee was placed on the EDL list maintained by the Department of Health and Senior Services, regarding employment eligibility) prior to hire for one (Staff U) of one new employee personnel files reviewed. The Abortion Facility does an average of 380 cases per month. On the first day of the survey, there were 35 cases. Findings included: 1. Review of the Missouri Statute Chapter 660,	{L1137}		

RECEIVED MAY 28 2016

Missouri Department of Health and Senior Services

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

Mary Suber

TITLE

President/CEO

(X6) DATE

5/26/16

[illegible]

Exhibit 1

BACKGROUND CHECKS AND INVESTIGATIONS POLICY

PPSLRSWMO recognizes the importance of maintaining a safe and productive workplace with honest, trustworthy, qualified, reliable and non-violent employees. For the benefit of all employees and PPSLRSWMO, in furthering these interests and enforcing PPSLRSWMO policies, PPSLRSWMO will perform, or request that third parties perform, "background checks" or other types of investigations. These background checks and investigations may be performed by PPSLRSWMO at its discretion. The Vice President of Human Resources and Compliance will be responsible for performing all "background checks" that are applicable under Federal, State and Planned Parenthood of America (PPFA) laws and requirements.

Background checks and investigations performed for PPSLRSWMO may include the use of consumer reporting agencies which may gather and report information to PPSLRSWMO in the form of consumer or investigative consumer reports. Such reports, if obtained, may contain, but are not limited to, information concerning an applicant's or employee's credit standing or worthiness, credit capacity, character or general reputation. The types of reports that may be requested from consumer reporting agencies under this policy include, but are not limited to, credit reports, criminal records checks, driving records, and/or summaries of educational and employment records and histories. The information contained in these reports may be obtained by a consumer reporting agency from private or public records sources or through personal interviews with an employee's co-workers, neighbors, friends, associates, current or former employers or other personal acquaintances.

Pursuant to this policy, PPSLRSWMO may request consumer reports, including records checks and investigative reports based on interviews, in connection with an individual's application for employment, or at any time during the course of an employee's employment with PPSLRSWMO, for purposes of evaluating their suitability for employment, promotion, reassignment or retention as an employee.

All PPSLRSWMO Reproductive Health Services (RHS) candidates prior to hire will have a criminal background check and Employee Disqualification List (EDL) search completed prior to hire per the Missouri Revised Statutes Chapter 660 Section 317.

Employees are expected to cooperate fully with the background checks and investigations policy. Such cooperation includes, among other things, providing truthful and complete information in response to inquiries made by PPSLRSWMO or third party investigations during the course of investigations and providing appropriate written authorizations that may be required by law so that PPSLRSWMO may obtain complete investigation reports. Failure to cooperate in these checks or investigations, or any attempt to interfere with PPSLRSWMO attempts to obtain information, may result in disciplinary action, up to, and including, termination.

Planned Parenthood of the St Louis Region and Southwest Missouri

Employee Manual dated July 2013

Exhibit 2

**PLANNED PARENTHOOD OF THE ST LOUIS REGION AND SOUTHWEST MISSOURI
CONSENT TO REQUEST CONSUMER REPORT & INVESTIGATIVE CONSUMER REPORT INFORMATION**

PLEASE TYPE OR PRINT Full Name

understand that Planned Parenthood of the St Louis Region and Southwest Missouri (PPSLRSWMO) will use Sterling InfoSystems Inc., 1 State Street, New York, NY 10004, (877) 424-2457 to obtain a consumer report and/or investigative consumer report and educational verification as part of the hiring process. I also understand that if hired, to the extent permitted by law, PPSLRSWMO may obtain further Reports from STERLING so as to update, renew or extend my employment.

I understand Sterling InfoSystems Inc. (STERLING) investigation may include obtaining information regarding my credit background, bankruptcies, lawsuits, judgments, paid tax liens, unlawful detainer actions, failure to pay spousal or child support, accounts placed for collection, character, general reputation, personal characteristics and standard of living, education, driving record and criminal record, subject to any limitations imposed by applicable federal and state law. I understand such information may be obtained through direct or indirect contact with former employers, schools, financial institutions, landlords and public agencies or other persons who may have such knowledge. If an investigative consumer report is being requested, I understand such information may be obtained through any means, including but not limited to personal interviews with my acquaintances and/or associates or with others whom I am acquainted. I acknowledge receipt of the attached summary of my rights under the Fair Credit Reporting Act and, as required by law, any related state summary of rights (collectively "Summaries of Rights").

This consent will not affect my ability to question or dispute the accuracy of any information contained in a Report. I understand if PPSLRSWMO makes a conditional decision to disqualify me based all or in part on my Report, I will be provided with a copy of the Report and another copy of the Summaries of Rights, and if I disagree with the accuracy of the purported disqualifying information in the Report, I must notify PPSLRSWMO within five business days of my receipt of the Report that I am challenging the accuracy of such information with STERLING.

I hereby consent to this investigation and authorize PPSLRSWMO to procure a Report on my background.

In order to verify my identity for the purposes of Report preparation, I am voluntarily releasing my date of birth, social security number and the other information and fully understand that all employment decisions are based on legitimate non-discriminatory reasons.

The name, address and telephone number of the nearest unit of the consumer reporting agency designated to handle inquiries regarding the investigative consumer report is:

Sterling InfoSystems, Inc. | 1 State Street 24th Floor New York, NY 10014 | 877-424-2457 | or | 5750 West Oaks Boulevard, Ste. 100 Rocklin, CA 95765 | 888-889-5248 | or | 6111 Oak Tree Boulevard, Independence, OH 44131 | 800-853-3228
California, Connecticut, Maryland, Oregon, Vermont and Washington State Applicants Only (AS APPLICABLE): I further understand that COMPANY will not obtain information about my credit history, credit worthiness, credit standing, or credit capacity unless: (i) the information is required by law; (ii) I am seeking employment with a financial institution (California, Connecticut and Vermont only – in California the financial institution must be subject to Sections 6801-6809 of the U.S. Code and in Vermont it must be a financial institution as defined in 8 V.S.A. § 11101(32) or a credit union as defined in 8 V.S.A. § 30101(5)); (iii) I am seeking employment with a financial institution that accepts deposits that are insured by a federal agency, or an affiliate or subsidiary of the financial institution or a credit union share guaranty corporation that is approved by the Maryland Commissioner of Financial Regulation or an entity or an affiliate of the entity that is registered as an investment advisor with the United States Securities and Exchange Commission (Maryland only); (iv) I am seeking employment in a position which involves access to confidential financial information (Vermont only); (v) I am seeking employment in a position which requires a financial fiduciary responsibility to the employer or a client of the employer, including the authority to issue payments, collect debts, transfer money, or enter into contracts (Vermont only); (vi) COMPANY can demonstrate that the information is a valid and reliable predictor of employee performance in the specific position being sought or held; (vii) I am seeking employment in a position that involves access to an employer's payroll information (Vermont only); (viii) the information is substantially job related, and the bona fide reasons for using the information are disclosed to me in writing, (complete the question below) (Connecticut, Maryland, Oregon and Washington only); (ix) I am seeking employment as a covered law enforcement officer, emergency medical personnel, firefighter police officer, peace officer or other law enforcement position (California, Oregon and Vermont only - in Oregon the police or peace officer position must be sought with a federally insured bank or credit union and in Vermont the law

enforcement officer position must be as defined in 20 V.S.A. § 2358, the emergency medical personnel must be as defined in 24 V.S.A. § 2651(6), and the firefighter position must be as defined in 20 V.S.A. § 3151(3)); (x) the COMPANY reasonably believes I have engaged in specific activity that constitutes a violation of law related to my employment (Connecticut only); (xi) I am seeking a position with the state Department of Justice (California only); (xii) I am seeking a position as an exempt managerial employee (California only); and/or (xiii) I am seeking employment in a position (other than regular solicitation of credit card applications at a retail establishment) that involves regular access to all of the following personal information of any one person: bank or credit card account information, social security number, and date of birth,, I am seeking employment in a position that requires me to be a named signatory on the employer's bank or credit card or otherwise authorized to enter into financial contracts on behalf of the employer, I am seeking employment in a position that involves access to confidential or proprietary information of the Company or regular access to \$10,000 or more in cash (California only).

Bona fide reasons why PPSLRSWMO considers credit information substantially job related (complete if this is the sole basis for obtaining credit information) or in California the COMPANY'S basis for the credit check.

The reason for running a credit report will be provided to me by my potential employer/employer on a separate document. **NY Applicants Only:** I also acknowledge that I have received the attached copy of Article 23A of New York's Correction Law. I further understand that I may request a copy of any investigative consumer report by contacting STERLING. I further understand that I will be advised if any further checks are requested and provided the name and address of the consumer reporting agency.

California Applicants and Residents: If I am applying for employment in California or reside in California, I understand I have the right to visually inspect the files concerning me maintained by an investigative consumer reporting agency during normal business hours and upon reasonable notice. The inspection can be done in person, and, if I appear in person and furnish proper identification; I am entitled to a copy of the file for a fee not to exceed the actual costs of duplication. I am entitled to be accompanied by one person of my choosing, who shall furnish reasonable identification. The inspection can also be done via certified mail if I make a written request, with proper identification, for copies to be sent to a specified addressee. I can also request a summary of the information to be provided by telephone if I make a written request, with proper identification for telephone disclosure, and the toll charge, if any, for the telephone call is prepaid by or directly charged to me. I further understand that the investigative consumer reporting agency shall provide trained personnel to explain to me any of the information furnished to me; I shall receive from the investigative consumer reporting agency a written explanation of any coded information contained in files maintained on me. "Proper identification" as used in this paragraph means information generally deemed sufficient, to identify a person, including documents such as a valid driver's license, social security account number, military identification card and credit cards. I understand that I can access the following website - <http://www.sterlinginfosystems.com/privacy> - to view STERLING'S privacy practices, including information with respect to STERLING'S preparation and processing of investigative consumer reports and guidance as to whether my personal information will be sent outside the United States or its territories.

Para informacion en Espanol, visite www.consumerfinance.gov/learnmore o escriba a la Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.

A Summary of Your Rights Under the Fair Credit Reporting Act

The federal Fair Credit Reporting Act (FCRA) promotes the accuracy, fairness, and privacy of information in the files of consumer reporting agencies. There are many types of consumer reporting agencies, including credit bureaus and specialty agencies (such as agencies that sell information about check writing histories, medical records, and rental history records). Here is a summary of your major rights under the FCRA. For more information, including information about additional rights, go to www.consumerfinance.gov/learnmore or write to: Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.

- **You must be told if information in your file has been used against you.** Anyone who uses a credit report or another type of consumer report to deny your application for credit, insurance, or employment - or to take another adverse action against you - must tell you, and must give you the name, address, and phone number of the agency that provided the information.
- **You have the right to know what is in your file.** You may request and obtain all the information about you in the files of a consumer-reporting agency (your "file disclosure"). You will be required to provide proper identification, which may include your Social Security number. In many cases, the disclosure will be free. You are entitled to a free file disclosure if:
 - A person has taken adverse action against you because of information in your credit report;
 - You are the victim of identity theft and place a fraud alert in your file;
 - Your file contains inaccurate information as a result of fraud;
 - You are on public assistance;
 - You are unemployed but expect to apply for employment within 60 days.

In addition, all consumers are entitled to one free disclosure every 12 months upon request from each nationwide credit bureau and from nationwide specialty consumer reporting agencies. See www.consumerfinance.gov/learnmore for additional information.

- **You have the right to ask for a credit score.** Credit scores are numerical summaries of your creditworthiness based on information from credit bureaus. You may request a credit score from consumer reporting agencies that create scores or distribute scores used in residential real property loans, but you will have to pay for it. In some mortgage transactions, you will receive credit score information for free from the mortgage lender.
- **You have the right to dispute incomplete or inaccurate information.** If you identify information in your file that is incomplete or inaccurate, and report it to the consumer-reporting agency, the agency must investigate unless your dispute is frivolous. See www.consumerfinance.gov/learnmore for an explanation of dispute procedures.
- **Consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information.** Inaccurate, incomplete or unverifiable information must be removed or corrected, usually within 30 days. However, a consumer reporting agency may continue to report information it has verified as accurate.
- **Consumer reporting agencies may not report outdated negative information.** In most cases, a consumer-reporting agency may not report negative information that is more than seven years old, or bankruptcies that are more than 10 years old.
- **Access to your file is limited.** A consumer-reporting agency may provide information about you only to people with a valid need -- usually to consider an application with a creditor, insurer, employer, landlord, or other business. The FCRA specifies those with a valid need for access.
- **You must give your consent for reports to be provided to employers.** A consumer-reporting agency may not give out information about you to your employer, or a potential employer, without your written consent given to the employer. Written consent generally is not required in the trucking industry. For more information, go to www.consumerfinance.gov/learnmore.
- **You may limit "prescreened" offers of credit and insurance you get based on information in your credit report.** Unsolicited "prescreened" offers for credit and insurance must include a toll-free phone number you can call if you choose to remove your name and address from the lists these offers are based on. You may opt-out with the nationwide credit bureaus at 1-888-567-8688.
- **You may seek damages from violators.** If a consumer reporting agency, or, in some cases, a user of consumer reports or a furnisher of information to a consumer reporting agency violates the FCRA, you may be able to sue in state or federal court.
- **Identity theft victims and active duty military personnel have additional rights.** For more information, visit www.consumerfinance.gov/learnmore.
- **States may enforce the FCRA, and many states have their own consumer reporting laws.** In some cases, you may have more rights under state law. For more information, contact your state or local consumer protection agency or your state Attorney General. For information about your federal rights, contact:

TYPE OF BUSINESS:	CONTACT:
1.a. Banks, savings associations, and credit unions with total assets of over \$10 billion and their affiliates.	a. Bureau of Consumer Financial Protection 1700 G Street NW Washington, DC 20552
b. Such affiliates that are not banks, savings associations, or credit unions also should list, in addition to the Bureau:	b. Federal Trade Commission: Consumer Response Center - FCRA Washington, DC 20580 (877) 382-4357
2. To the extent not included in item 1 above:	
a. National banks, federal savings associations, and federal branches and federal agencies of foreign banks	a. Office of the Comptroller of the Currency Customer Assistance Group 1301 McKinney Street, Suite 3450 Houston, TX 77010-9050
b. State member banks, branches and agencies of foreign banks (other than federal branches, federal agencies, and insured state branches of foreign banks), commercial lending companies owned or controlled by foreign banks, and organizations operating under section 25 or 25A of the Federal Reserve Act	b. Federal Reserve Consumer Help Center P.O. Box 1200 Minneapolis, MN 55480
c. Nonmember Insured Banks, Insured State Branches of Foreign Banks, and insured state savings associations	c. FDIC Consumer Response Center 1100 Walnut Street, Box #11 Kansas City, MO 64106
d. Federal Credit Unions	d. National Credit Union Administration Office of Consumer Protection (OCP) Division of Consumer Compliance and Outreach (DCCO)

	1775 Duke Street Alexandria, VA 22314
3. Air carriers	Asst. General Counsel for Aviation Enforcement & Proceedings Department of Transportation 1200 New Jersey Avenue, SE Washington, DC 20590
4. Creditors Subject to Surface Transportation Board	Office of Proceedings, Surface Transportation Board Department of Transportation 395 E Street SW Washington, DC 20423
5. Creditors Subject to Packers and Stockyards Act	Nearest Packers and Stockyards Administration area supervisor
6. Small Business Investment Companies	Associate Deputy Administrator for Capital Access United States Small Business Administration 409 Third Street, SW, 8th Floor Washington, DC 20416
7. Brokers and Dealers	Securities and Exchange Commission 100 F St NE Washington, DC 20549
8. Federal Land Banks, Federal Land Bank Associations, Federal Intermediate Credit Banks, and Production Credit Associations	Farm Credit Administration 1501 Farm Credit Drive McLean, VA 22102-5090
9. Retailers, Finance Companies, and All Other Creditors Not Listed Above	FTC Regional Office for region in which the creditor operates or Federal Trade Commission: Consumer Response Center - FCRA Washington, DC 20580 (877) 382-4357

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 - A person has taken adverse action against you because of information in your credit report;
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- **You may seek damages from violators.** If a consumer reporting agency, or, in some cases, a user of consumer reports or a furnisher of information to a consumer reporting agency violates the FCRA, you may be able to sue in state or federal court.
- **Identify theft victims and active duty military personnel have additional rights.** For more information, visit www.consumerfinance.gov/learnmore.
- **States may enforce the FCRA, and many states have their own consumer reporting laws.** In some cases, you may have more rights under state law. For more information, contact your state or local consumer protection agency or your state Attorney General. For information about your federal rights, contact:

TYPE OF BUSINESS:	CONTACT:
1.a. Banks, savings associations, and credit unions with total assets of over \$10 billion and their affiliates.	a. Bureau of Consumer Financial Protection 1700 G Street NW Washington, DC 20552
b. Such affiliates that are not banks, savings associations, or credit unions also should list, in addition to the Bureau:	b. Federal Trade Commission; Consumer Response Center - FCRA Washington, DC 20580 (877) 382-4357
2. To the extent not included in item 1 above:	
a. National banks, federal savings associations, and federal branches and federal agencies of foreign banks	a. Office of the Comptroller of the Currency Customer Assistance Group 1301 McKinney Street, Suite 3450 Houston, TX 77010-9050
b. State member banks, branches and agencies of foreign banks (other than federal branches, federal agencies, and insured state branches of foreign banks), commercial lending companies owned or controlled by foreign banks, and organizations operating under section 25 or 25A of the Federal Reserve Act	b. Federal Reserve Consumer Help Center P.O. Box 1200 Minneapolis, MN 55480
c. Nonmember Insured Banks, Insured State Branches of Foreign Banks, and insured state savings associations	c. FDIC Consumer Response Center 1100 Walnut Street, Box #11 Kansas City, MO 64106
d. Federal Credit Unions	d. National Credit Union Administration Office of Consumer Protection (OCP) Division of Consumer Compliance and Outreach (DCCO) 1775 Duke Street Alexandria, VA 22314
3. Air carriers	Asst. General Counsel for Aviation Enforcement & Proceedings Department of Transportation 1200 New Jersey Avenue, SE Washington, DC 20590
4. Creditors Subject to Surface Transportation Board	Office of Proceedings, Surface Transportation Board Department of Transportation 395 E Street SW Washington, DC 20423

5. Creditors Subject to Packers and Stockyards Act	Nearest Packers and Stockyards Administration area supervisor
6. Small Business Investment Companies	Associate Deputy Administrator for Capital Access United States Small Business Administration 409 Third Street, SW, 8th Floor Washington, DC 20416
7. Brokers and Dealers	Securities and Exchange Commission 100 F St NE Washington, DC 20549
8. Federal Land Banks, Federal Land Bank Associations, Federal Intermediate Credit Banks, and Production Credit Associations	Farm Credit Administration 1501 Farm Credit Drive McLean, VA 22102-5090
9. Retailers, Finance Companies, and All Other Creditors Not Listed Above	FTC Regional Office for region in which the creditor operates or Federal Trade Commission: Consumer Response Center - FCRA Washington, DC 20580 (877) 382-4357

I acknowledge receipt of the preceding "Summary of Rights" by checking this box. ☐

Name _____

Date _____



Planned Parenthood of the St. Louis Region and Southwest Missouri

Exhibit 3

RHS OF PPSLR PRIOR TO OFFER CHECKLIST

Name: _____

- ☐ Print off two Job Descriptions
- ☐ Criminal Background Check - Sterling
- ☐ EDL -- Missouri Employee disqualification list
- ☐ HHS-OIG
- ☐ SAM
- ☐ Missouri Federal Sex Offender List
- ☐ References
- ☐ Credentialing Forms if applicable: LCSW/RN/NP/MD

Completion date: _____

By: _____

Offer Accepted Date _____

Start Date _____

- ☐ Email to:
 - Hiring Manager
 - Human Resources Assistant
 - Security
 - Director of Surgical Services
 - Director of Quality and Training
 - Vice President of Patient services and Education

Missouri Department of Health and Senior Services
Employee Disqualification List (EDL)

Staff U

Date: 05/17/2016

Applicant's Social Security Number: 2094

Enter Clear

Message: SSN NOT FOUND ON EDL

Confirmation No:

201613800382

Name (first last)Primary / AliasSocial Security NumberDHSS HomeSenior Services

EDL Quarterly and Annual Reports

EDL Reports have moved. Please do the following:

1. Go to URL <https://reportal.dhss.mo.gov/biportal/Login.aspx>
2. Your User Name is the same as the one you used to get to this page.
3. Your password is set to uppercase first initial, uppercase last initial, and the last four digits of your SSN. You will be asked to change your password.
4. Once you are successfully logged in, click 'EDL' on the navigation area on the left side of the screen.
5. Click the desired report and it should be displayed for you.

***** Please note that your password to get to the reports and your password for the EDL website do not sync.**

For password issues contact us at 573-751-6388 or email support@health.mo.gov

For EDL issues contact us at (573) 522-1119, or e-mail at <http://www.health.mo.gov/AskUs.html>

2 COMPLETE REPORT - CONSIDER

2 OrderID - 45784509

W [REDACTED], F [REDACTED]
[REDACTED]

Staff U

SterlingBackcheck

PLANNED PARENTHOOD OF THE ST LOUIS REGION AND SOUTHWEST MISS (BILLCODE: RHS)
4251 FOREST PARK AVE
ST LOUIS, MO 63108

PHONE: 888.889.5248
DisputeResolution@sterlingbackcheck.com

*** INFORMATION IN THIS REPORT IS FOR ONLINE REVIEW ONLY ***
(USE THE PRINT REPORT FUNCTION FOR A FULLY COMPLIANT, REPRODUCIBLE REPORT)

REPORT SUMMARY

COMPONENT	IDENTIFIERS	STATUS	RESULT
Employee Credit Report	W [REDACTED] F [REDACTED]	Complete	[REDACTED]
Enhanced Nationwide Criminal Search	W [REDACTED] F [REDACTED]	Complete	[REDACTED]