



**Missouri Department of Health and Senior Services**

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RELAY MISSOURI for Hearing and Speech Impaired and Voice dial: 711

**Paula F. Nickelson**  
Acting Director



**Michael L. Parson**  
Governor

September 30, 2022

Dear Newborn Screening Web Portal Users,

The Missouri State Public Health Laboratory (MSPHL) is consolidating our process for facilitating and approving users' access to our web portals. Currently, we have three web portals: the Neometrics Web Portal for providing electronic results for all Newborn Screening, the OpenELIS Web Portal for providing electronic results for all of our other testing conducted at MSPHL and the Lab Web Portal that we use for electronic test orders and result reporting for selected OpenELIS users.

Our current process for granting access to the Newborn Screening Web Portal is through entering into a User Agreement between the individual user and DHSS/MSPHL. The consolidated process will involve each facility entering into a Memorandum of Agreement (MOA) with DHSS/MSPHL and individuals completing an 'Attachment A' form. This process provides multiple benefits for MSPHL and the facility:

- A streamlined and more efficient method for managing access requests at MSPHL.
- Facility transparency of users that request and gain access on their behalf.
- Enhanced security of PHI by ensuring only those with a legitimate healthcare related reason have and maintain access to the web portal(s).
- A mechanism for removing access annually for users that no longer need access.

MSPHL will be transitioning to the new consolidated MOA process using a tiered approach starting in October 2022. We will begin the transition with all facilities that currently have access to the Newborn Screening Web Portal. Then as we have new requests for access, the user will be required to provide a facility contact that is an approved signer for that facility (such as someone from administration) in order to establish the MOA before access will be granted. The facility designee will complete the MOA document and return to the MSPHL for further processing. Once the MOA is fully processed, MSPHL will send the facility designee the final complete document for their records. MOAs are renewable for four (4) years, but after five years a new MOA must be completed. At the time of each renewal, MSPHL will send the facility designee a renewal document as well as a list of currently active users to review and then provide approval for their continuing access.

Since this will be a tiered approach, your access to the Newborn Screening Web Portal will remain active until the date your facility's MOA is required to be returned to MSPHL. However, we plan to have all users transitioned to the new MOA by Oct. 31, 2023. Any facility/user that has not transitioned by that time will have their access revoked effective Nov. 1, 2023.

We will be sending each facility a blank MOA <https://health.mo.gov/lab/pdf/openelis-moa.pdf> and Attachment A <https://health.mo.gov/lab/pdf/AttachmentA.pdf> form electronically to begin the transition. Please be on the lookout for this communication. If you have any questions or concerns please feel free to reach out to us by calling the MSPHL Informatics/MSPHL Web Portal Help Desk at 573-522-9560 or emailing us at [MSPHLInformatics@health.mo.gov](mailto:MSPHLInformatics@health.mo.gov).

Sincerely,

Shanna West  
Informatics Unit Manager  
Missouri State Public Health Laboratory  
Department of Health and Senior Services

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