Answers to Frequently Asked Application Questions

- The actual registrant and holder of the registration is required to complete and submit the application. This should not be delegated to another person.
- All registrations are for a one year period.
- Applications and payment shall be submitted electronically online. Paper applications and checks by mail are no longer accepted. Apply at www.health.mo.gov/safety/bndd.
- Our application is not compatible with all devices or browsers. An application cannot be submitted using a phone or tablet.
- When you apply online, you must allow pop-up windows from our site. Each browser has a different way of doing this. You can search how to turn or pop-up blocker for your computer on the internet.
- When you type in your personal identification information, this information will be bounced off the data with your professional license from the state licensing board to verify your identity. If the information does not match then you will get a message that says invalid log in credentials. You may want to double check your data. If the system will not accept it, you may apply with a paper application.
- At the end of the online application process you will be given a chance to print a receipt of the transaction.
- Applications are processed in the order in which they are received.
- To learn when your application has been processed, you may visit the bureau's website at www.health.mo.gov/BNDD and click on the link to verify and print a registration. From this link you can see when your name appears and also print your own certificate. BNDD certificates are printed from our website and are not sent out by mail.
- Submitting an application for a registration does not grant you controlled substances authority. No activities with controlled substances may take place until the application has been processed and a registration has been issued.
- Be sure to pay the correct fee and click to pay the fee one time. Registration fees are non-refundable per state regulation.
- If the application is not completed or if the bureau requires additional information or clarification, the bureau will send an email to you at the email address you provided on the application. Incomplete applications will be held in abeyance for 60 days. If information is not received by then the application will be close.
- Phone lines are generally very busy. It is usually the fastest to send an email to the Bureau at BNDD@health.mo.gov
- A registration can only be issued for a Missouri Practice location where patient care occurs and controlled drug activities take place. This would be a location where you see patients, conduct drug activities and maintain patient files.