

Bureau of Management Services

Lola Pouncey, Acting Bureau Chief

The Bureau of Management Services is responsible for providing centralized administrative supportive services which include oversight responsibility of the Division's communication support, document management, procurement and reimbursement services, and meeting planning for 22 regulatory boards and six councils. The Bureau is comprised of the bureau chief and two administrative support units, all of which support the Division of Medical Quality Assurance. The functions of the units include:

Central Records Unit – Amy Carraway, Manager

The Central Records Unit has been designated by the Department's Office of General Counsel as Custodian of Records to index, serve and maintain legal documents, as well as prepare appeal records and respond to public record requests for board orders and other legal documents; provides licensure support documents; manages the electronic storage of licensure and disciplinary files.

Communication Services Unit – Wendy Whitehurst, Manager

The Communication Services Unit serves as the initial customer contact for the Division and responds to the public's request for basic licensure, renewal, and disciplinary information; responds to requests for verbal verification of licensure, copies of applications, laws, and rules; and processes name and address changes for licensees.

**Department of Health
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