



# Frequently Asked Questions:

## **Consumers & Licensees**

Please read through the questions and answers below. If a specific question is not answered here, please feel free to contact us and we can assist you further. 504.838.5109 – [www.lsbefd.state.la.us](http://www.lsbefd.state.la.us) – 888.508.9083



### **What is the purpose of the LSBEFD's General Counsel?**

The purpose of the Board's General Counsel is to advise and represent the Board members and the staff, within their capacity for the operations of the Board and the State of Louisiana. The Board's General Counsel represents the Board as a regulatory agency, a branch of Louisiana Government. The General Counsel is available to assist licensees with specific questions as it relates to the regulations under which the board is empowered to operate, but cannot advise licensees regarding issues that may arise from the licensee's business or personal actions. The General Counsel will refer a licensee to seek legal advice from an attorney who can represent them should there be the possibility of litigation. The General Counsel cannot review forms or advertisements to be used by a licensee or a licensed funeral establishment. Forms and advertisements should be handled through the licensee's legal advisor. **The Board's General Counsel CANNOT represent a licensee nor provide legal advice to a licensee.**

### **Can someone request to be present at a board meeting to address the members?**

Yes. Individuals or groups are encouraged to address the Board Members. A simple request, in writing, is all that is required to be placed upon the meeting agenda. There are also "public comment" cards available which can be completed on the day of the meeting in order for someone to be recognized to speak. The board meetings are "open" meetings and anyone is free to attend.

### **What types of services/assistance is provided by the LSBEFD?**

The LSBEFD is a regulatory board with administrative duties and abilities only. **The only services administered by the Board are for licensing purposes.** The staff will assist with licensing requirements and answer specific questions as it relates to the regulations for the Board such as assistance with internships, temporary licenses, licensing and other duties as outlined within the regulations or LA State requirements. **The Board members and the staff cannot administer legal advice, the Board members and the staff cannot immediately intervene in a situation and the Board's General Counsel cannot advise or assist with any legalities of a licensee other than speaking to a licensee's attorney.** **If a situation requires immediate attention, then the guidance of an independent legal counselor or the local authorities must be contacted to handle.** **The Board does not provide or award monetary assistance to anyone/anything, i.e., funerals, education, charities, complaints, etc.**

*Fees that are collected by the Board are for registration, licensing and administration purposes only. There are no fees for any other services to be provided.*

**A licensee does not pay the Board for any services other than licensing.**



## Filing a complaint

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### ***How do I file a complaint?***

A complaint form is located on the website under the tab “Contact Us” or a legibly written or typed statement of the incident, with a notarized signature and contact information, must be submitted to this office in order for an investigation to be conducted. The complaint should include copies of all corresponding documents, contracts, statements, any physical evidence, and names of witnesses that may help with your complaint. Once a notarized complaint has been received by this office, a letter and the complaint will be forwarded to the licensee or establishment of which the complaint is pertaining to. The licensee or the establishment will be allowed some time to respond to the allegations. The entire contents of the complaint will then be forwarded to the Complaint Review Committee for review and determination. Once a decision has been made, a written notification will be forwarded to the complainant, the licensee and the establishment.

### ***Can I call the office to file a complaint?***

No. The complaint MUST be submitted in writing with a notarized signature.

### ***Can I call the office to discuss a complaint that I wish to file?***

Yes.

### ***Can an issue be resolved quickly through a phone call to the office?***

No. The issue(s) needs to be handled in an amicable manner between the parties and then a written notarized complaint can be submitted for investigation. *The Board and the staff cannot administer legal advice, the Board and the staff cannot immediately intervene in a situation and the Board’s General Counsel cannot advise or assist with any legalities of an individual or licensee other than speaking to an attorney.*

*If a situation requires immediate attention, then the guidance of legal counsel or the local authorities must be contacted to handle.*

*The Board does not provide or award monetary assistance to anyone/anything for any reason, i.e., funerals, education, charities, complaints, etc.*



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## Educational requirements for licensure

## ***What are the recognized accreditation credentials accepted by the LSBEFD?***

Mortuary Colleges/Schools/Programs **must** be accredited by the following;

**ABFSE** – American Board of Funeral Service Education

Colleges/Universities/Institutions **must** be accredited by the following;

**SACS** - Southern Association of Colleges and Schools, Commission on Colleges

### ***Equivalent to SACS:***

**MSA** – Middle States Association of Colleges and Schools, Commission on Higher Education

**NWCCU** – Northwest Commission on Colleges and Universities

**NCA-HLC** – North Central Association of Colleges and Schools, Higher Learning Commission

**NCA-CASI** – North Central Association of Colleges and Schools, Commission on Accreditation and School Improvement, Board of Trustees

**NEASC-CIHE** - New England Association of Schools and Colleges, Inc., Commission on Institutions of Higher Education

**NEASC-CTCI** – New England Association of Schools and Colleges, Inc., Commission on Technical and Career Institutions

**WASC-ACCJU** – Western Association of Schools and Colleges, Accrediting Commission for Community and Junior Colleges

**WASC-ACSCU** – Western Association of Schools and Colleges, Accrediting Commission for Senior Colleges and Universities

Please contact this office if you have a question regarding the accreditation of a school/program. A school/program may be accredited, but it may not be accredited by the above associations. Schools/programs that do not carry the credentials listed above will not be accepted by this Board.

## ***For a funeral director only license, what are the minimum course requirements from a SACS accredited or equivalent university?***

The minimum subject hours shall include twenty one semester hours of the basic freshman courses which include but are not limited to the following: English, mathematics, accounting, bookkeeping, business mathematics, psychology, history, science, business administration, biology, chemistry, economics, and marketing or such other hours as the law may require.

*Remedial classes and courses such as music, the arts, physical education, and sports shall not be considered as accepted courses. LA R.S. 37:842 (A)(4).*

## ***Can a funeral directing certificate course/program be accepted in lieu of the SACS accreditation or equivalent university as outlined above?***

Yes, but the funeral directing certificate **MUST** be acquired from an ABFSE accredited mortuary school/program and the hours for the funeral directing certificate **MUST** total the minimum of 30 semester hours. If the ABFSE accredited mortuary school/program hours are calculated by quarter hours, then the quarter hours will need to be converted to semester hours for determination. An example of quarter hour conversion is as follows; 45 quarter hours ÷ 3 = 15 x 2 = 30 = the 30 hour requirement.

## ***What are the types of tests required and which one do I schedule?***

**NBE – National Board Exam** - consists of 2 parts, an Arts section and a Science section. This exam is required for an embalmer and funeral director (dual) license. This exam is authorized by an ABFSE accredited mortuary school/program. This Board cannot authorize an individual to sit for this exam. This MUST be handled through the ABFSE accredited mortuary school/program. A study guide may be available through the school/program or The Conference.

**SBE – State Board Exam** – consists of an Arts section only which is a general state exam and is not state specific. This exam is required for a funeral director only license. *This Board will notify The Conference to authorize an individual for this exam when their internship has been registered.* A study guide may be available through The Conference.

**LRR – Louisiana Rules and Regulations (exam)** – consists of State specific questions relating to the Laws and Rules of Louisiana. This exam is required for reciprocal licensees who have or will be applying for a temporary license in Louisiana. A study guide is available through a link on the home page of our website. *This Board will notify The Conference to authorize an individual for this exam when their temporary license has been registered.*

Additionally:

Please refer to the instructions for the SBE and LRR which are listed upon the home webpage and under the notifications page.

The Conference will send a certified stamped certificate of the passing of any one of these examinations to this office. Before a license will be issued, this certification MUST be received by this office. We cannot accept a copy from an individual.

The Board is NOT involved with the examination process other than authorizing an individual's eligibility to take either the SBE or the LRR exams.

If you have any further questions, please feel free to visit the “contact us” page to email or call for further assistance.

### ***Who do I contact and how do I schedule the SBE or the LRR exam?***

The Conference of Funeral Service Examining Boards (ICFSEB) – The Conference:  
479.442.7076 or [www.theconferenceonline.org](http://www.theconferenceonline.org). *An internship or a temporary license MUST be registered with this Board in order for this office to notify The Conference of an individual's eligibility to sit for the SBE or the LRR exam.*

### ***Where can I get a study guide or study materials for the SBE or the LRR exam?***

The SBE, contact The Conference of Funeral Service Examining Boards (ICFSEB) at: 479.442.7076 or [www.theconferenceonline.org](http://www.theconferenceonline.org) – A link for the LRR study guide is located on the home page of the website.

***Are there any practice tests that I can review or take for any of the exams?***

The Conference of Funeral Service Examining Boards (ICFSEB) – The Conference: 479.442.7076 or [www.theconferenceonline.org](http://www.theconferenceonline.org) , you may also check with mortuary schools to see if they have any tutoring, or classes, or practice exams available. *This Board does not offer any training/practice tests or study tests.*

***Where can I find ABFSE accredited mortuary schools/programs?***

The American Board of Funeral Service Education - [www.abfse.org](http://www.abfse.org) or The Conference of Funeral Service Examining Boards (ICFSEB) – 479.442.7076 or [www.theconferenceonline.org](http://www.theconferenceonline.org)

***Is it necessary to submit a certified/original transcript of courses from the college/university or mortuary school?***

Yes. The transcript may be submitted by mail or email. If the transcript will be forwarded by email from the school, then it must be sent directly to the email of the Executive Director of this office to be opened. A copy will NOT be acceptable. The email for the Executive Director is: [kmichel@lsbefd.state.la.us](mailto:kmichel@lsbefd.state.la.us) : LA R.S. 37:842 (A)(4),(B)(2).



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## Licenses/Licensees

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***How do I change my address?***

Please submit your change of address in writing by email or fax.

***What are the fees for licensing?***

There is a “Fees & Forms” tab at the top of the webpage. The fees are listed accordingly.

***How long does it take for a license number to be issued?***

If all of the requirements have been met, applications are processed and license numbers are issued usually within 1 day upon receipt of the application.

***Can I get my license number by email or phone call?***

Yes. Once a license is issued it immediately becomes public record.

***How long does it take to receive my wall license certificate?***

The wall certificate will be sent to a calligrapher then signed by the attending Board members at the next scheduled meeting. Once it has been signed by the Board members, the certificate is placed in a mailing tube with certified return receipt postage, which can be tracked, and hand

delivered to the DHH Medical Board's office for the signature of the Medical Director. The mailing tube is then mailed from the Medical Director's office. The time frame for receipt of the certificate is estimated at about 6-8 weeks from the time the certificate is signed by the Board members. A few causes for delay would be due to; the President or the Secretary of the Board being absent from the Board meeting (which are required signatures), the cancellation of a Board meeting, the certificates are not transported to out of town meetings for signatures, and possibly for reasons unknown that relate to the DHH Medical Board's office. License applications that are received within 2 weeks of a meeting will not have enough time to be sent to the calligrapher and those will be signed at the next scheduled meeting.

***Can I obtain duplicate wall certificates even if I still have my original wall certificate?***

Not at this time. An affidavit attesting to your inability to locate the original wall certificate and that same has been lost, stolen or damaged with the required fee for replacement is required for a duplicate wall certificate. **Title 46, Part XXXVII, Chapter 7, 703 (A).**

***What are the requirements for a temporary license/license by endorsement for reciprocating to Louisiana?***

These instructions are outlined on accompanying pages of the application located under the "Forms" tab on the website.

***Is a temporary licensee required to take a Louisiana State exam (LRR)?***

Yes. Information for the Louisiana State testing is located on the home page and under the "Notifications" tab of our website at [www.lsbefd.state.la.us](http://www.lsbefd.state.la.us).

***Is there a study guide for the Louisiana State Exam?***

Yes. A link is located on the homepage of our website to access the study guide.

***Can I reciprocate my Louisiana license to another state?***

You will need to check with the state that you wish to reciprocate to for their requirements for reciprocating.

***I am planning to reciprocate to another state, how do I obtain a certification/verification from Louisiana regarding my license?***

Please contact the office for this form to be completed. There is a processing fee for this form which includes printing, certifying and mailing certified return receipt postage to the requested state licensing board.



**License Renewal and Continued Education**

**PLEASE NOTE:** Due to the large amount of license renewals that are processed during Oct. 1 – Dec. 31 with the majority of these renewals being received in the office during the last 10 days

of the 90 day renewal period, renewals MUST be accompanied with the correct renewal fee, documents and all items MUST be received together. It is not the responsibility of the Board to call licensees to request items or to remind them of renewal requirements. Renewals that are faxed without payment attached will not be processed. Establishment renewals MUST have the Annual Report of Preneed attached whether there is preneed or no preneed, THIS IS A REQUIREMENT.

**IT IS THE RESPONSIBILITY OF THE LICENSEE TO MAINTAIN THE REQUIREMENTS FOR HOLDING A LICENSE ISSUED FROM THIS BOARD.**

This office and every transaction made by this office is monitored and audited by the State of Louisiana annually. This office MUST follow the State's regulations for procedural duties and authority.

***What is the time period for renewing my license?***

For funeral establishments, embalmers and funeral directors, the renewal period begins on October 1 and ends on December 31 annually. **LA R.S. 37:844; Title 46, Part XXXVII, Chapter 7. etal.**

***I did not receive my renewal notice and therefore I did not renew before the expiration date, can I still submit my annual renewal fee in order to remain current?***

No. The renewal notice is mailed as a courtesy reminder that it is time to renew your license. U.S. Postal Mail gets lost, misplaced or destroyed. We do not have control over the U.S. Postal Service. All licensees are responsible and should know the expiration date for their license. If a license renewal fee fails to be in this office on or before the expiration date, then an application and fee to include the renewal fee must be submitted in order to reinstate the license. **LA R.S. 37:844; Title 46, Part XXXVII, Chapter 7.**

***Will a postmark date on or before the expiration date be accepted?***

No. The renewal and fee must be received in the office on or before the expiration date. **LA R.S. 37:844; Title 46, Part XXXVII, Chapter 7.**

***What if the office is closed on December 30, 31, or January 1 or 2?***

The office is usually closed at some point during that time for holidays. The building is usually open except for the actual day of the holiday and weekends. Mail or correspondence can be delivered to the office via the mail drop slot on the Board's office door if there is access into the building. The Board's website has a calendar of events located to the right of the page and is updated with holidays and office closures. U.S. Postal Mail has been received much later than usual and mail has been lost, we do not have control over the U.S. Postal Service. Always make a note to call the office to check if your renewal has been received. Individual licenses can be renewed online any time. The pay online option is disabled at 11:59 PM on December 31. Remember that the renewal period is open for 3 consecutive months. **LA R.S. 37:844; Title 46, Part XXXVII, Chapter 7.**



***I received my individual license earlier in the year do I need to renew my license before the end of the same year?***

Yes. Renewal of an individual license is required unless the license is issued during the month of December.

***I have not renewed my license in a while, how do I reinstate my license?***

An application and the app fee plus all of the previous year's renewal fees will be calculated for the reinstatement amount. You will need to contact the office for the correct amount of fees that will be due in order to reinstate a license. **Title 46, Part XXXVII, Chapter 7.**

***Can I place my license on hold or inactive status?***

No. A license remains in effect as long as the renewal fee is submitted annually. Active and inactive license status is determined by the continued education requirement. "Active" and "Inactive" is outlined within the definitions. **LA R.S. 37:831.**

***I received my individual license earlier in the year do I need to meet the continuing education requirement before the end of the same year?***

No. Continuing education will be required after the first year of licensure

***I received my individual license earlier in the year and I also acquired some hours of continuing education, can those hours be applied to next year's renewal?***

Yes. If you receive continuing education hours during the first year of licensing, those hours can be applied to the following renewal year.

***Do I have to acquire continuing education annually?***

The continued educational requirement must be maintained annually in order for a licensee to remain "active" and to be able to practice. If a licensee does not acquire the continued educational requirement their license is noted as "inactive" status. The licensee can return to "active" status as soon as the continued educational requirement has been met. **LA R.S. 37:854.**

***Is continuing education listed on the website for each of the "Current Licensees" listed?***

No. You will need to call the office for the CE status of a licensee regarding "active" or "inactive".



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**Funeral Establishments and Renewal**

Establishment renewals MUST have the Annual Report of Preneed attached whether there is preneed or no preneed, THIS IS A REQUIREMENT.



**IT IS THE RESPONSIBILITY OF THE LICENSEE TO MAINTAIN THE REQUIREMENTS FOR HOLDING A LICENSE ISSUED FROM THIS BOARD.**

This office and every transaction made by this office is monitored and audited by the State of Louisiana annually. This office MUST follow the State's regulations for procedural duties and authority.

***Do I need to be licensed to open or own a funeral establishment?***

No. The funeral establishment must be managed on a full time daily basis by a licensee, either a funeral director or an embalmer and funeral director. **LA R.S. 37:842 (F).**

***Do I need to notify the Board regarding a manager change?***

Yes. An email notification or a letter can be faxed advising the Board of a new manager of the establishment. **LA R.S. 37:842 (F)(1).**

***Do I need to notify the Board regarding licensed employees as they are hired or no longer working for the establishment?***

No. It is not a requirement stated within the regulations.

***How do I find out if the licensed employees at the funeral establishment are current with their CEs?***

Send an email request with the names of the licensees and the office will reply with each licensee's hours on file.

***Is it possible for a branch establishment to have an operational embalming room?***

Yes. Please refer to **Title 46, Part XXXVII, §1107, specifically §1107 (2)(a)(i) and (ii) for the branch exceptions.**

***Does a branch funeral establishment have to maintain 6 caskets as required by the regulations?***

No. Please refer to **Title 46, Part XXXVII, §1107, specifically §1107 (2)(a)(i) and (ii) for the branch exceptions.**

***Does the funeral establishment need to have an actual "Red Book" for handwritten entries?***

The funeral establishment is required to keep records of each funeral or service provided but in lieu of a "Red Book" with handwritten entries, the records may be electronic/computer based. **Title 46, Part XXXVII, §1107 (E).**

***If a branch funeral establishment is closed, can the main funeral establishment continue to keep the phone number that was associated with that branch location?***

Yes. Please refer to **Title 46, Part XXXVII, §1111 (A).**

***Do I need to turn in the Preneed report annually if the funeral establishment does not have preneed?***

Yes. A report is required and MUST be notarized with the manager's signature. **LA R.S. 37:865 (D).**



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## **Crematory Establishment**

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***Can a crematory establishment service the public directly?***

No. A crematory establishment can only service a licensed funeral establishment. **LA R.S. 37:877, 37:848 (D)(5).**

***Are crematory retort operators required to have continuing education?***

No continuing educational requirements are necessary at this time.

***What training is available to become a licensed crematory retort operator?***

Training is available through retort manufacturers or installers. CANA, Matthews, B & L Cremation Systems and Cremation Systems are just a few. Contact the manufacturers for more information.

***What is the time period for renewing my crematory retort operator license?***

For crematories and crematory retort operators, the renewal period begins on February 15 and ends on May 15 annually. **LA R.S. 37:874**

**IT IS THE RESPONSIBILITY OF THE LICENSEE TO MAINTAIN THE REQUIREMENTS FOR HOLDING A LICENSE ISSUED FROM THIS BOARD.**

***I did not receive my renewal notice and therefore I did not renew before the expiration date, can I still submit my annual renewal fee in order to remain current?***

No. The renewal notice is mailed as a courtesy reminder that it is time to renew your license. U.S. Mail gets lost, misplaced or destroyed, we do not have control over the U.S. Postal Service. All licensees are responsible and should know the expiration date for their license. If a license renewal fee fails to be in this office on or before the expiration date, then an application and fee to include the renewal fee must be submitted in order to reinstate the license. **LA R.S. 37:874; Title 46, Part XXXVII, Chapter 7, §701.**

***Will a postmark date on or before the expiration date be accepted?***

No. The renewal and fee must be received in the office on or before the expiration date. **LA R.S. 37:874; Title 46, Part XXXVII, Chapter 7, §701.**

***Can I reciprocate my retort operator license from another state?***

No. There are no provisions within our regulations for reciprocating a retort operator license. An application with the required documents is all that is necessary for a retort operator license in Louisiana. Please refer to the “Forms” on our webpage for the application.



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## Sanitary/Transportation Regulations

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### ***What are the requirements for removing remains from another state transporting into Louisiana other than by airline?***

The other state’s agency will determine the regulations for removals made from that state.

### ***What are the requirements for removing remains from Louisiana transporting to another state other than by airline?***

An out of state funeral establishment MUST contact a Louisiana licensed funeral establishment to make the initial removal. **LA R.S. 37:848 (D)(5)**. However, embalming is not required for a removal within a 24 hour period from the time of death for transporting out of Louisiana. **Title 51, Part XXVI, §103**.



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## Other Related Questions

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### **Who do I contact regarding cemetery issues?**

The Louisiana Cemetery Board – [www.lcb.state.la.us](http://www.lcb.state.la.us) – 504.838.5267

### **Who do I contact regarding issues with insurance and insurance policies?**

The Louisiana Department of Insurance – [www.lidi.state.la.us](http://www.lidi.state.la.us) - 1-800-259-5300

### **Who do I contact regarding issues with burial insurance or burial policies?**

The Louisiana Department of Insurance – [www.lidi.state.la.us](http://www.lidi.state.la.us) - 1-800-259-5300

### **How do I contact Vital Records?**

Information for vital records can be found at  
<http://new.dhh.louisiana.gov/index.cfm/page/648/n/234>

### **How do I find out about laws in Louisiana?**

[www.legis.la.gov](http://www.legis.la.gov) is the Louisiana Legislature webpage and you can search laws or bills by a word search.

