DESK TOP REFERENCE TOOLS
FOR THE
CARE PROVIDER BACKGROUND SCREENING CLEARINGHOUSE
STEPS

- All applicants who meet the Direct Service Provider definition are required to complete a Level 2 screening through the Clearinghouse.
- Before any applicant can provide direct contact with a member of the Department's vulnerable population, each applicant must receive a status of "Eligible" within the DOEA – Aging Network Clearinghouse.
- An employer may hire an applicant into a position that requires background screening before the employee completes the screening process. This period is for training and orientation purposes, but the employee **may not** provide direct service until the screening process is finalized, and the status is "Eligible" within the DOEA – Aging Network Clearinghouse.

Please note the following:

- Each user must create their individual account. There is **NO LIMIT** on the number of users per provider. User names and passwords **CANNOT** be shared amongst users.
- Important notifications and background screening updates will be sent to the email address on file within the Portal, including account registration notices, employee arrest notifications, and others.
- **Edit your user information** (i.e. email address, phone number)
  - **It is important that you maintain an up to date email address. Email addresses will be used to reset your password if necessary.**
  - **Passwords MUST be updated every 90 days. You may utilize the same password. Failure to do so will result in individual being locked out of system.**
  - **If you have been locked out or forgotten your password, please go to the Reset Password Instructions under the Portal Log-In, and follow all prompts.**

Step 1:

First time users (returning users may proceed to log in), are required to create a log-on and a password to access the Care Provider Background Screening Clearinghouse (Clearinghouse), by going to the Clearinghouse results website link below:
https://apps.ahca.myflorida.com/SingleSignOnPortal.

Log in to the account.
1. Click request Program Access
2. Select Program – Department of Elder Affairs
3. Select Role – Provider
4. Click on Add Provider
5. Select Provider Type – Aging Network Provider
6. Enter Provider Name –

If your provider information is not located in the drop down selection, contact the Department of Elder Affairs (DOEA) for instructions using the contact information below:

> **Contact – Background Screening Unit**
> **Email Address -** doeanetwork@elderaffairs.org
> **Subject Line – BGS User Registration**
> **Body of Email – Require Template for User Registration.**

Step 2:

First time users are required to complete the User Registration Agreement. To open a printable copy of the agreement, select the link in the upper right corner. Print and sign the user registration agreement. Select 'Return to Portal Landing' or 'Return to DOEA Tasks Page' in the upper left corner. Email the scanned copy of the User Registration Agreement with a copy of the applicant's driver's license to the doeanetwork@elderaffairs.org. Your request for access to the Clearinghouse results website will be in '**Pending' status until the DOEA Coordinator receives and processes your User Registration Agreement**.

Step 3:

To access the Clearinghouse results website Portal, log in at:
https://apps.ahca.myflorida.com/SingleSignOnPortal. On the "Portal Landing," select:
1. Program Access
2. Background Screening Clearinghouse – Department of Elder Affairs
3. Application Access
4. Background Screening Clearinghouse

Step 4:

PRIOR to sending the applicant to the LiveScan vendor, the designated Clearinghouse User must initiate a search to determine if the applicant is already within the Clearinghouse.

1. **Search for Screening Results**: The Search page allows you to review the eligibility status of an applicant if the applicant has undergone a screening or has a screening in process in the Clearinghouse. If the applicant does not have a screening, you may initiate a screening from this page. If the applicant is found, the 'Applicant's Profile Page' will appear.
   Note: *If you know an applicant has not been screened, you may click the 'Initiate Screening' tab located on the navigation bar.*

2. **Initiate New Screening:** To initiate a new screening for an applicant select the '**Initiate Screening'** button, and follow prompts to complete this section.

3. **Initiate Agency Review**: If an applicant has been screened by another specified agency **and** entered into the Clearinghouse, a provider may request an agency review **at no cost**. To initiate an agency review for an applicant, select the 'Initiate Agency Review' button, follow prompts to complete this section.

   Note: This will allow the specified agency to make an eligibility determination for employment purposes. Benefits of requesting an agency review include the following:
   - *Agency Review requests are **FREE** to the provider and applicant.*
   - *The applicant or employee does NOT need to visit a LiveScan location to submit new fingerprints*
   - *The provider will receive a copy of the public rap sheet after initiating an agency review.*

4. **Initiate Resubmission**: The retention of fingerprints provides a cost savings for applicants in the Clearinghouse that have had a lapse in employment greater than 90 days. If there has been a 90-day lapse in employment, the applicant would only require a new national criminal history check – a resubmission of the retained fingerprints. A new state criminal history search will also be conducted, at no additional charge. To initiate a resubmission for an applicant, select the "**Initiate Resubmission**" button, and follow prompts to complete this section.

When completing the 'Applicant's Profile Page,' the Clearinghouse User must:

1. Ensure the Clearinghouse Screening Available indicator states "Yes;"
2. Ensure the privacy policy has been signed and acknowledged;
3. Ensure the Social Security Number is on the LiveScan Request Form;
4. The "Requesting Provider" field **must** show within the Clearinghouse. Requests will be denied if left vacant.
5. Provide the applicant with a LiveScan request form; and,
6. Instruct the applicant to request a current photograph at the time of LiveScan fingerprinting.
7. The Clearinghouse User will receive email notification prompts to return to the Clearinghouse, and check the applicant(s) status.

Step 5:

All approved DOEA - Aging Network employee/volunteers are required to sign the revised Affidavit of Compliance Employee Form – Effective April 2016, and attach the eligibility statement. These documents remain within the personnel records only.

Step 6:

All approved SHINE volunteers are required to sign the SHINE Affidavit of Compliance Employee Form, – April 2014, and attach the eligibility statement. These documents remain within the personnel records only, and a copy of the eligibility statement **must be sent** to the SHINE Contract Manager.

Step 7:

The employment history records must be completed if users with access to the provider's record are to receive updates such as subsequent arrest notifications. **Refer to the 'Add/Edit Employment/Contract Record below for instructions on updating employment records.**

Add Employment/Contract Record
According to section 435.12(2) (c) F.S., an employer of persons subject to screening by a specified agency must register with the Clearinghouse and maintain the employment status of all employees within the Clearinghouse. Initial employment status and any changes in status must be reported within **10 business days**.
- To add employment history, open the 'Applicant's Profile Page' and select 'Add Employment/Contract Record.'
- Enter the required information and select 'Save'. This will bring you back to the "Applicant Profile Page.'
- The new employment record will display in the 'Employment/Contract History' section.

Edit Employment Record
You may edit an employee record from the 'Employment/Contract History' section on the 'Applicant Profile Page,' or from the 'Employee/Contractor Roster' tab. From either page, select the '**Edit'** link under the action column for the applicant record you wish to update and enter the required information and select '**Save'.**

To quickly enter an 'End Date' for an employment record from the 'Employee/Contractor Roster' tab, select the calendar icon in the '**End Date'** column. Enter the required information and select '**Save'**.

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Requirements:

The Agency for Health Care Administration (AHCA) requires each agency to handle its unique Clearinghouse problems and concerns appropriately. All DOEA Aging – Network Clearinghouse concerns are to be address to:

> **Background Screening Coordinator – Valerie Brinkley (850) 414-2093**
> **Email Address -** doeanetwork@elderaffairs.org
> **Subject Line – BGS Clearinghouse Concern**
> **Body of Email – State the exact problem or screenshot. When inquiring about an applicant, the following information is required:**
> **Full Name:**
> **DOB: and**
> **SSN#**

Clearinghouse Informational Page:

The additional resources listed below are located at the Clearinghouse informational page at the following website:

http://ahca.myflorida.com/MCHQ/Central_Services/Background_Screening/BGS_results.shtml.

USER REGISTRATION TRAINING
- o **User Registration Training Video**
- o **User Registration Guide**

CLEARINGHOUSE RESULTS TRAINING VIDEOS'
- o **Introduction and Tabs**   **Adding Employment**
- o **User Registration Guide**   **Initiating an Agency Review**
- o **Search and Profile Page**   **Initiating a Resubmission**

CLEARINGHOUSE RESULTS WEBSITE GUIDE
- o **Department Of Elder Affairs**

FORMS:
- o **Additional Information: (last bullet on left)**
  - **Regulations and Forms:**
    1. **Clearinghouse Applicant Request Form**
    2. **Privacy Policy**