

**Bureau of
Vital
Records
Website**



MISSOURI DEPARTMENT OF
HEALTH &
SENIOR SERVICES

MEET THE TEAM



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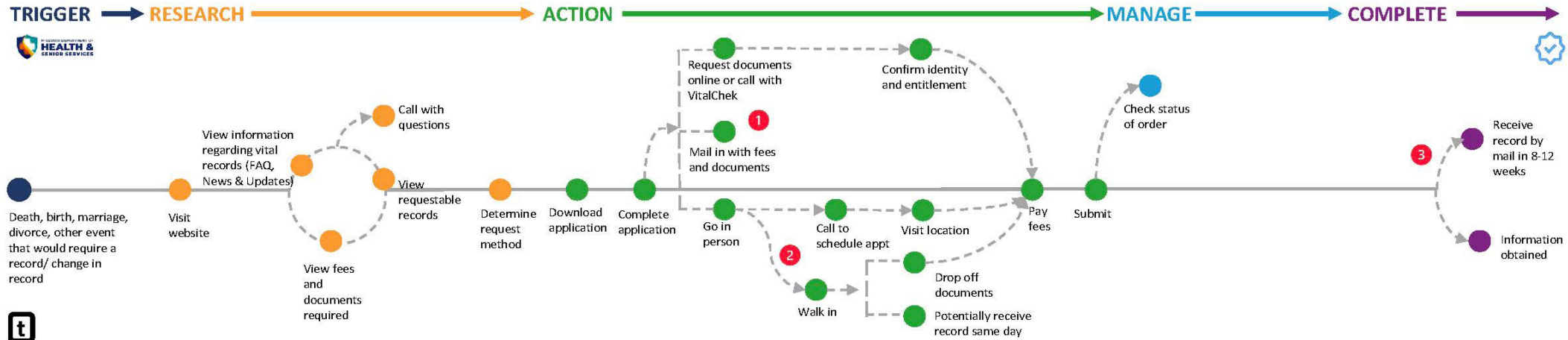
SARA
PRINGER



REQUESTING A RECORD OR APPLYING FOR A CHANGE ON YOUR RECORD



VITAL RECORDS



Pain Points

1

There can be delays in getting documents in the mail

2

Inconsistency (Not consistent if you need to make an appointment to show up in person)

3

Processing time takes too long



THE BUREAU OF VITAL RECORDS WEBSITE IS DIFFICULT FOR CITIZENS TO NAVIGATE



MISSOURI DEPARTMENT OF
**HEALTH &
SENIOR SERVICES**

Order a Copy of a Vital Record

DHSS Home » Data » vitalrecords » obtain-vital-record

Types of Vital Records You Can Request

Many Missouri residents can quickly obtain their birth, death, marriage, and divorce records at the local level.^{1,2} There are some types of vital records only available at the county level, and other types of records that are only available from the Bureau of Vital Records in Jefferson City.

In the State of Missouri, vital records are not open to the general public. Copies of vital records are provided to specifically defined individuals or entities. This helps protect identities, prevent fraud, and preserve the integrity of vital records. State law only allows a certified copy of a vital record to be issued to a person with a direct and tangible interest in the record. **Learn more** about who can obtain a copy of a vital record.



The following vital records are available for request:

Birth & Death

Delayed Birth

Original Pre-Adoptive Birth Certificate - Missouri Adoptee Rights Act

Marriage

Divorce

Fetal Death/Certificate of Birth Resulting in Stillbirth

Statement of Single Status

Putative Father Registry



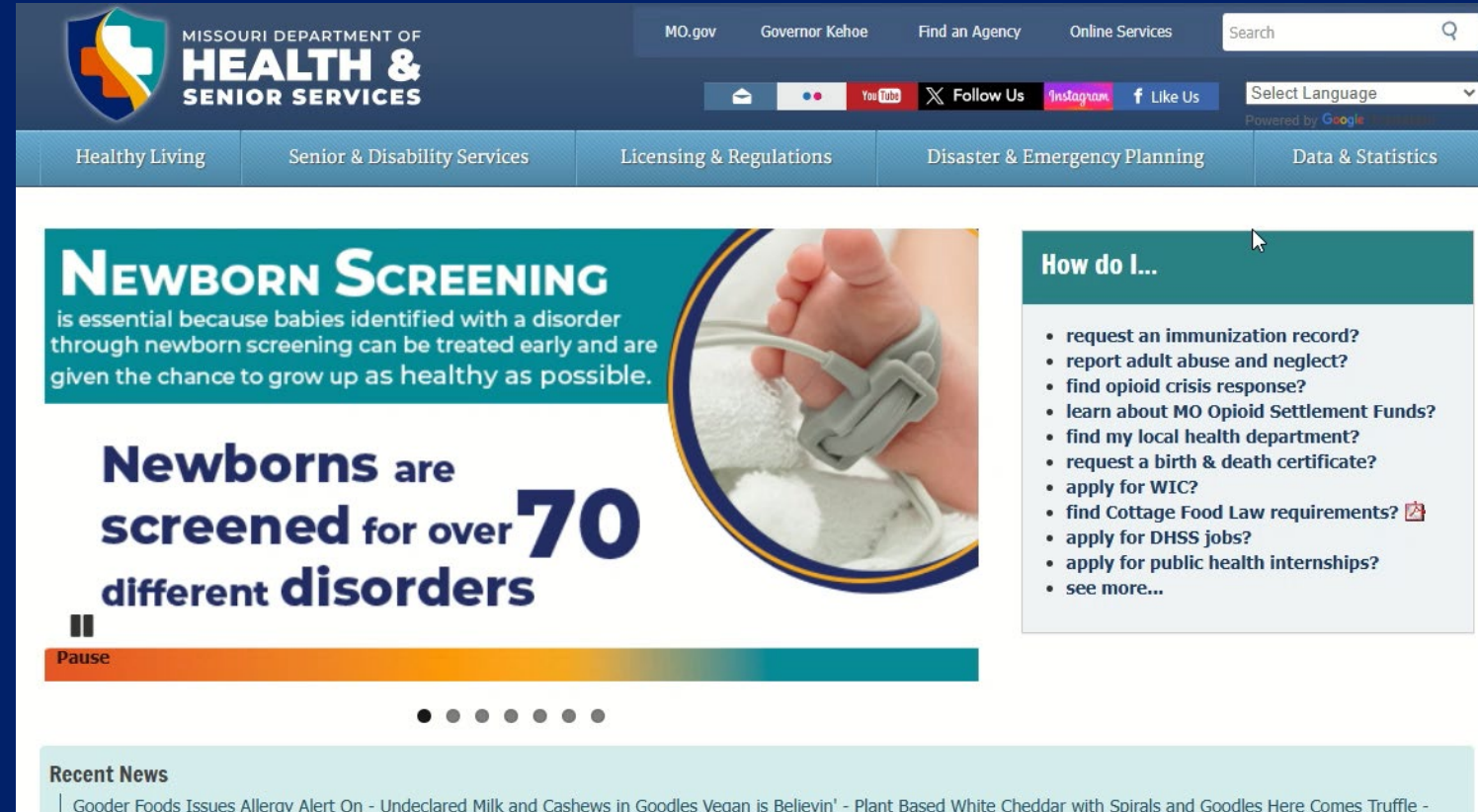
VITAL RECORDS HOME PAGE KEY TAKE AWAYS

DHSS Homepage

- Add a Vital Records quick link or button to the Department of Health & Senior Services homepage

Vital Records Homepage

- "Welcome" paragraph needs refreshed
- Remove scrolling banners
- Move the buttons to the top of the page
- Reduce and simplify text throughout website



ADDITIONAL VITAL RECORD WEBPAGE KEY TAKE AWAYS

Create a space for quick links such as:

- “Vital Records”
- “Related Links” for misc. topics:
 - “MOEVER”
 - “Statutes & Regs”
 - “Why We Do...”
- “Contact Information”

Remove redundant links

Healthy Living
Chronic Diseases
Communicable Diseases
Environmental Factors
Food Programs
Genetic Disease & Early Childhood
Healthy Families
Healthy Moms, Healthy Babies
Immunizations
Local Public Health Agencies
Organ/Tissue Donation and Registry
Overdose Prevention & Response
Wellness & Prevention
Women, Infants & Children (WIC)

MISSOURI DHSS IMMUNIZATIONS WEBPAGE



Health Care Professionals



Me & My Family



Reminder/Recall



Child Care



Schools



Publications & Regulations



Vaccines for Children Clinic Locator



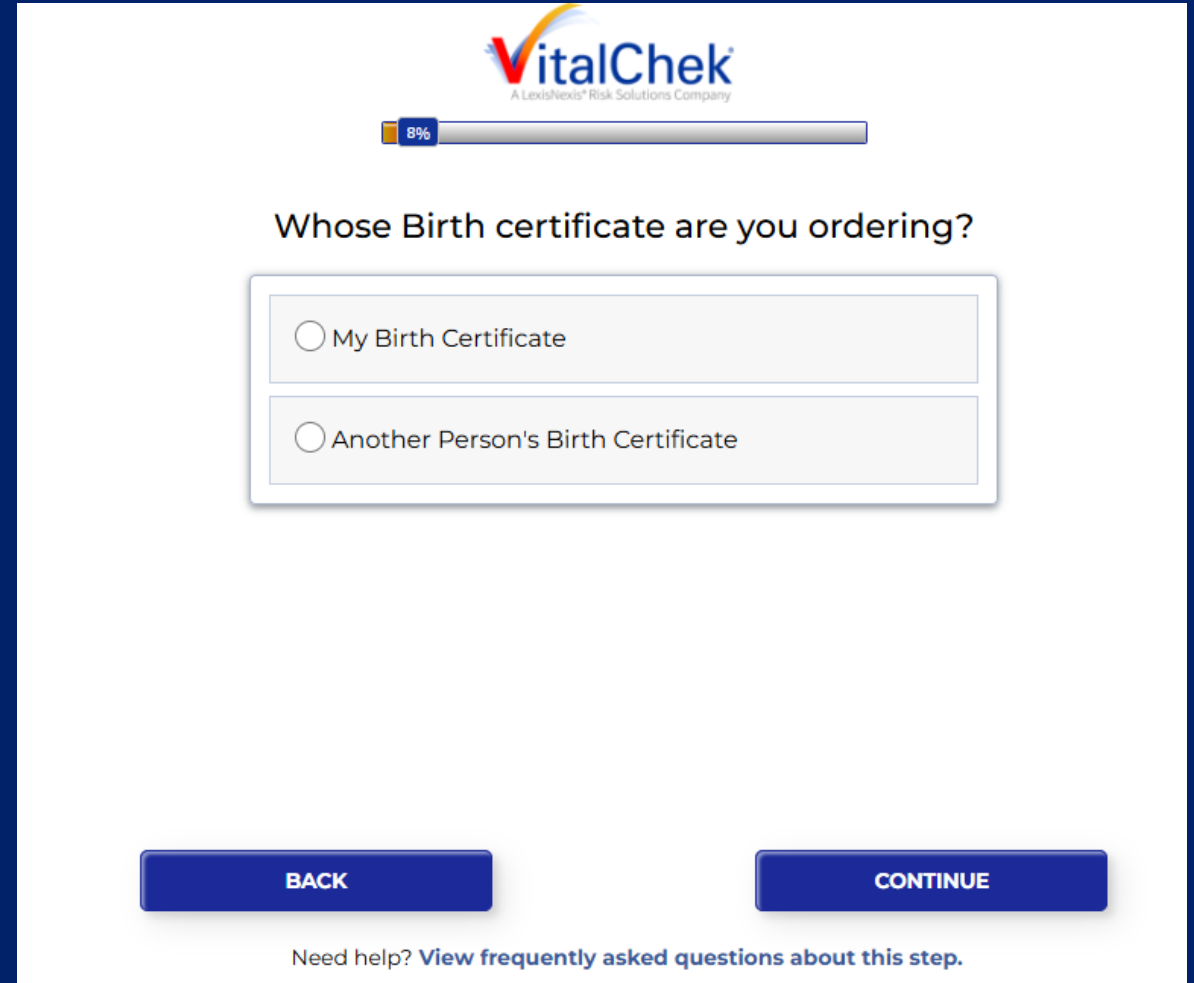
ShowMeVax Immunization Information System



Reserve Mobile Unit

GUIDED PATHS FOR CITIZENS

- **VitalChek guides online requests**
- **Use key questions to guide citizens for other methods**
- **Eliminate the guesswork and reduce frustration**



The screenshot displays the VitalChek website interface. At the top, the VitalChek logo is visible, with the tagline "A LexisNexis® Risk Solutions Company" underneath. A progress bar indicates that 8% of the process is complete. The main heading asks, "Whose Birth certificate are you ordering?". Below this, there are two radio button options: "My Birth Certificate" and "Another Person's Birth Certificate". At the bottom of the form, there are two buttons: "BACK" and "CONTINUE". A link at the very bottom provides assistance: "Need help? [View frequently asked questions about this step.](#)"

VitalChek
A LexisNexis® Risk Solutions Company

8%

Whose Birth certificate are you ordering?

☐ My Birth Certificate

☐ Another Person's Birth Certificate

BACK CONTINUE

Need help? [View frequently asked questions about this step.](#)

ONLINE APPOINTMENT SCHEDULING

- **Simplifies citizen's experience**
- **Reduces vital records staff workload**
- **Allows staff to better predict work**

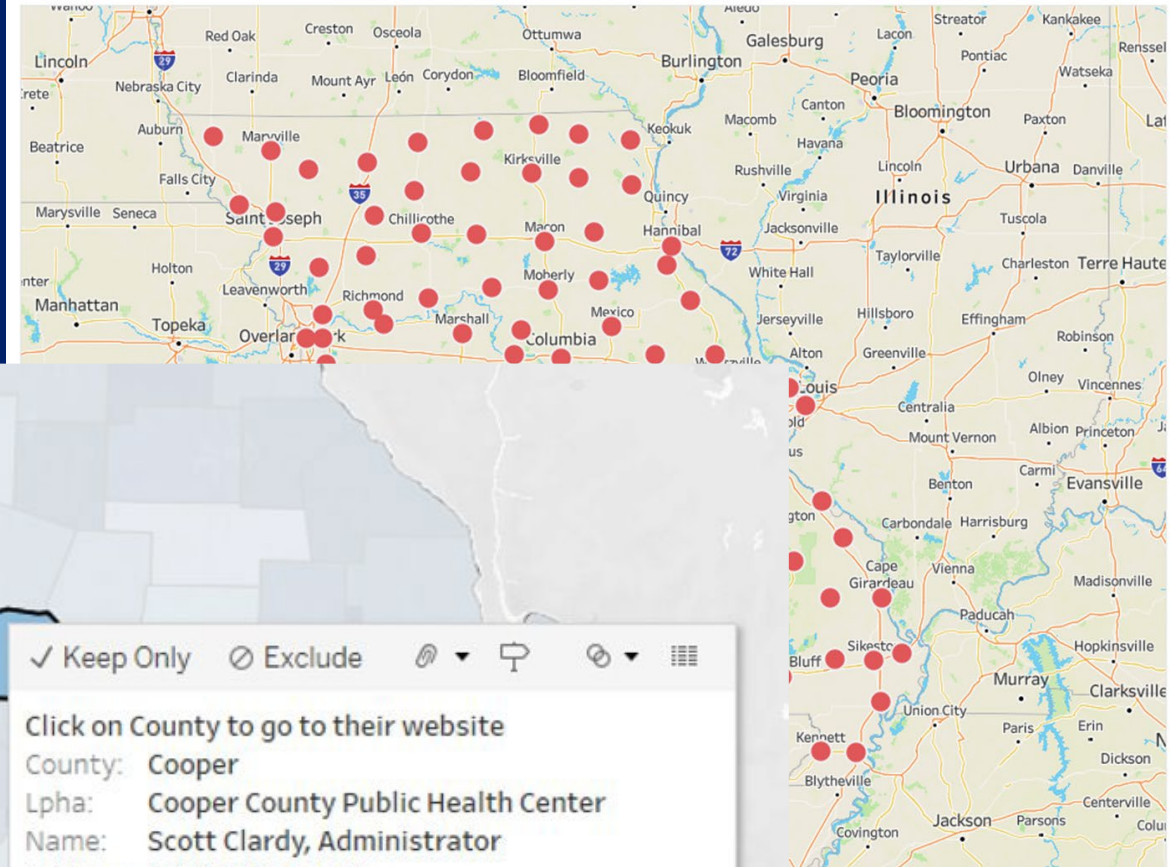
The screenshot shows the 'Schedule an Appointment' page of the Colorado Department of Revenue Motor Vehicle Appointment Scheduling system. The page features a navigation bar with 'Home', 'Schedule an Appointment', and 'My Appointments'. Below the navigation bar is a five-step process flow: 1. Office, 2. Service, 3. Date and Time, 4. Customer, and 5. Confirmation. The main content area displays the instruction 'Please select a date from the calendar, then a time.' followed by a dark blue button showing '8/14/2025 10:45 AM'. Below this, the word 'Or' is followed by the text 'Select date and time'. At the bottom, there are two input fields: 'Choose a day' with a calendar for August 2025, and 'Select a time' with a dropdown menu.

Colorado Example: [Appointment Scheduling | Department of Revenue - Motor Vehicle](#)

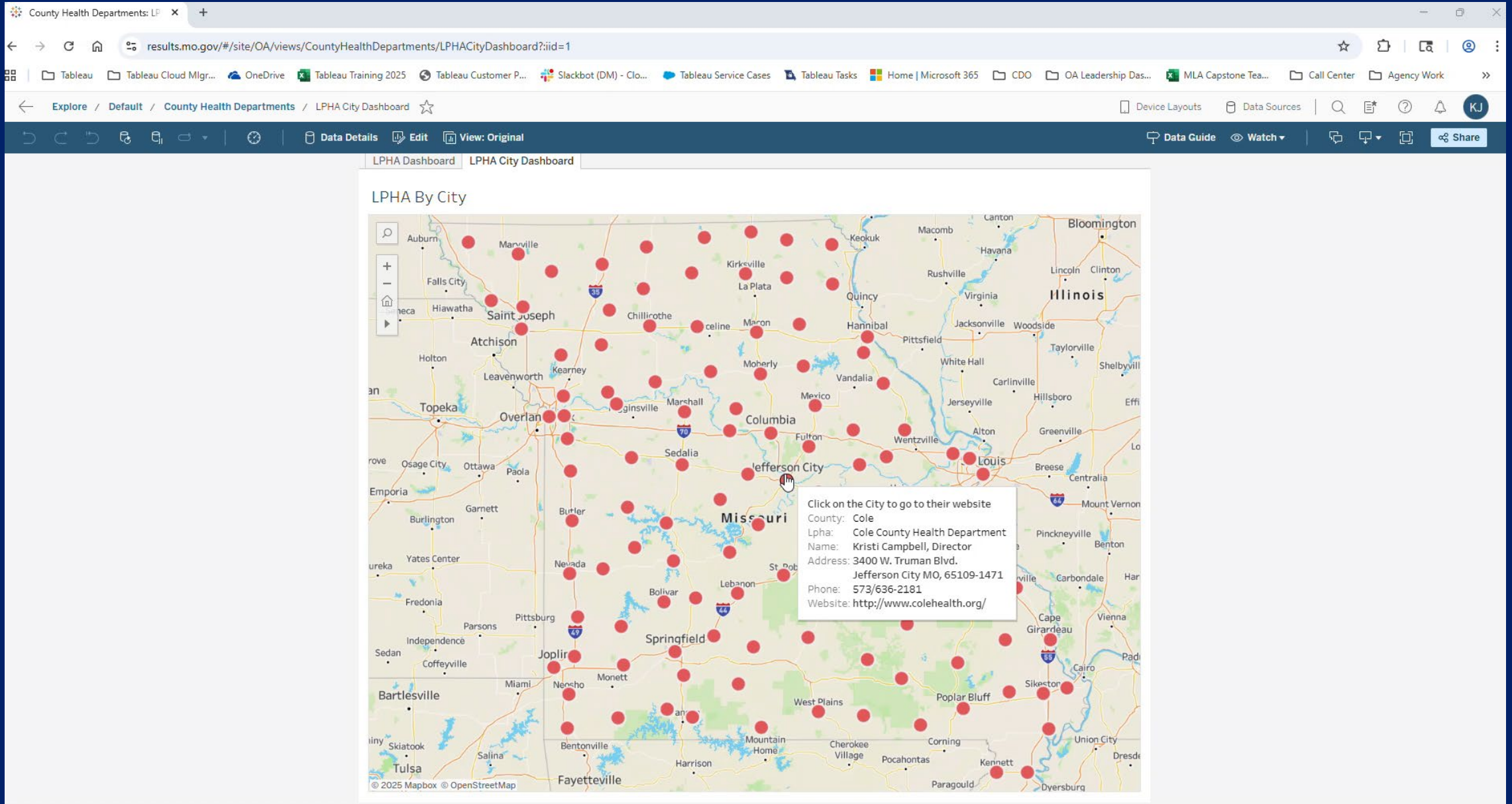
EVERYTHING YOU NEED AT YOUR FINGERTIPS

- **Dashboards engage citizens**
- **All you need with one click**
- **Location pops up on hover**
- **Option to use Google Maps**
- **Quick link to website**
- **Call your LPHA from the dashboard**

LPHA By City



QUICK ACCESS TO INFORMATION



WHEN SHOULD I EXPECT MY DOCUMENTS?

Current processing times

We are currently processing certificate orders received on or before:

Online:

07/22/2025

Mail:


6/24/2025

- **Displaying the status sets clear expectations**
- **Number of citizens calling to request status of their records is reduced**

	In-Person	UPS: Overnight*	UPS: 2-Day*	Regular Mail
VitalChek*	N/A	2 to 5 business days	5 to 10 business days	4 to 6 weeks
VitalChek Will Call*	Upon Notification	N/A	N/A	N/A
In-Person	After 2 Hours	N/A	N/A	4 to 6 weeks
Regular Mail	N/A	N/A	N/A	4 to 6 weeks

CLEAR AND CONCISE FEE STRUCTURE

Current fee table is brief,
followed by text
explaining additional fees

Birth and Fetal Death Records Marriage and Divorce Records	Death Records
\$15 per record	\$14 per record
\$15 for each additional copy	\$11 for each additional copy
View more fee information 	

Birth or Fetal Death/Stillbirth \$15.00 - Certificate of Live Birth (5-year search includes one certified copy if record is found) NO FEE - Correction of birth or fetal death/stillbirth record by affidavit (does not include new certified copy) \$15.00 - Fetal Death Report or Certificate of Birth Resulting in Stillbirth \$15.00 - Processing court-ordered change related to birth/fetal death/stillbirth (does not include new certified copy) \$15.00 - Processing court-ordered unsealing of birth record (does not include copy of unsealed stamped certificate) \$15.00 - Processing Decree of Adoption (does not include new certified copy) \$15.00 - Processing a legitimization (does not include new certified copy) \$15.00 - Processing application to record a birth after twelfth (12 th) birthday (does not include new certified copy) NO FEE - Registration of birth record by standard processes or by court order (does not include new certified copy) Death \$14.00 - Certificate of Death (5-year search includes one certified copy if record is found) \$11.00 - Additional copies of same death record ordered at same time (each) NO FEE - Correction of death record by affidavit (does not include new certified copy) \$14.00 - Processing court-ordered correction of death record (does not include new certified copy) NO FEE - Registration of death record by standard processes or by court order (does not include new certified copy) Statement of Marriage/Divorce/Single Status \$15.00 - Statement of Marriage or Divorce \$15.00 - Statement of Single Status Documents Related to Vital Records Correction affidavits, paternity affidavits, and documents/evidence related to vital records may be requested at the time of purchasing a vital record. For more information, visit: www.health.mo.gov/vitalrecords VitalChek Additional Charge - VitalChek services (toll-free number 877-817-7363)
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Office of Vital Records Fee Schedule

	First certified copy	Each additional copy of the same certificate ordered at the same time	Correction/Change fee	Search when no record is found	Search fee when date of death, dissolution, marriage or civil union is unknown	Exchange of previously issued certificates after a correction or change has been made	Processing/Registration/Filing fee
Heirloom certificates and verifications	\$35.00	\$35.00					
Certificates							
Birth	\$20.00	\$13.00	\$20.00	\$20.00		\$13.00	
Stillbirth	\$20.00	\$13.00					
Death	\$20.00	\$13.00	\$20.00	\$20.00	\$1.00 per year	\$13.00	
Verifications							
Civil Union	\$17.00	\$10.00			\$1.00 per year		
Death	\$20.00	\$13.00			\$1.00 per year		
Dissolution (divorce)	\$17.00	\$10.00		\$17.00	\$1.00 per year		
Marriage	\$17.00	\$10.00		\$17.00	\$1.00 per year		
Adoption							
Application to access original birth certificate prior to adoption	\$40.00	\$13.00					
Report of adoption							\$20.00
Adoption registry							\$20.00
Contact preference form							\$20.00
Paternity							
Acknowledgment of parentage							\$20.00
Report of paternity determination							\$20.00
Other forms							
Certified copy of correction form, Acknowledgment of paternity or testimonial letter (CAT form)	\$17.00	\$10.00		\$17.00			
Delayed birth registration (fee includes one copy after the request is accepted for registration)	\$40.00	\$13.00					

Mailing Charges	
Regular mail	No charge
FedEx (check, money order, or cashier's check only)	\$20.00
UPS (credit cards only)	\$20.00
Additional fees	
Apostille fee (per document)	\$5.00
Credit card convenience charge (excludes walk-in)	\$12.00

ADA TITLE II COMPLIANCE

DIGITAL ACCESSIBILITY

**For citizens with
disabilities**

WCAG 2.1 AA

**Conformance Required
for State and Local
Government Websites**

Deadline to comply:

Population >50,000: April 24, 2026

Population <50,000: April 26, 2027

DHSS – BUREAU OF VITAL RECORDS WEBSITE

GOALS

- ✓ **Streamline website for easy navigation**
- ✓ **Improve customer service**
- ✓ **Reduce DHSS workload**
- ✓ **Access for all citizens**





Questions?

THANK YOU!