Agency for Health Care Administration

Care Provider Background Screening Clearinghouse

AHCA Clearinghouse Results Website Instruction Guide

Updated 11/21/2024

Table of Contents

Clearinghouse Results Website Overview

In response to the requirements passed during the 2012 Legislative session, the Agency for Health Care Administration (Agency) created the Care Provider Background Screening Clearinghouse (Clearinghouse) Website for use by all specified agencies. The enhanced website allows users to initiate a screening, search for screening results, connect to specified agencies screenings, select a Livescan service provider, and connect to the service provider's website to schedule appointments. Utilizing the Clearinghouse website to initiate screening requests provides the following benefits:

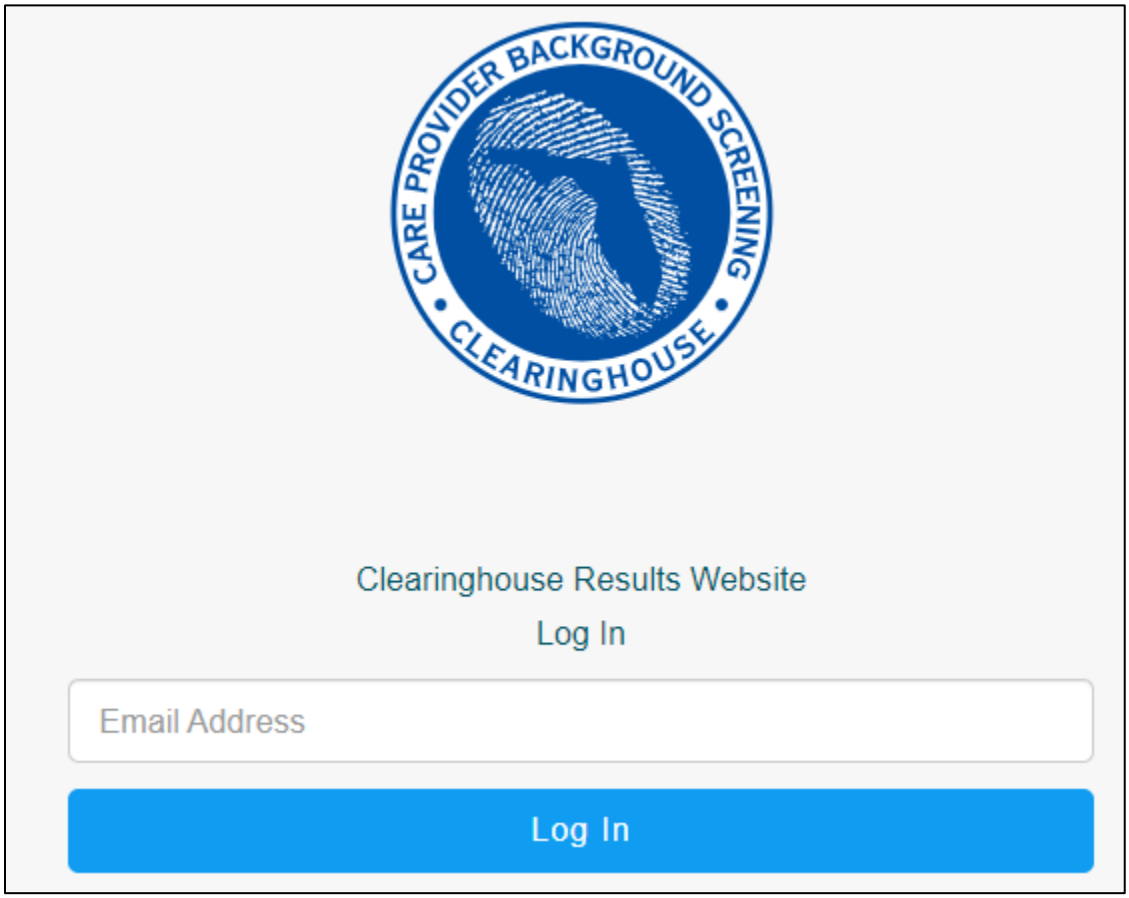
- Ability to share results of criminal history checks among specified agencies.
- Ability to view subsequent arrest information for employees with retained fingerprints *(only available to current employers of the individual).*
- Ability to track screenings from the time the screening request is initiated in the Clearinghouse until a determination is made.
- Provides email notification to the user regarding status updates to requests initiated.
- Ability to search for Livescan Service Providers by certain criteria (county, name, etc.). Provides information and ability to connect to the fingerprint service provider's website to make appointments.
- Provides TCR# needed for sending an applicant to be rescreened for rejected prints.
- Posts Public Record version of state criminal history record (RAP sheet) for review by the ***provider requesting the original screening.***
- Availability of a screenings dashboard eliminating the need to search for each screening result individually.
- Maintain an employee roster by entering hire and separation dates for each employee. This facilitates a notification to the employer if the eligibility status of an employee changes.
    - According to section 435.12(2) (c) 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 **5 business days**.
- Redesigned Individual Profile page that includes:
    - Eligibility Results
    - Photograph, if the individual is in the Clearinghouse
    - Department of Health Professional Licensure Status
    - View screenings in process
    - State criminal history report viewable for the provider initiating the screening
    - Employment History

Clearinghouse Results Website Access

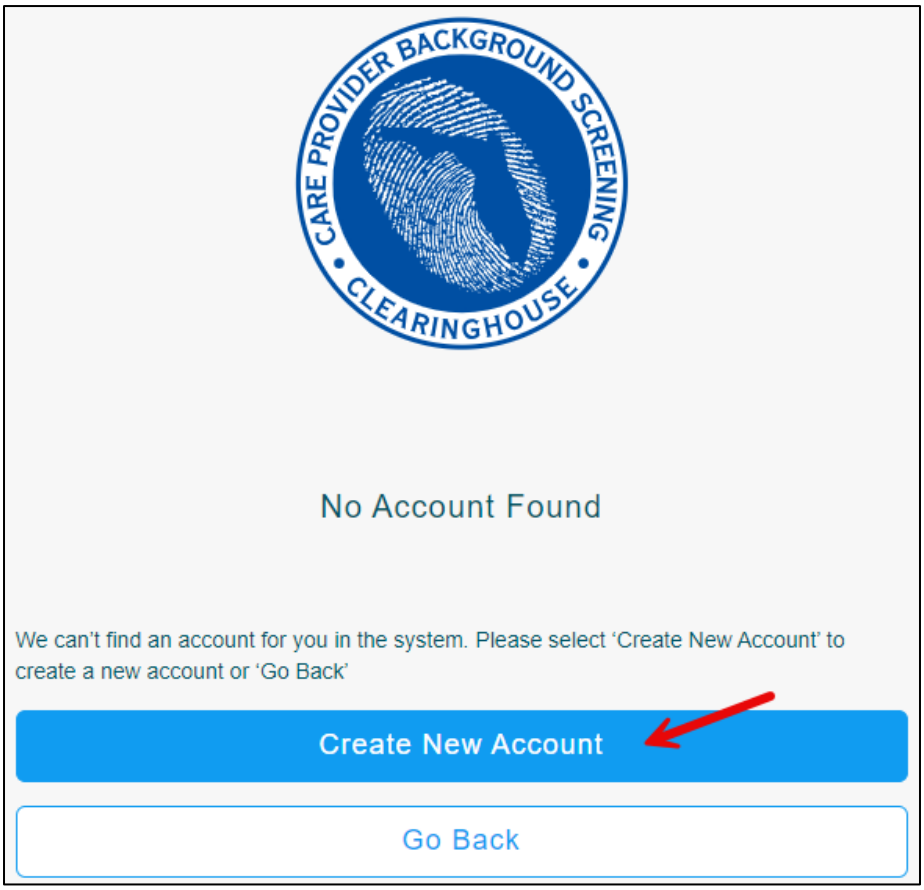
To gain access to the Clearinghouse Results Website (CRW) you must first register on the Portal and receive access.

Create new CRW Account

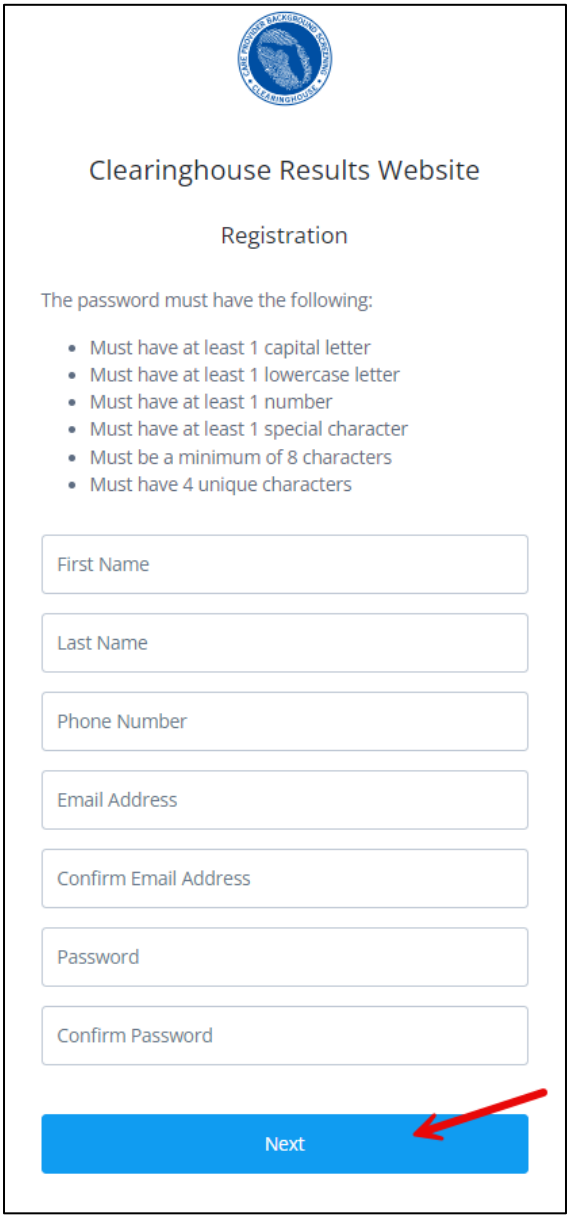
To Create a new CRW Account, enter a valid email address and select ‘Log In’



If the entered email address is not associated with an existing CRW Account, the create new account prompt displays. Select the ‘Create New Account’ Button.



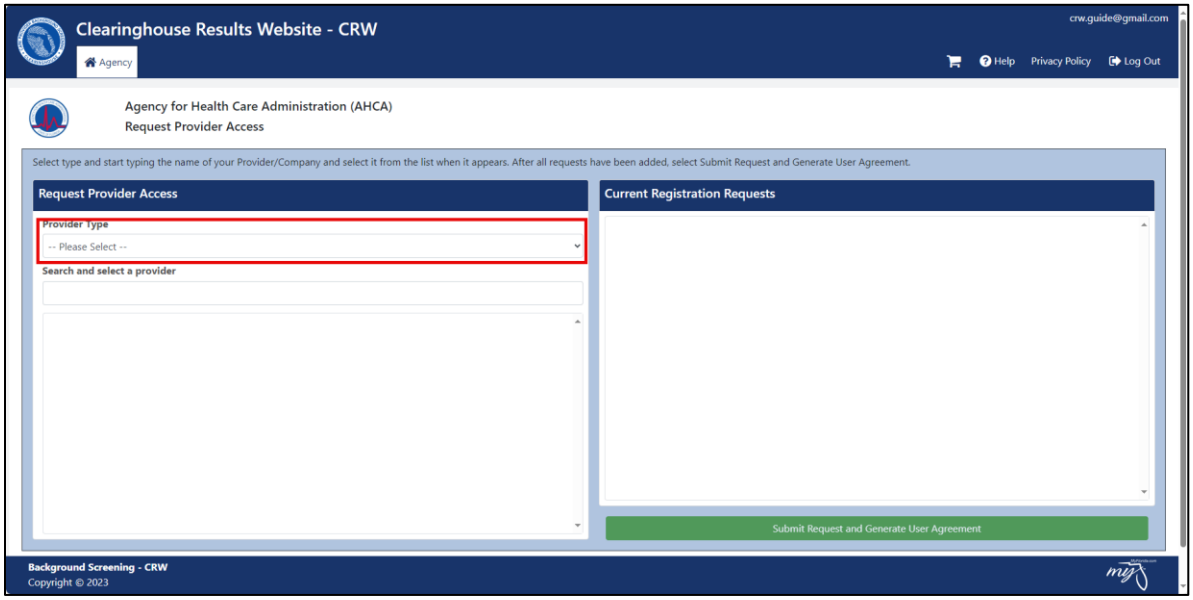
Fill the Registration fields, then click ‘Next’ to create new CRW Account.



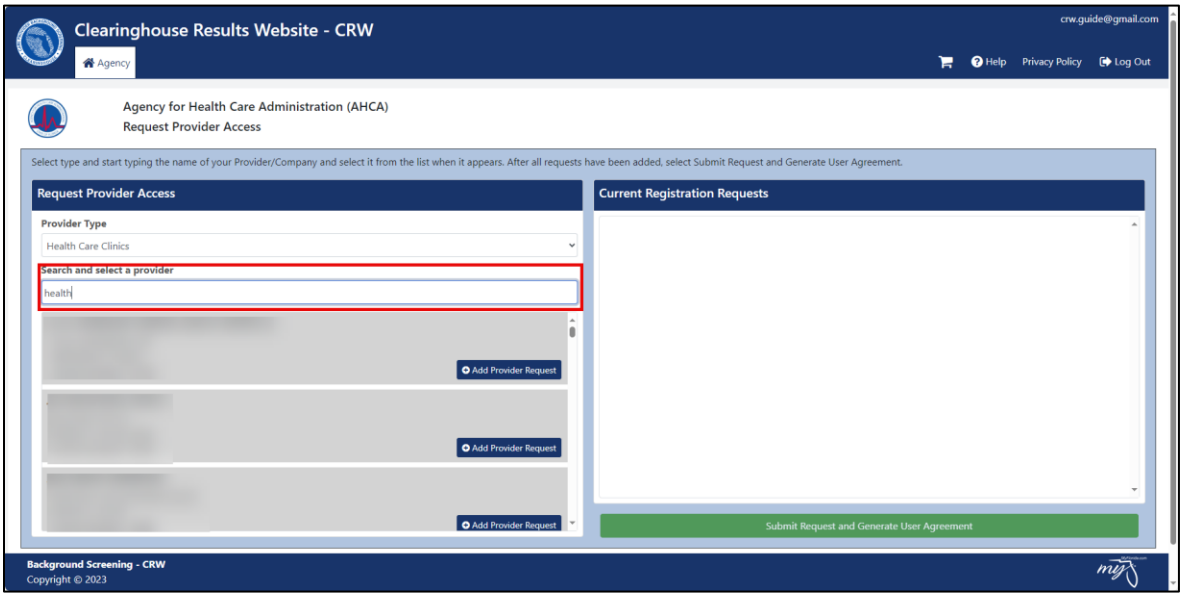
Request for Agency Access

To gain access to CRW, you will need to be approved by an appropriate State Agency. Click the ‘Select’ button for the Agency your Provider is associated with.

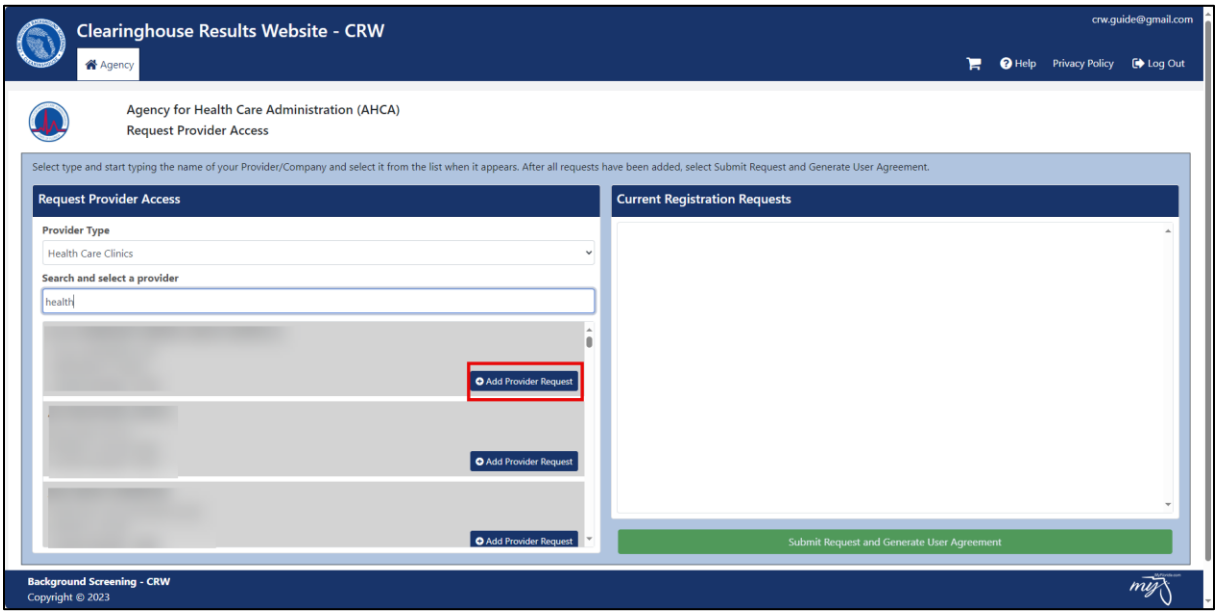
Select a Provider Type in the dropdown field.



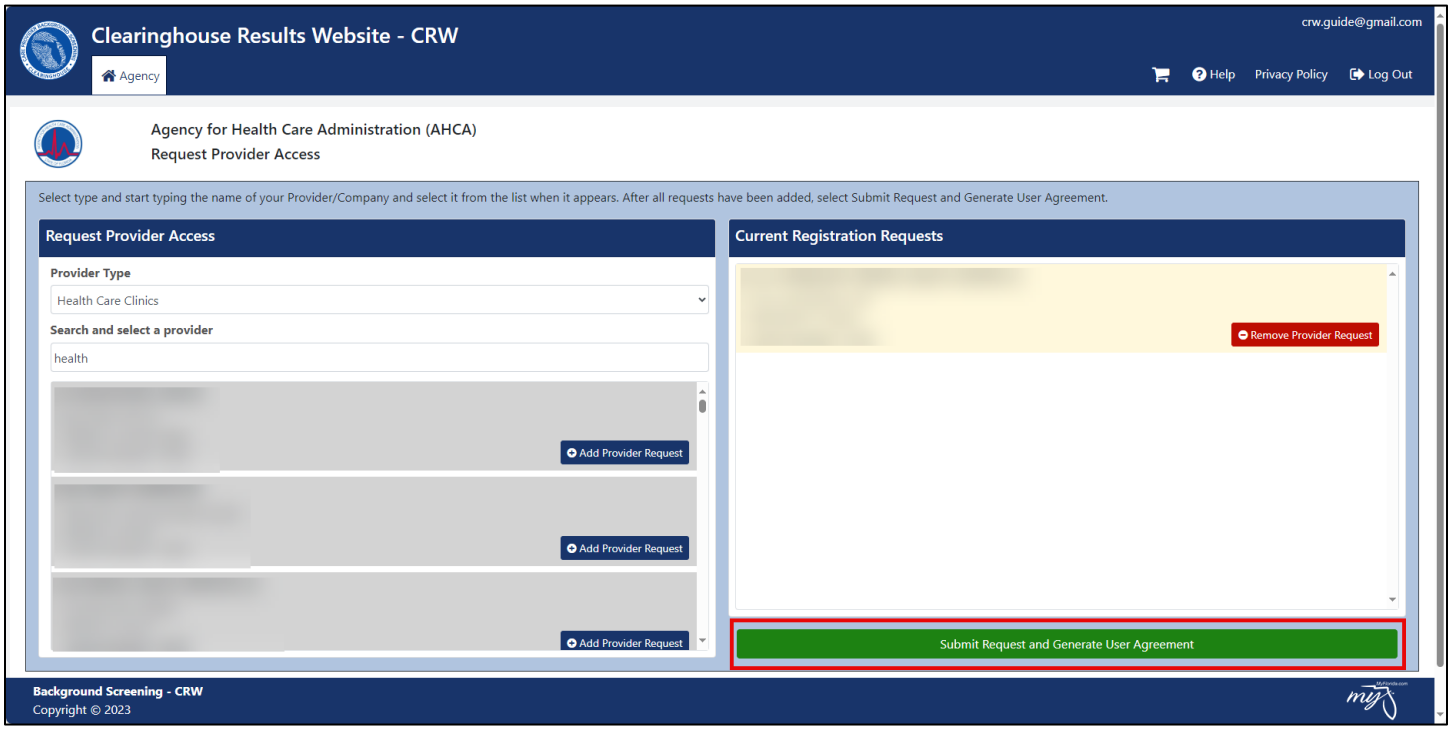
Type the Provider's name in the 'Search and select a provider' field. This field performs partial searches.



Click the ‘+Add Provider Request’ button on the Provider you are requesting access to.



Select the ‘Submit Request and Generate User Agreement' button.



The State Agency will review your access request. Once approved, an email confirmation will be sent to the email address entered during the registration process.

From:
Sent: Monday, January 15, 2024 11:31 AM
Subject: Your Request for Clearinghouse Access to CON Healthcare Facility has been APPROVED

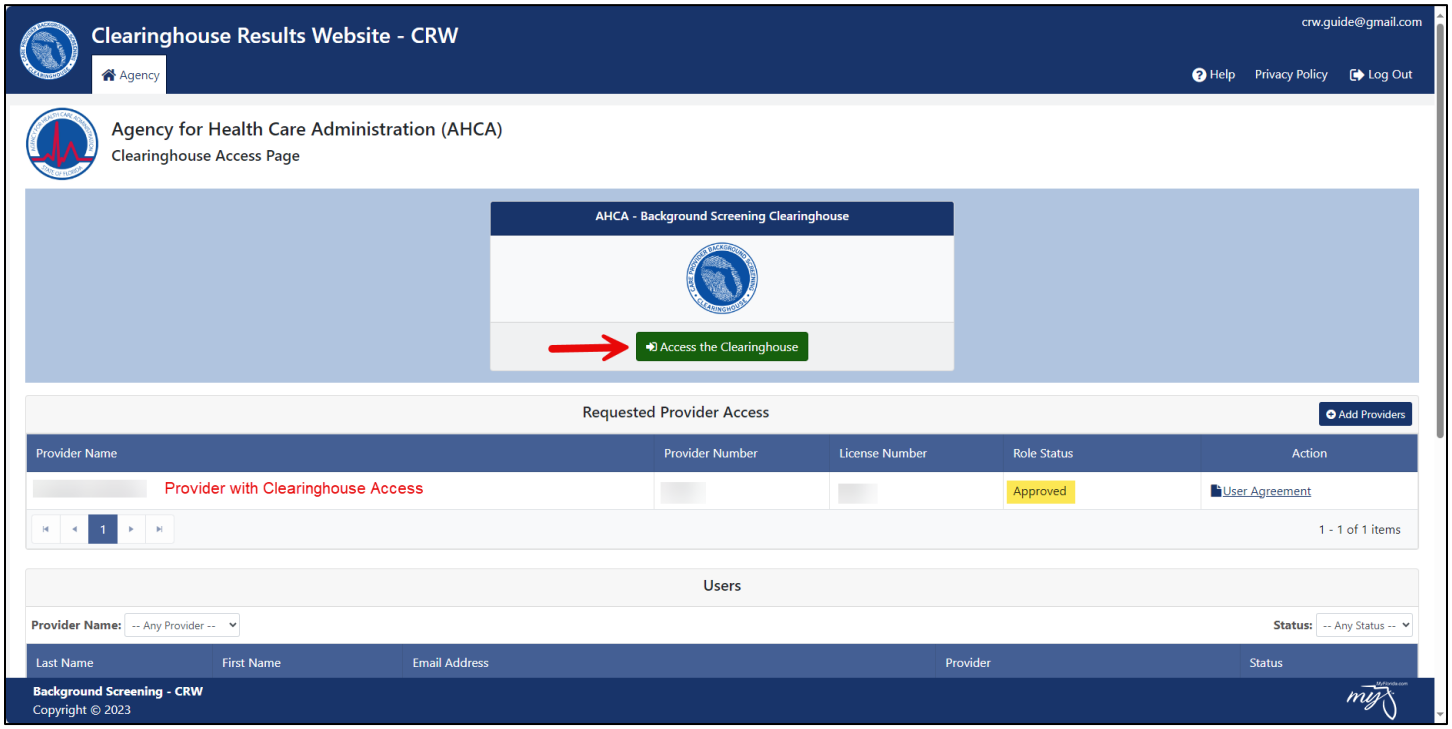
Bgs Test,
Your request for access to the Florida Background Screening Clearinghouse website has been APPROVED for the following:
Agency: Agency for Persons with Disabilities
Provider/Company Name: CON Healthcare Facility
License Number: TestAHCA123
City: TALLAHASSEE
Zip: 32399
To access the Clearinghouse website, please select Log In.
Thank you,
Agency for Persons with Disabilities

Agency Clearinghouse Access

Click the Select button on the Agency name to access the Clearinghouse.

If you have requested and been granted access to the CRW on behalf of multiple specified agencies, you can select the agency for this session.

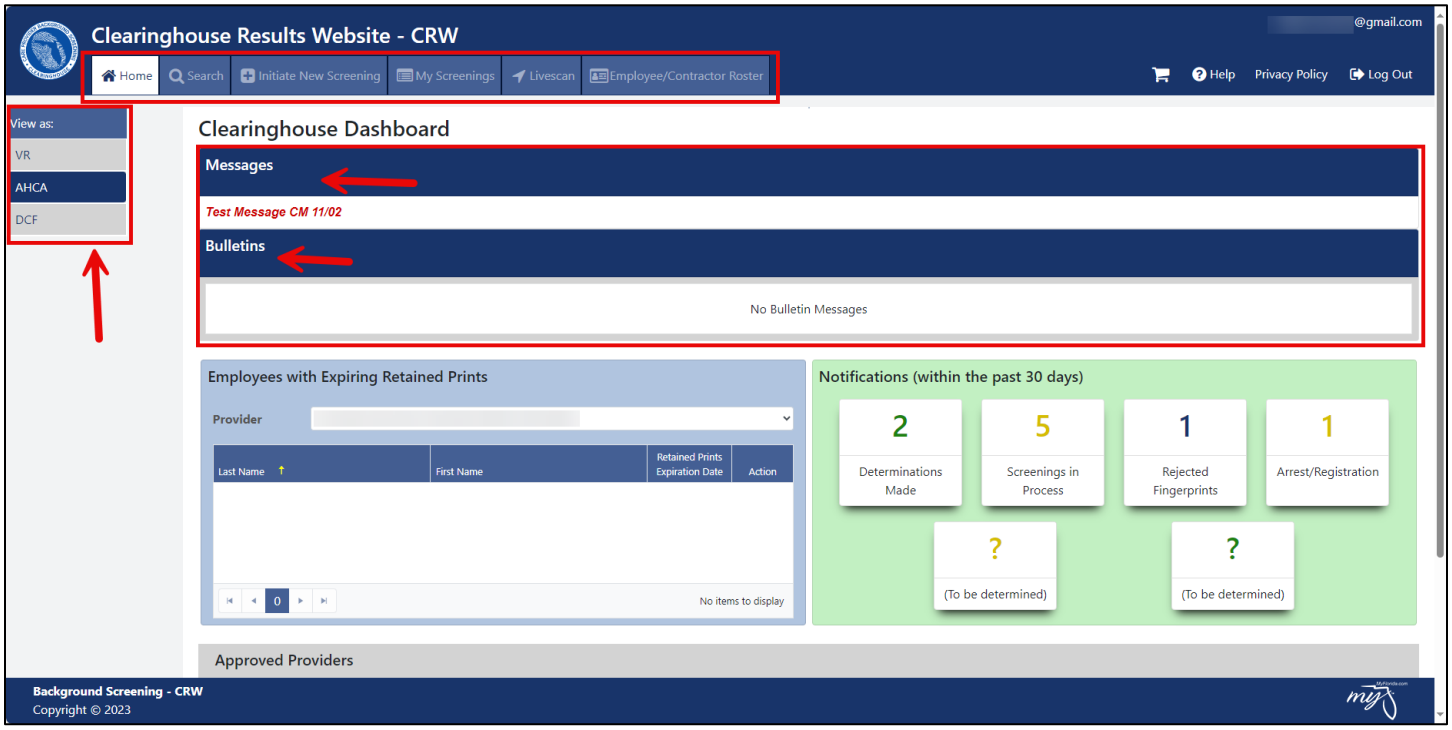
In the Clearinghouse Access Page, you will see your approval status. If you are approved for access, please select the **Access the Clearinghouse** button to enter CRW Homepage for the specified agency.



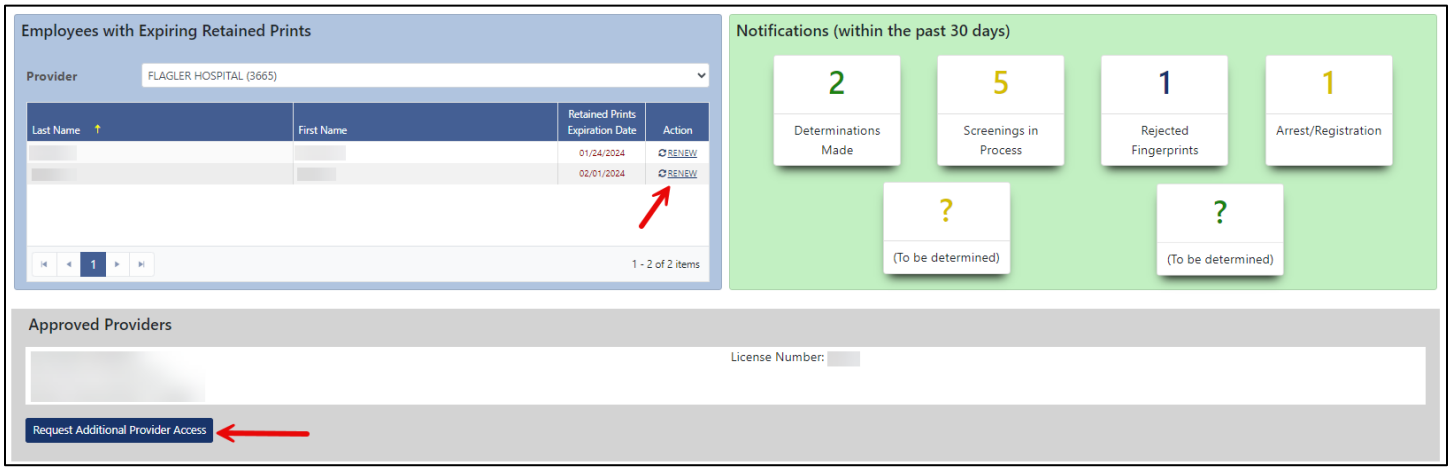
Clearinghouse Dashboard

A welcome message and your provider information will appear on the Clearinghouse Dashboard. This page will also display **important bulletins or messages** when appropriate.

Moving throughout the website is accomplished by clicking navigation tabs at the top of the page. These tabs will appear on all pages. The navigation tabs allow you to Search, Initiate New Screenings, My Screenings, Livescan, and Employee/Contractor Roster. To switch the specified agency for use on the website, you may select the Agency name under 'View As' from any screen in the system.



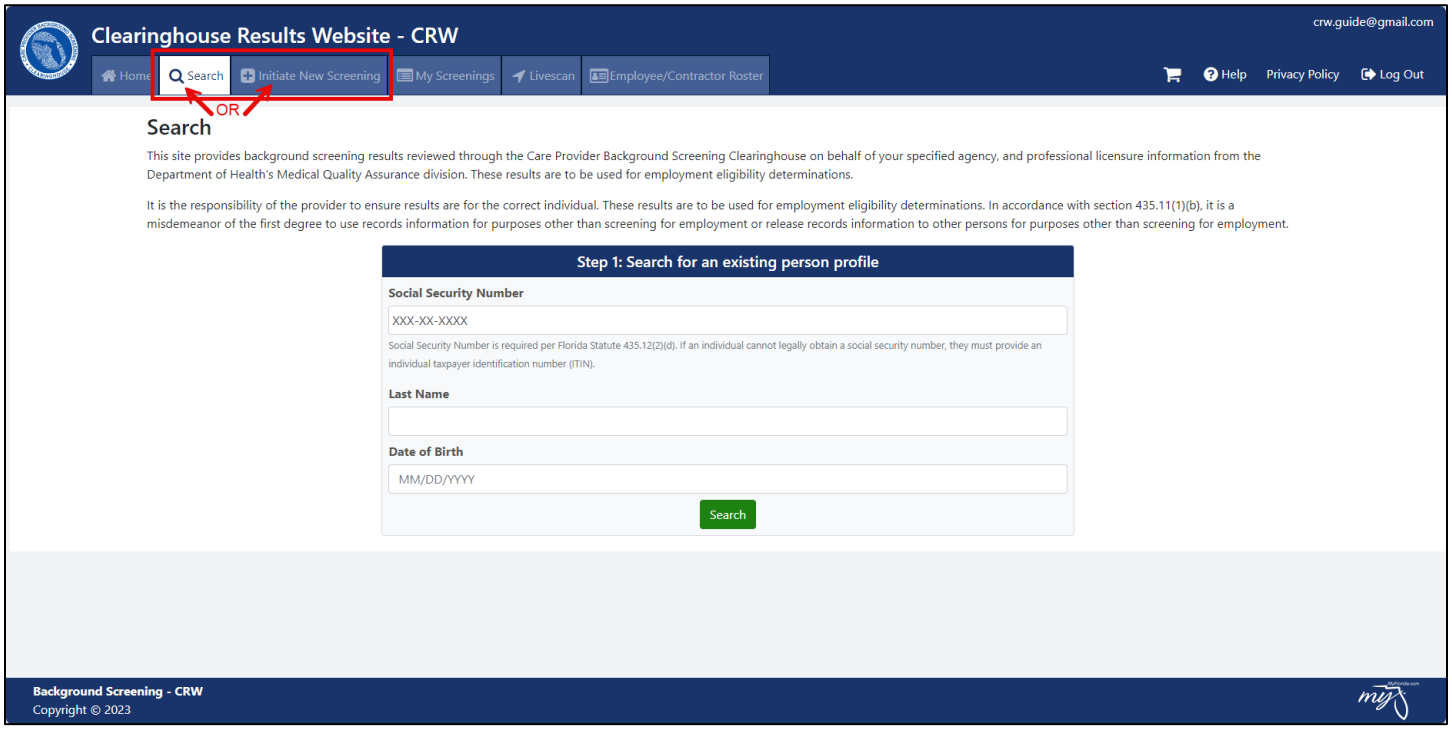
A list of Employees with Expiring retained prints can be found in the dashboard with a renewal link. Notifications are displayed with current status of recent screenings. Lastly, the approved providers list is displayed with a button to request additional access to another provider.



Search for Screening Results

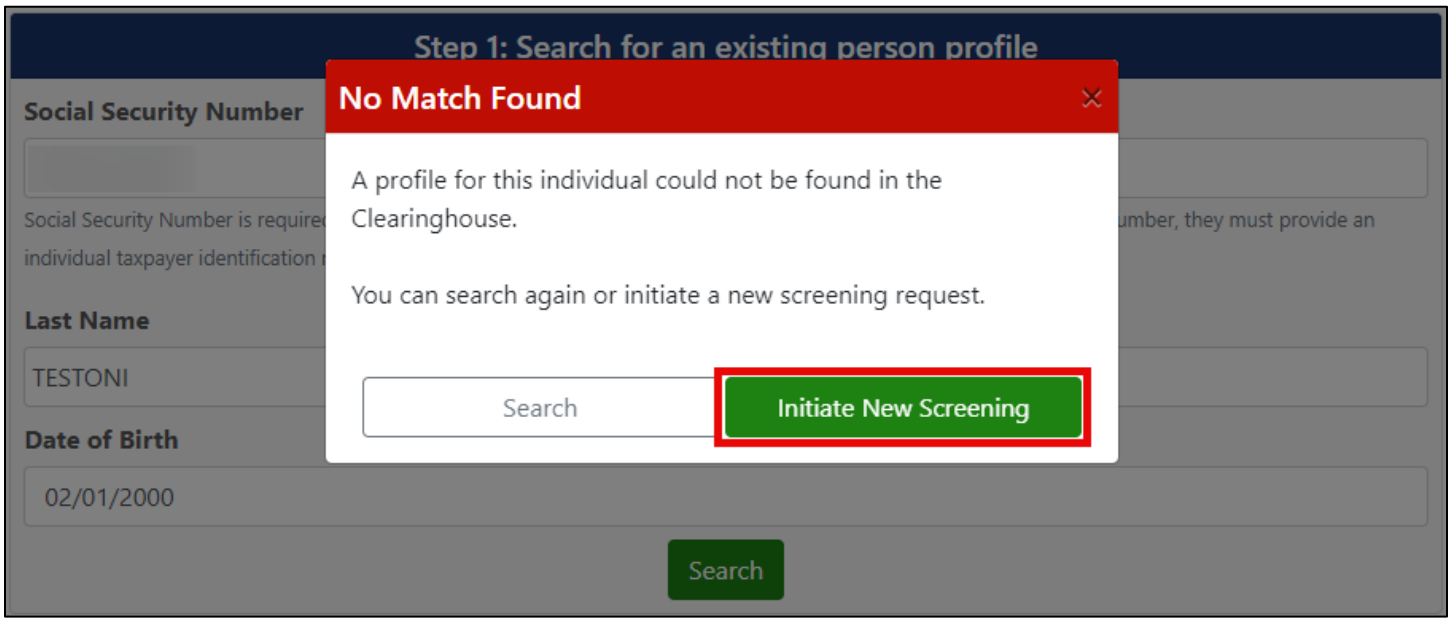
The Search page allows you to review the eligibility status of an individual if they have undergone a screening or if they have a screening in process in the Clearinghouse. If the individual is not found, a screening may be initiated from this page. If the individual is found, their Profile page will appear.
Note: If you know an individual has not been screened, you may click the 'Initiate Screening' tab located on the navigation bar.

- Enter the individual's:
  - Social Security Number **AND**
  - Last Name **OR**
  - Date of Birth
- Select '**Search**'

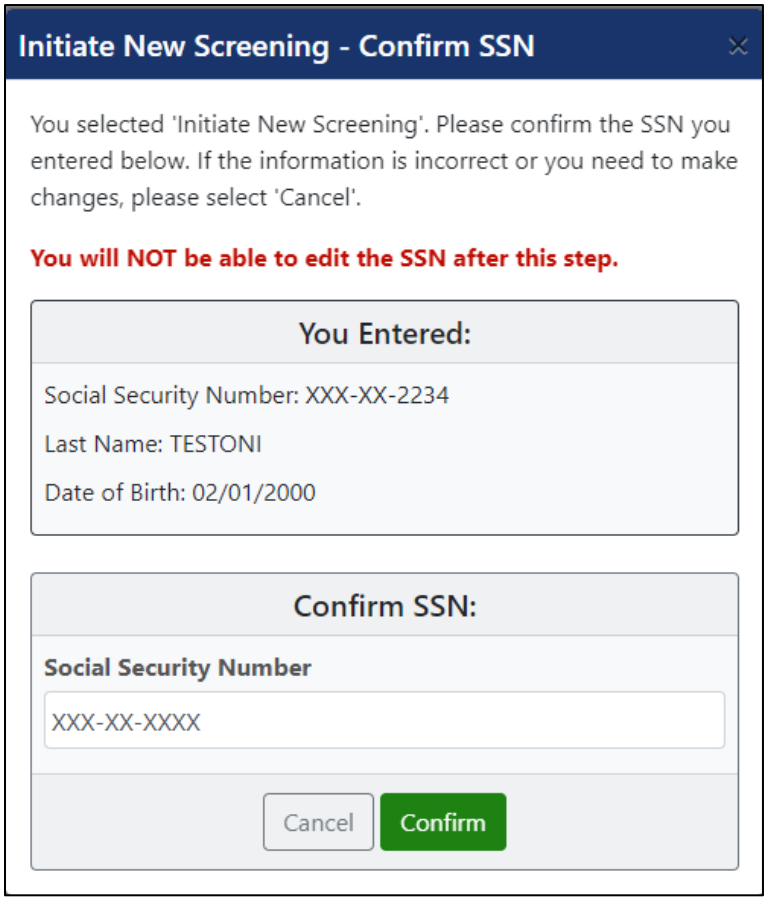


Initiate New Screening

To initiate a new screening for an individual, select the '**Initiate Screening'** button



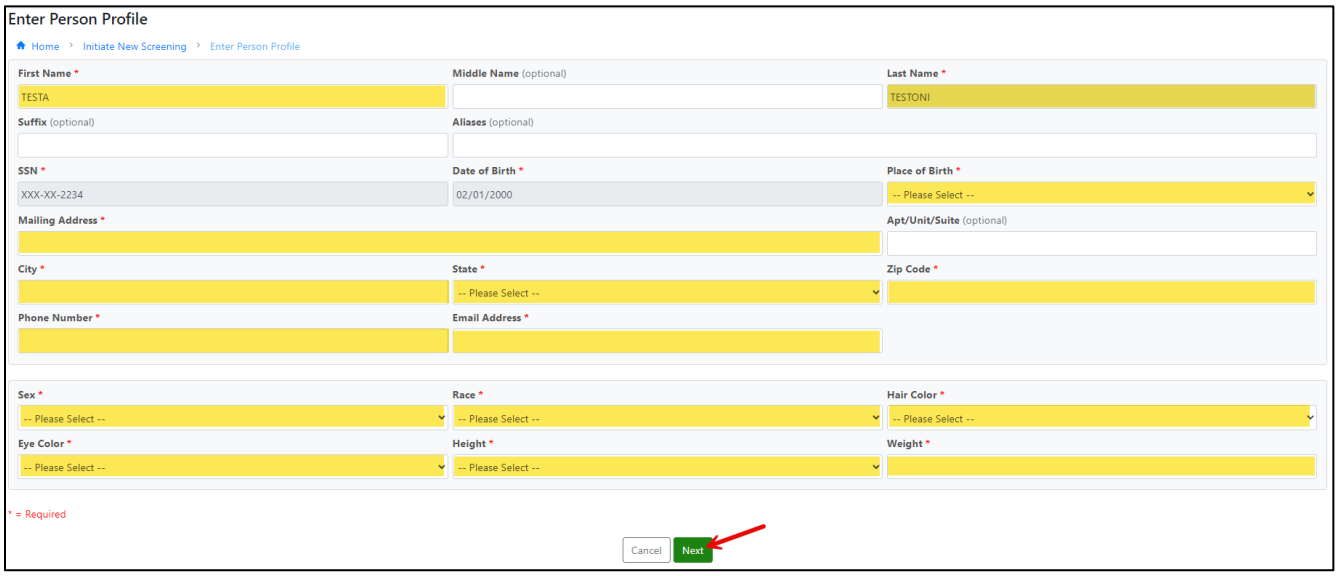
Confirm the Social Security Number before proceeding. You are NOT able to edit the Social Security Number after this step. To edit the Social Security Number, you will have to contact your regulatory agency.



Enter Profile Information

- Enter all required information, as designated by the red asterisks (*)
    - Enter the **mailing address** of the **individual being screened**
    - Please note that the height and weight limits are set by the Florida Department of Law Enforcement. If an applicant falls outside of the established limits, please select the closest match.

- Ensure all information is accurate and select the '**Next'** button



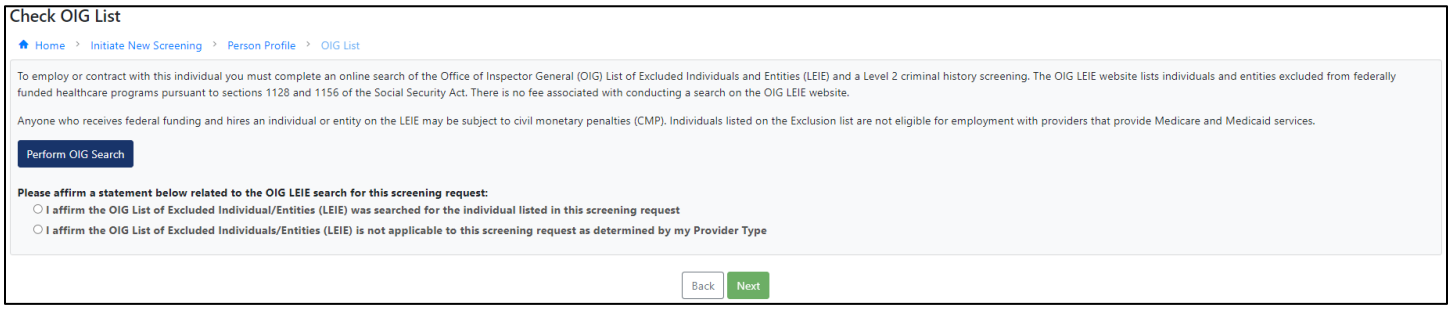
Search Medicare/Medicaid Exclusions (OIG List)

Individuals who do not have a prior screening must be manually checked in the Office of Inspector General (OIG) List of Excluded Individuals and Entities (LEIE) upon initial screening. Once an individual has a record in the BGS system an automated review of the OIG LEIE will occur when the list is updated every 30 days.

When you **select the 'Perform OIG Search' button** you will be redirected to the OIG's website. Follow the instructions to search for the individual and complete the OIG LEIE search. Close the OIG website and return to the BGS OIG Search page.

Check the appropriate affirmation option to confirm that either the search was conducted or if a search is not applicable for your Provider Type. Select the 'Next' button to continue.

Note: Health care providers that receive federal funding that employs an individual on the LEIE may be subject to civil monetary penalties (CMP). Individuals on the Exclusion List are not eligible for employment with providers of Medicare and/or Medicaid services.



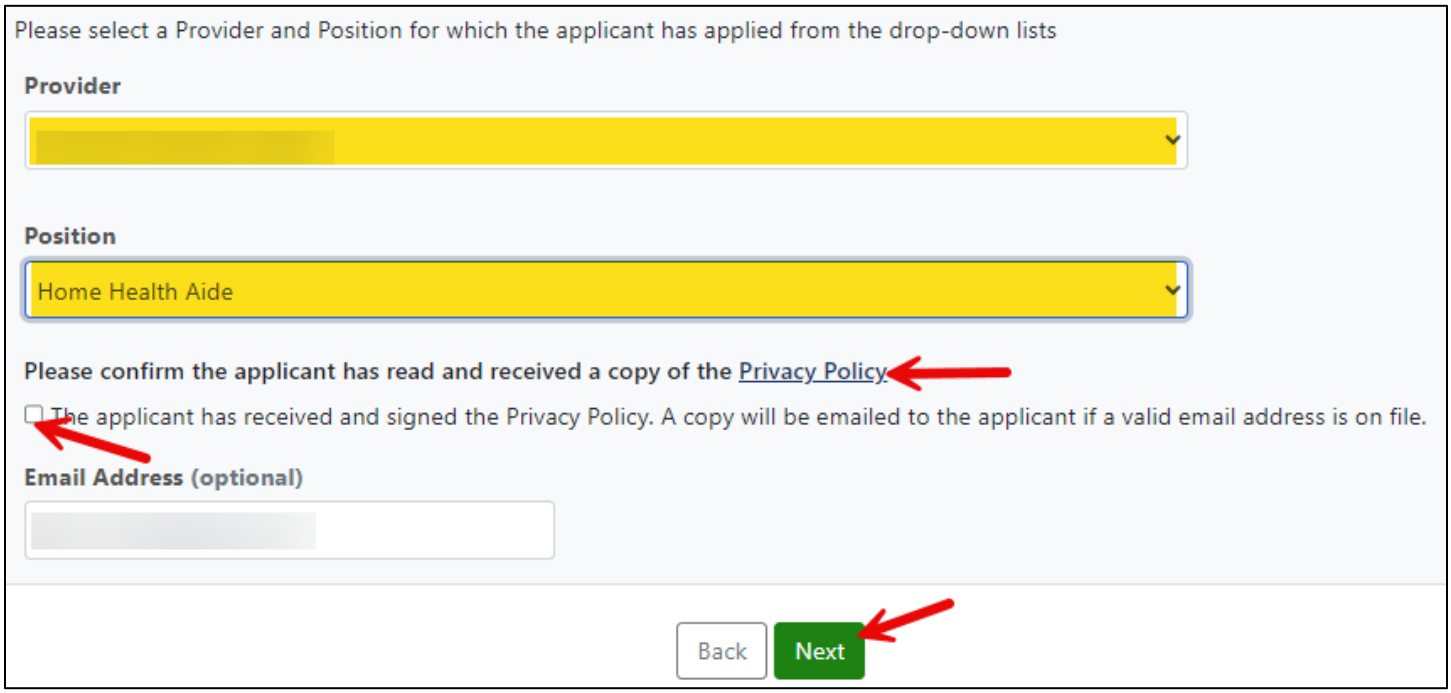
Select Position, Confirm Privacy Policy, and Set ORI

To ensure the appropriate criteria are applied during the screening review, the position type and reason for screening the individual must be entered.

- Select the **provider** that the individual has applied to work for from the drop down list
  - Please note the provider drop down will only display if you are accessing the website on behalf of multiple providers.
- Select the **position** that the individual is applying for from the drop down list
- Select the '**Privacy Policy'** link to view and print the privacy policy. Check the affirmation box to confirm that the applicant has signed and agreed to the Privacy Policy.

The ORI number for the request will be determined based on the PROVIDER name used to submit the request. The ORI number is used to determine the screening purpose.

If you are not registered as a Florida Medicaid Provider (enrollment or re-enrollment) or a Medicaid Health Plan, you will NOT be able to request a review for Medicaid Provider Enrollment purposes.

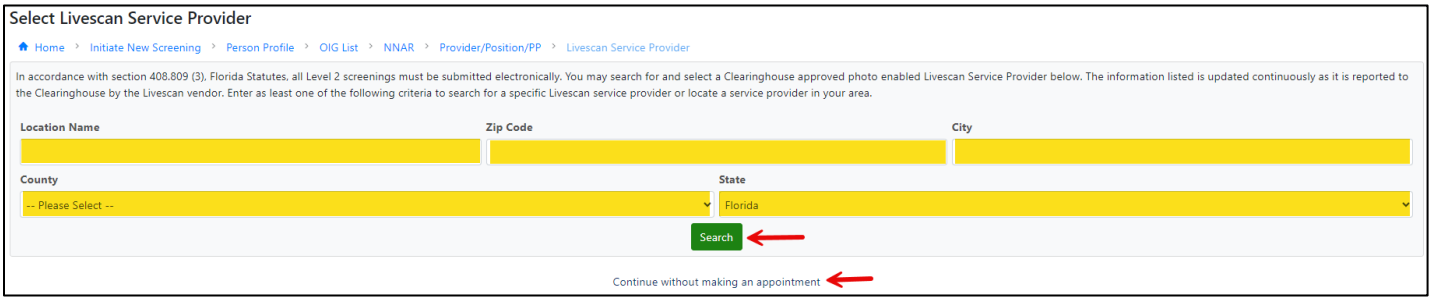


Select Livescan Provider and Make Appointment

In accordance with section 408.809(3), Florida Statutes, all Level 2 screenings must be submitted electronically. You may search for and select a Livescan Service Provider below.

If you have access to a photo enabled and Clearinghouse compliant service provider (other than a private vendor) **you may skip this section by selecting 'Continue without making an appointment'.**

Enter a name and/or zip code and/or city and/or county and/or State to locate a Livescan provider in your area. You may also select 'Search' to view the entire list.

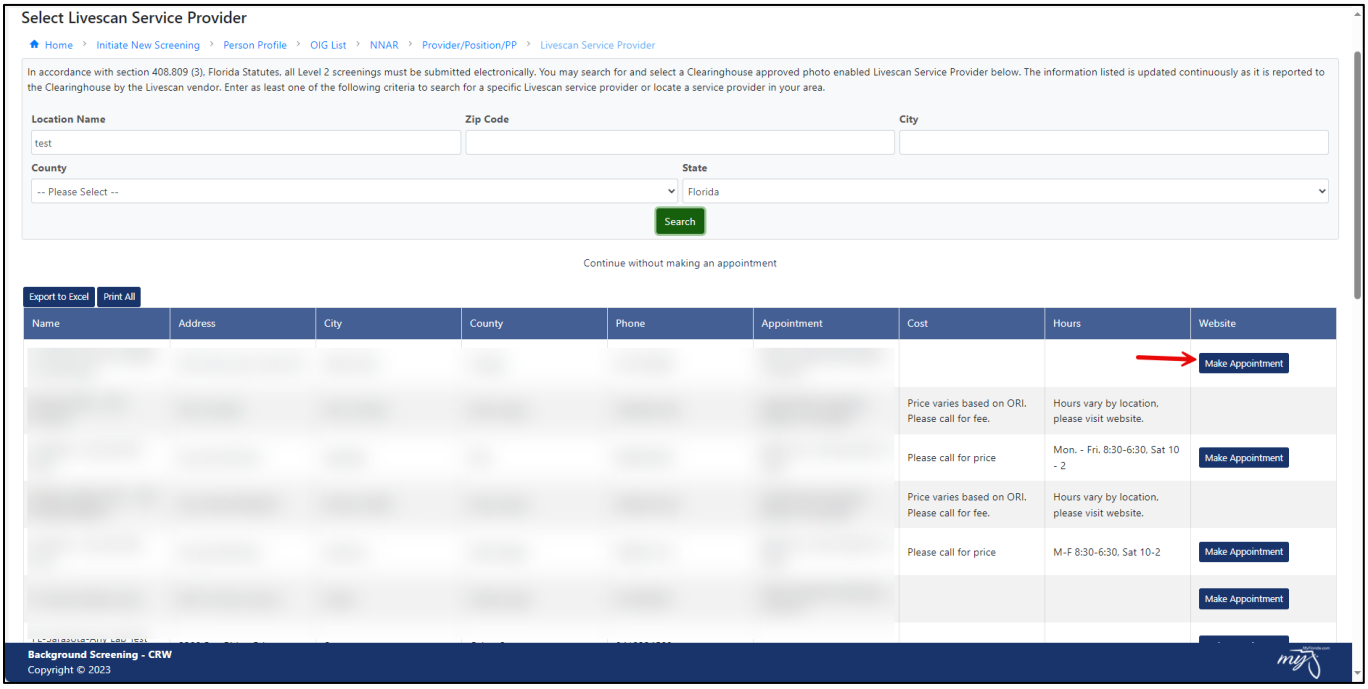


Make Appointment

After you have selected the Livescan service provider you would like to use, select the '**Make Appt'** button to schedule an appointment with that service provider. While the website will be unique for each service provider, they will all provide the ability to enter the social security number to prepopulate all demographic information for the applicant, reducing duplicative data entry.

Once you schedule an appointment with the service provider, close the 'Make Appt' window to return to the Clearinghouse results website. To complete the screening request, scroll down to the bottom of the page then select '**Next'**.

Please contact the service provider with any questions about their 'Make Appt' page.

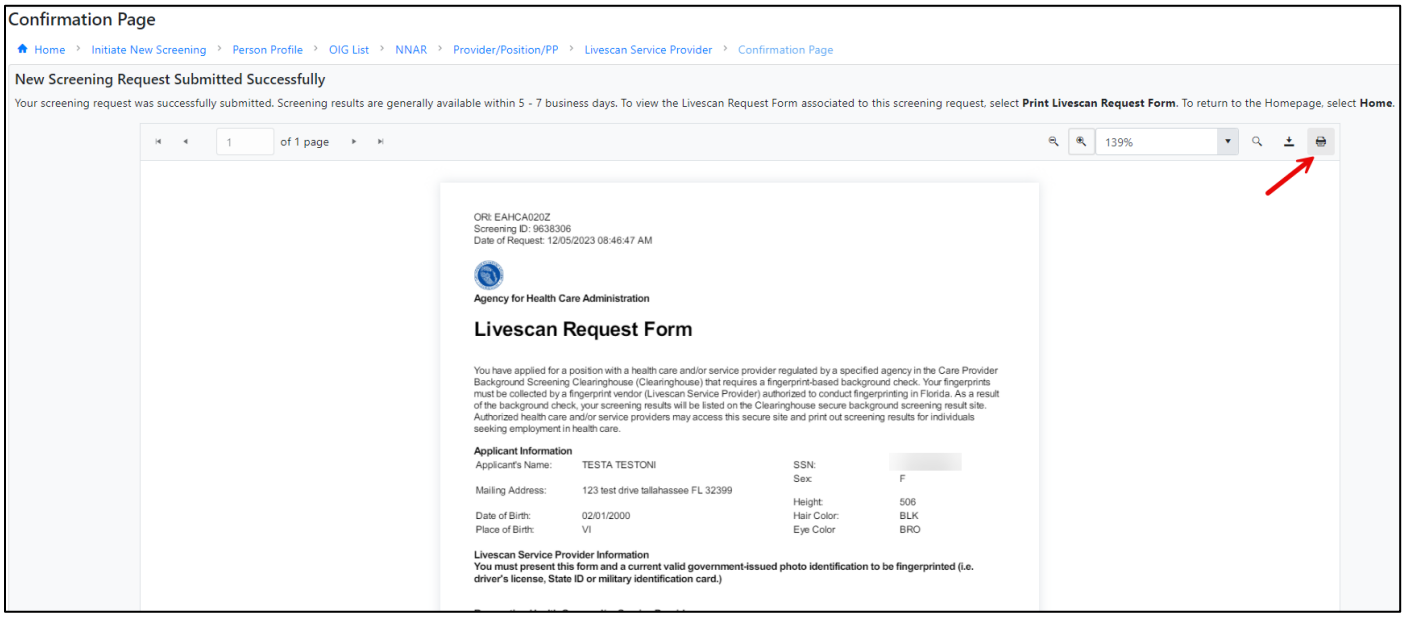


Print Livescan Request Form

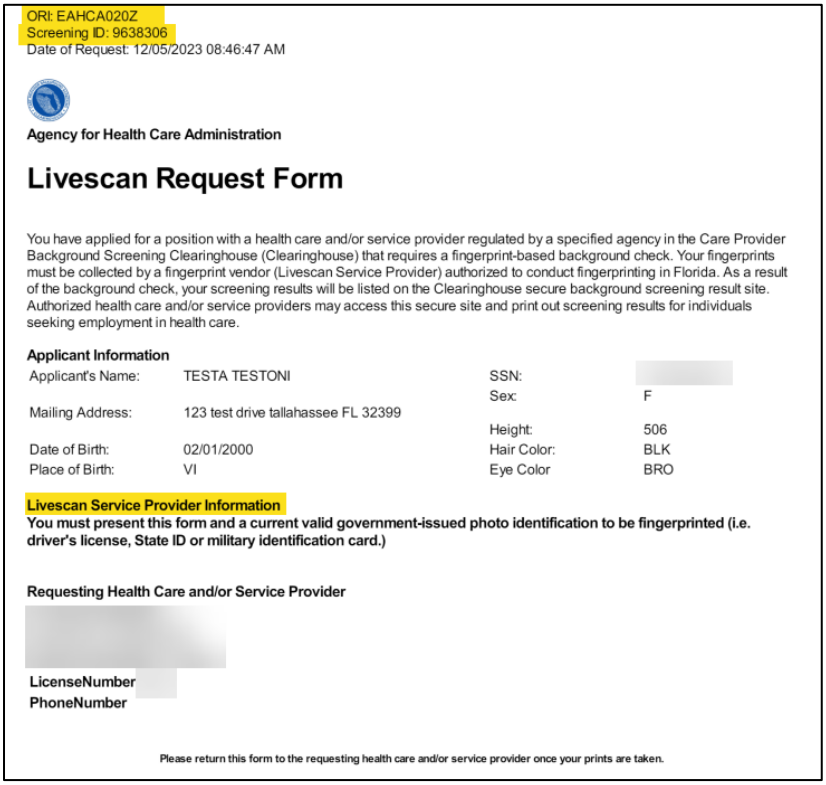
Once the screening request is submitted, a Livescan Request Form will be generated for the applicant to take to their screening appointment. The request form contains important information, including the following:

1. The **ORI number** required for electronic fingerprint submission
2. The **Screening Request ID** used by Livescan service providers to link the screening results to the screening request
3. **Appointment information** (if an appointment was scheduled during the Livescan step)

Select 'Home' if you are done, or 'Initiate New Screening' to initiate a screening for another individual.



Sample Livescan Request Form



ORI: EAHCA020Z
Screening ID: 9638306
Date of Request: 12/05/2023 08:46:47 AM

Agency for Health Care Administration

Livescan Request Form

You have applied for a position with a health care and/or service provider regulated by a specified agency in the Care Provider Background Screening Clearinghouse (Clearinghouse) that requires a fingerprint-based background check. Your fingerprints must be collected by a fingerprint vendor (Livescan Service Provider) authorized to conduct fingerprinting in Florida. As a result of the background check, your screening results will be listed on the Clearinghouse secure background screening result site. Authorized health care and/or service providers may access this secure site and print out screening results for individuals seeking employment in health care.

Applicant Information

Applicant's Name:	TESTA TESTONI	SSN:	
		Sex:	F
Mailing Address:	123 test drive tallahassee FL 32399		
		Height:	506
Date of Birth:	02/01/2000	Hair Color:	BLK
Place of Birth:	VI	Eye Color	BRO

Livescan Service Provider Information

You must present this form and a current valid government-issued photo identification to be fingerprinted (i.e. driver's license, State ID or military identification card.)

Requesting Health Care and/or Service Provider

LicenseNumber
PhoneNumber

Please return this form to the requesting health care and/or service provider once your prints are taken.

Profile Page

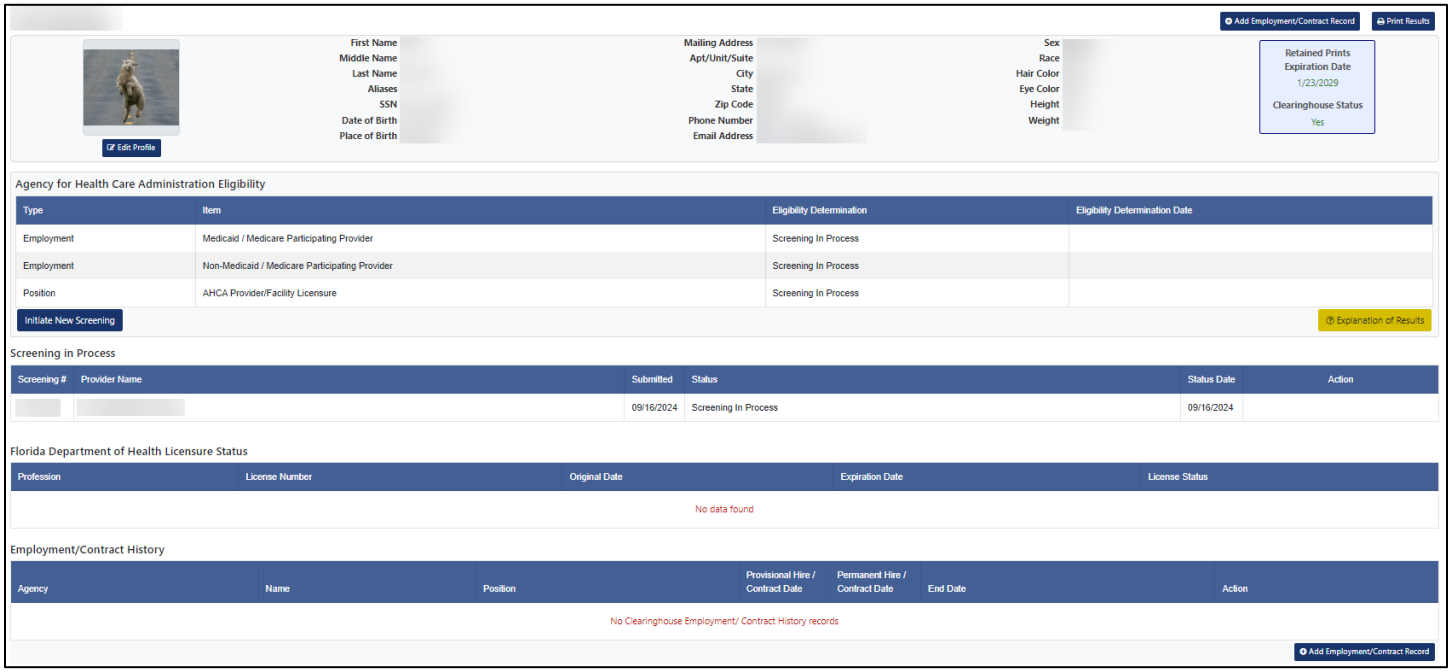
The individual's profile page provides information useful in making hiring decisions. This page contains the screening eligibility status and the Department of Health professional licensure status if applicable.

Other features include the ability to:

- Edit demographic information, including mailing address
- Connect to a screening that is already in process for the individual
- Receive email notifications when the screening is complete
- Add employment history
- View Public Rap Sheets for initiated screenings
- View subsequent Arrest and/or Registration files for employees

This page also provides an employment history for the individual as reported by any health care or service provider regulated by a specified agency in the Clearinghouse.

To access the Profile Page, search for an existing employee with a screening submitted.



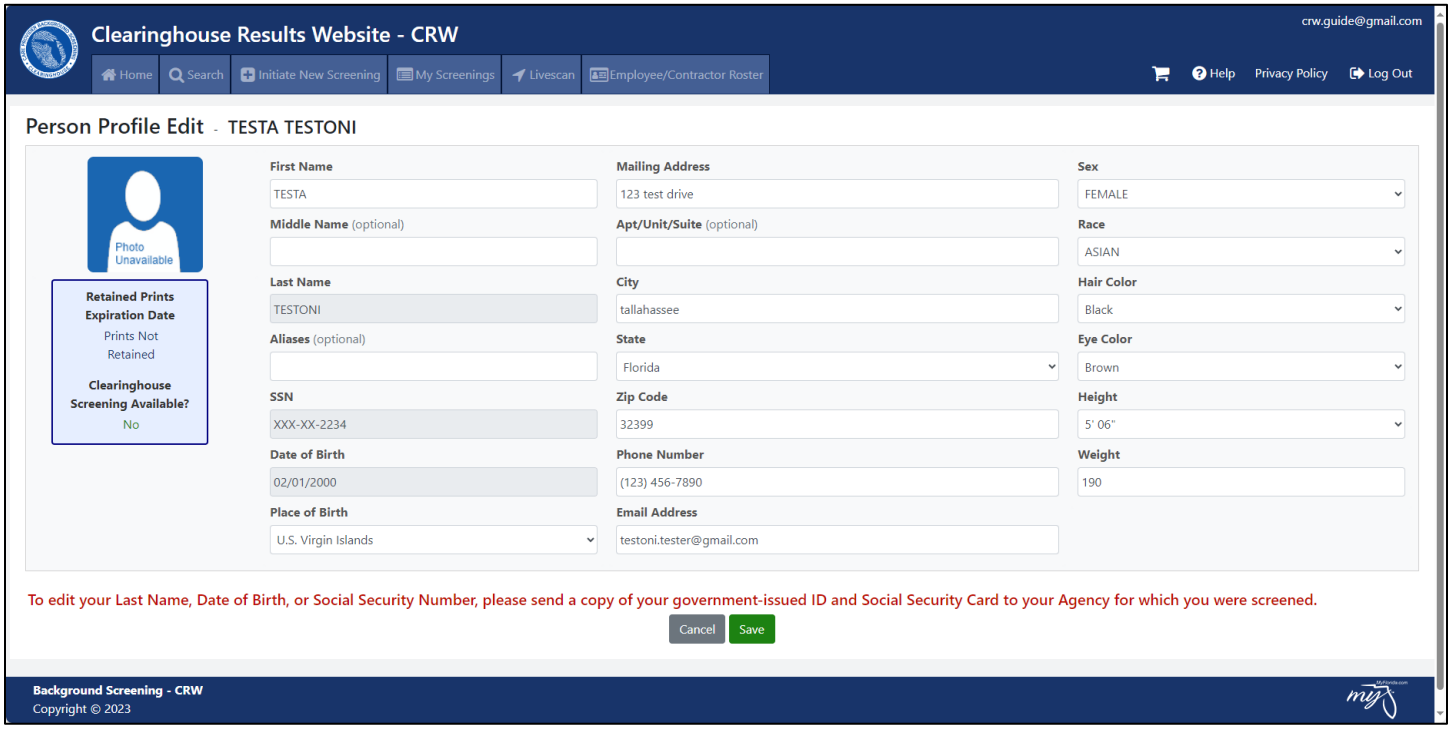
Person Profile – Edit Demographics

To edit the demographic information for an applicant, select the 'Edit Profile' button on the profile page, below the photo. You may edit and update all information except for the following:

- Social Security Number
- Last Name
- Date of Birth

Please note that the height and weight limits are set by the Florida Department of Law Enforcement. If an applicant falls outside of the established limits, please select the closest match.

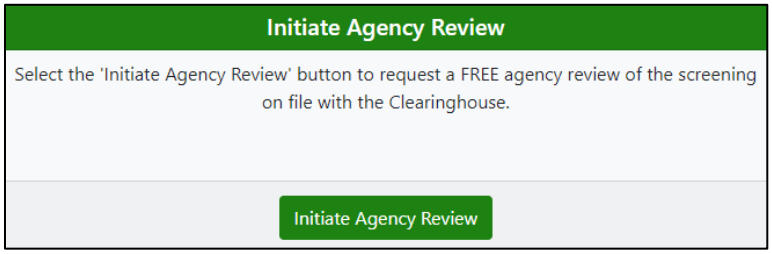
Please contact the Background Screening Unit to update any of the items listed above.



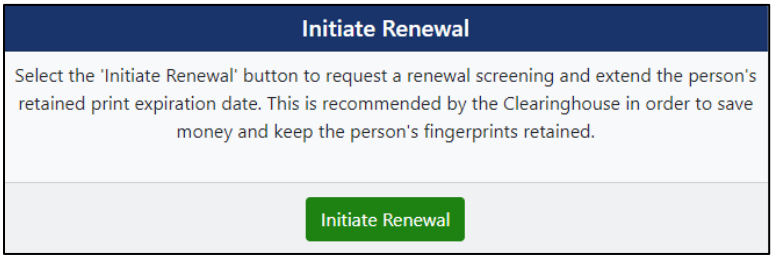
Person Profile – Screening Actions

Depending on the screening status, you have the following available actions:

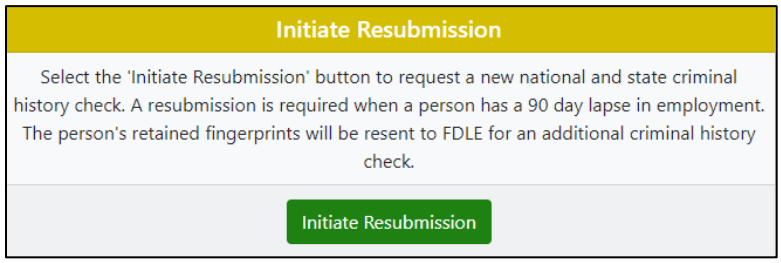
- Initiate an Agency Review – request a free agency review of the screening in file.



- Initiate a Renewal – if employee's retained prints are expiring and within the renewal period, the 'Initiate Renewal' button will display.

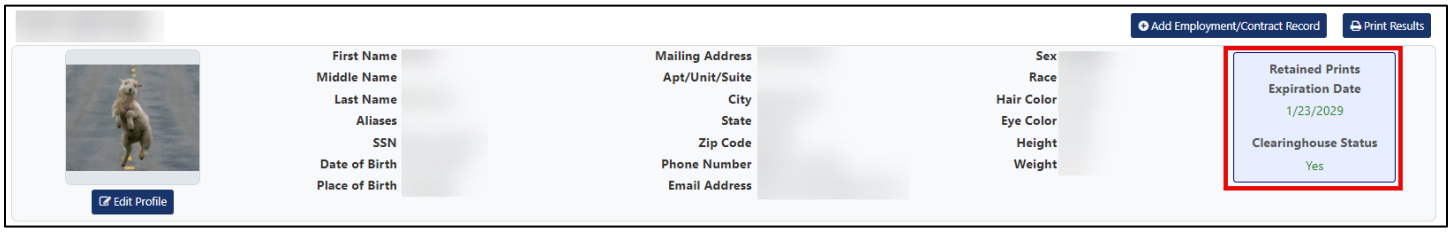


- Initiate a Resubmission – if the applicant has retained prints and has a 90-day lapse in employment, a resubmission is required.



Person Profile – Clearinghouse Status

The applicant's current Clearinghouse status and retained prints expiration date are listed next to the demographic section.



Retained Prints Expiration Date:

- Fingerprints are retained for a period of 5 years by the Florida Department of Law Enforcement (FDLE).
- If the applicant does not have retained prints with FDLE the status will read 'Prints Not Retained'.

Clearinghouse Screening Available:

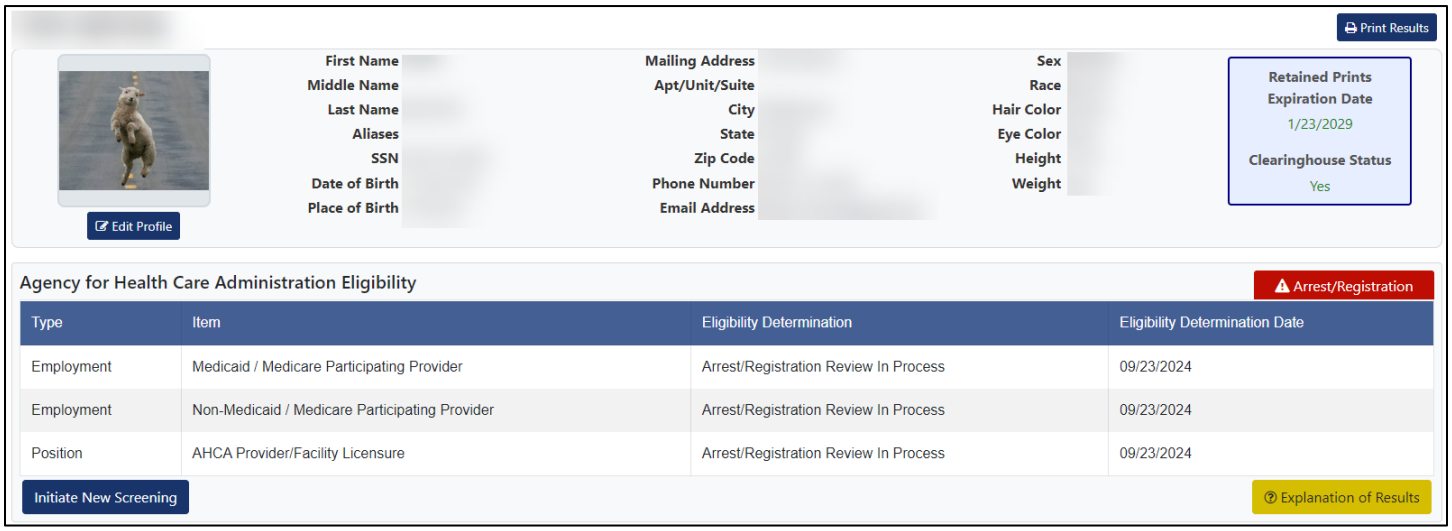
- **Yes** – The applicant has a screening in the Clearinghouse that can be shared.
- **No** – The applicant does not have a screening in the Clearinghouse that can be shared.

Person Profile – Public Rap Sheets and Arrest/Registration Notifications

The public record version of criminal history reports (or public rap sheets) is available to the provider that **initiated** the screening on the Clearinghouse results website.

Copies of **subsequent arrest or registration notifications** from the Florida Department of Law Enforcement are available to **current employers** of the applicant. The provider must have a current employment history record entered in the Clearinghouse results website for the applicant to view this information.

The public rap sheet and subsequent arrest or registration notifications can be found on the person profile page.



Person Profile – Eligibility Determinations and DOH Licensure

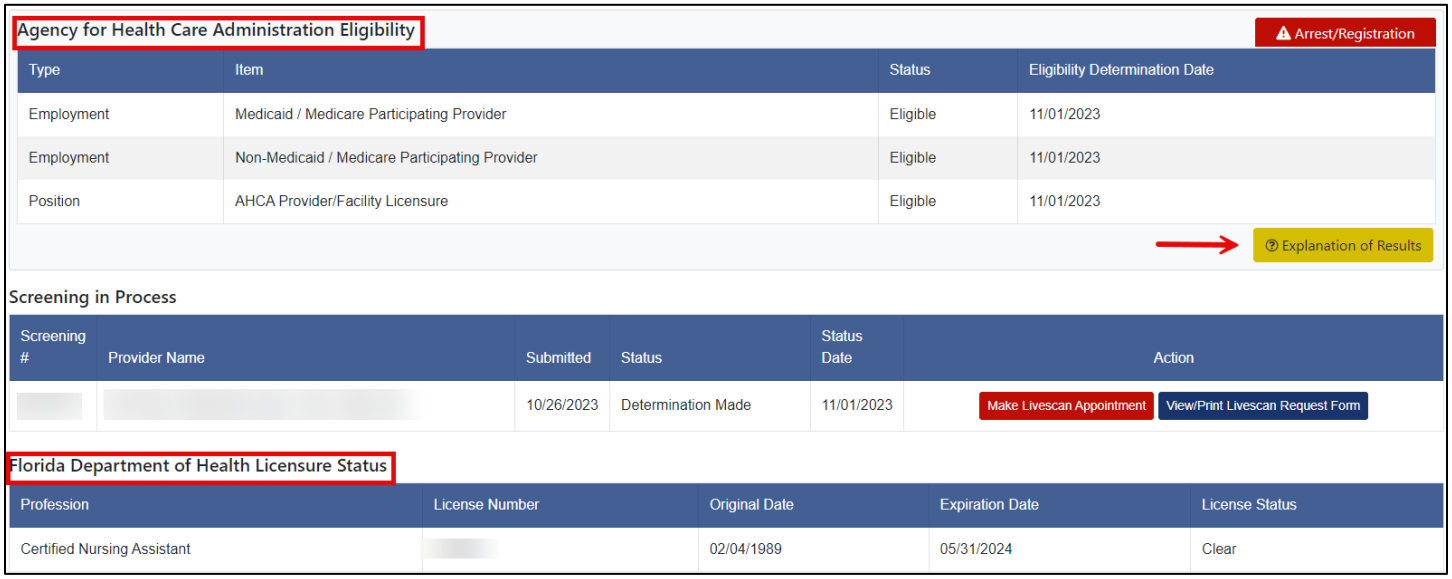
The current eligibility determination and Department of Health licensure status for an applicant can be found in the eligibility and licensure sections of the person profile page.

The Agency for Health Care Administration's eligibility results are displayed by type according to the reason for screening.

Category	Eligibility	Description
Employment	Medicaid / Medicare Participating Provider	Status of an individual employed or applying to work in a facility that receives Medicaid or Medicare funds.
Employment	Non-Medicaid / Medicare Participating Provider	Status of an individual employed or applying to work in a facility that does not receive Medicaid or Medicare funds.
Position	Medicaid Provider Enrollment	Status of an individual provider or principal of a provider entity that is enrolled or is applying to enroll as a Medicaid provider. Principals of the provider entity include any officer, director, billing agent, managing employee, or affiliated person, or any partner or shareholder who has an ownership interest equal to 5 percent or more in the provider.
Position	AHCA Provider/Facility Licensure	Status of an individual who may hold a position as CFO, Administrator, Controlling Interest, or Owner/Operator in a facility that is licensed or is applying for licensure as an AHCA provider.

Please note that you MUST be registered as a Florida Medicaid Provider or Medicaid Health Plan to request a review for Medicaid Provider Enrollment purposes.

Definitions of eligibility determinations can be found by selecting the ‘Explanation of Results’ button.



Person Profile – Employment/Contract History

All employment history records entered on the Clearinghouse results website for the applicant will display in the ‘Employment/Contract History’ section of the person profile page. All records, regardless of the specified agency of the provider, will be displayed. The provider’s name will only display to users with access to the website on behalf of the provider.

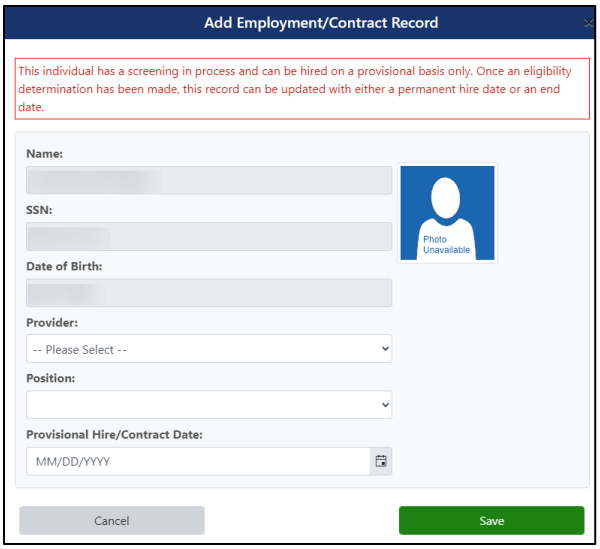
The employment history records must be completed if users with access to the provider’s record are to receive updates such as subsequent arrest notifications. Refer to the ‘Add/Edit Employment/Contract Record’ below for instructions on updating employment records.

Add Employment/Contract Record

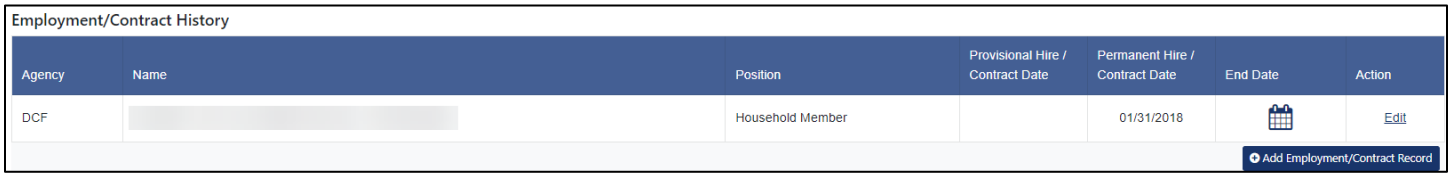
According to section 435.12(2) (c) an employer of persons subject to screening by a specified agency must register with the clearinghouse and maintain the employment status of all employees within the clearinghouse. Initial employment status and **any changes in status must be reported within 5 business days**.

- To add employment history, open the individual's Profile Page and select 'Add Employment/Contract Record'

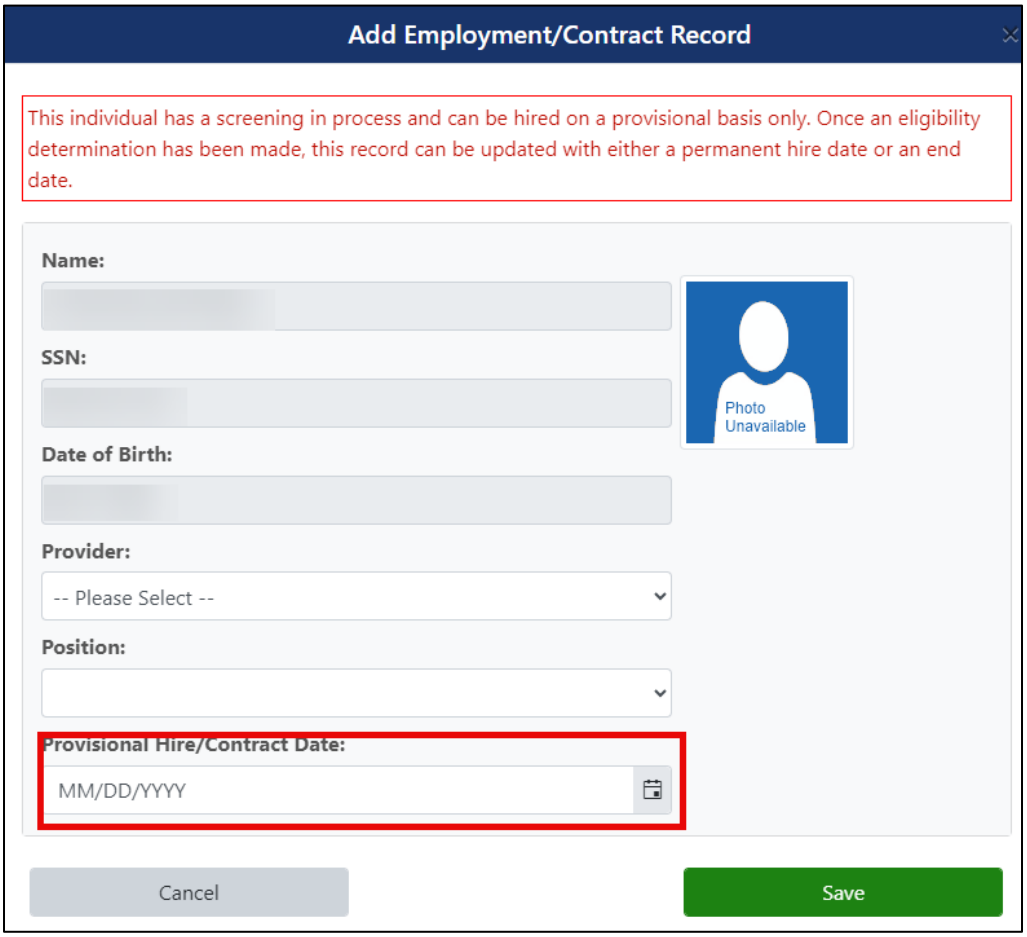
- Enter the required information and select 'Save'. This will bring you back to the profile page.



The new employment record will be displayed in the Employment/Contract History section.

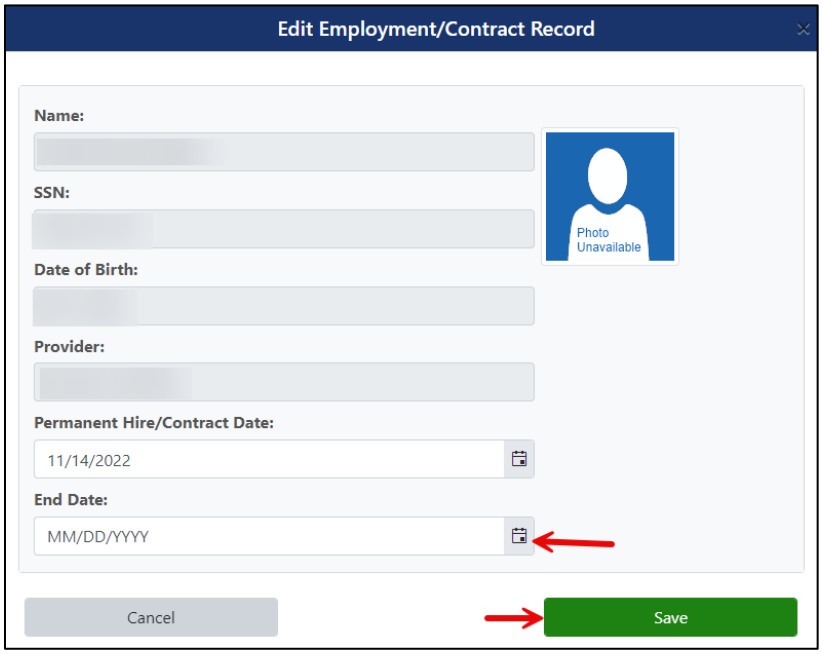


Section **435.06(2)(d)** provides that an applicant may be hired **provisionally** for training and orientation purposes before the screening process is completed. You may add a **provisional hire date** for an applicant with a current 'Screening in Process' status in the Clearinghouse by selecting the 'Add Employment/Contract Record' button located at the bottom of the applicant's profile page.

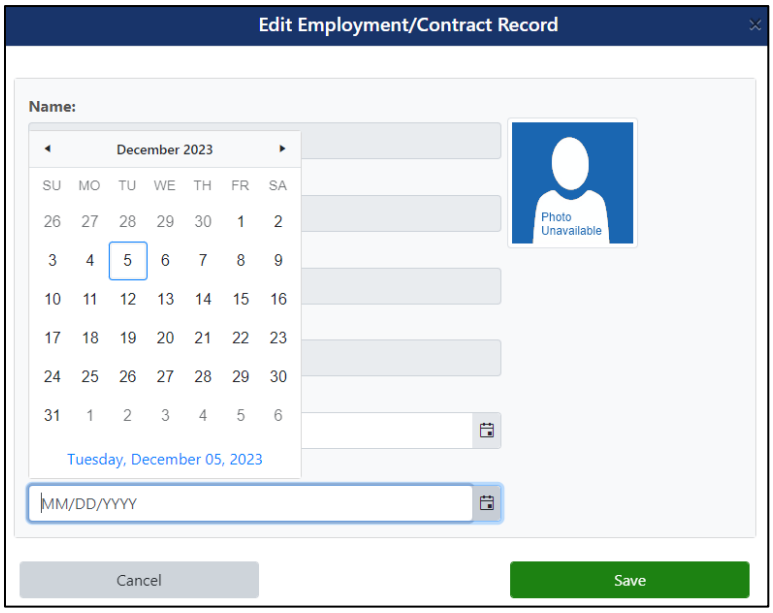


Edit Employment Record

You may edit an employee record from the 'Employment/Contract History' section on the 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'.**

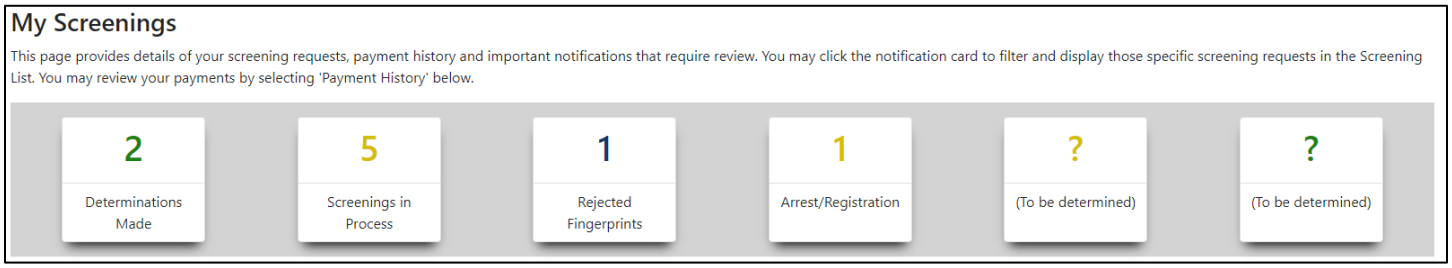


To quickly enter an ‘End Date’ for an employment record from the **Employee/Contractor Roster tab**, select the calendar icon in the ‘**End Date’** column.



My Screenings Tab

The My Screenings tab provides an overview of screenings submitted by you for the selected Agency.

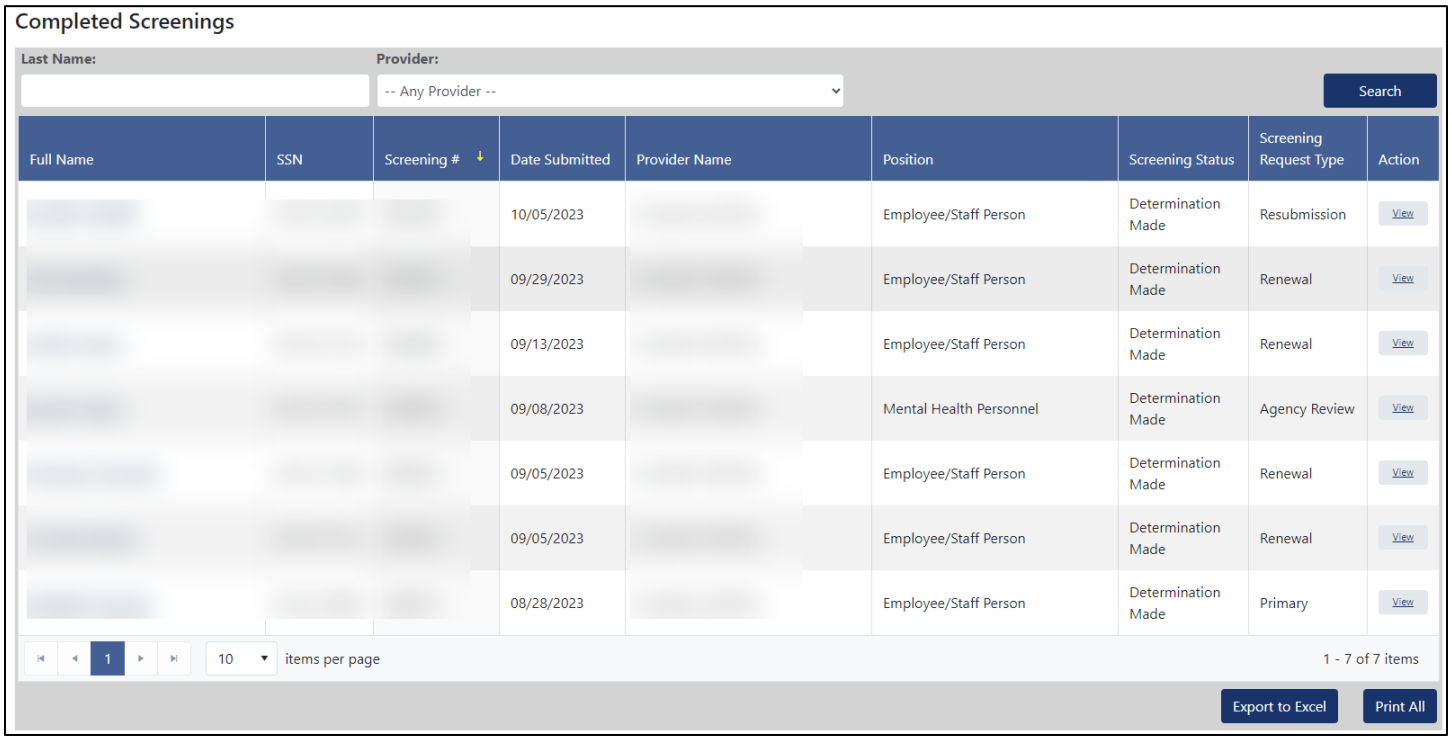


The number within each tile shows the number of screenings with the specified status. Clicking the tiles will navigate you to the screenings listing.

- View an individual’s profile page by selecting the first name of the individual.
  - To add employment history, you must open the individual’s profile page.
- Filter the list by using the filter options and selecting ‘Search’.
- Sort the records by selecting any column header.

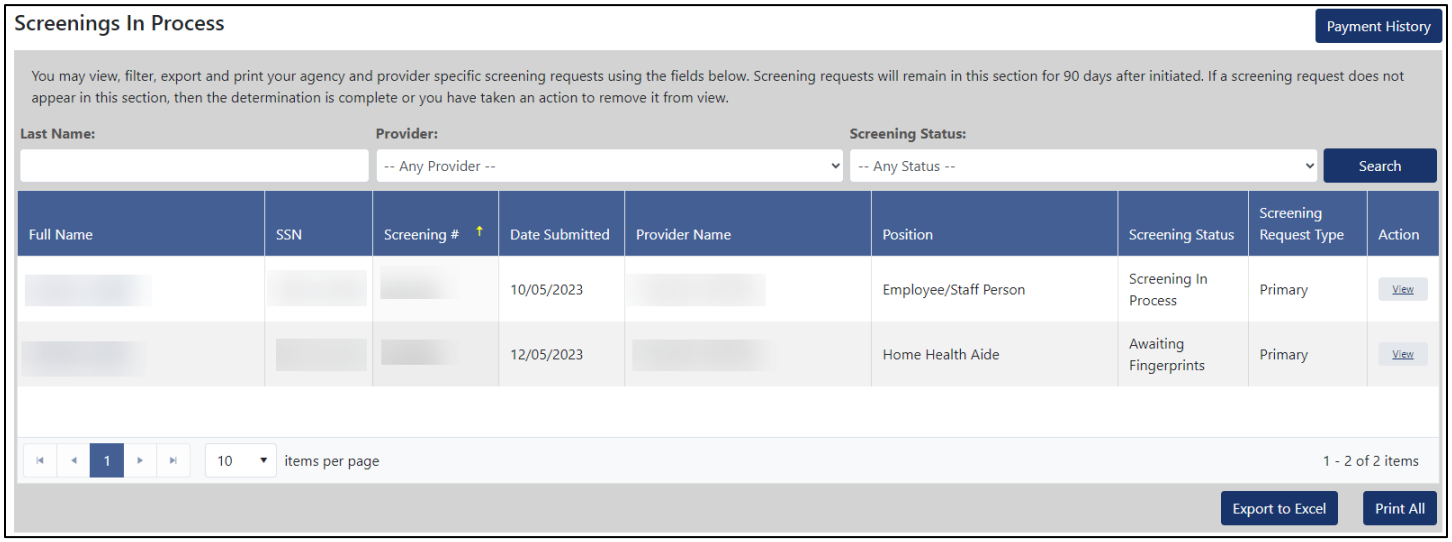
Determinations Made

The Determinations Made section provides a listing of all screening requests you have initiated or connected to with the final determination. A request will remain on the list for 7 days once a determination is made.



Screening in Process

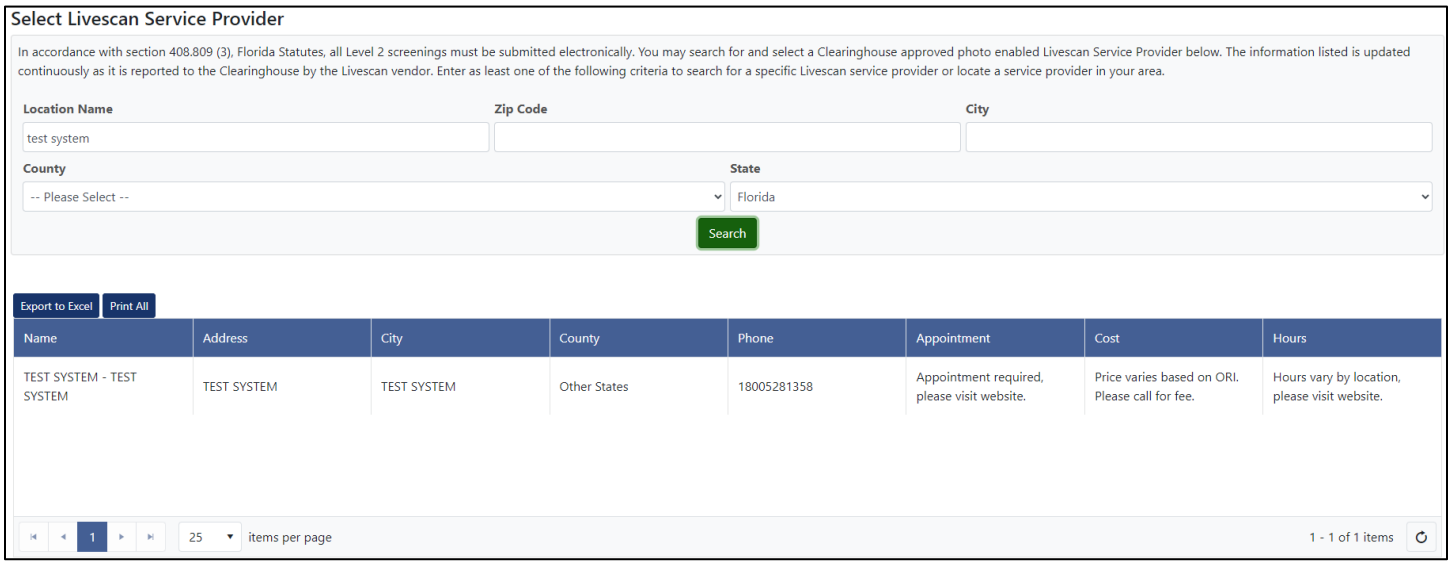
The Screenings in Process section provides a listing of all screening requests that you have initiated or connected to, along with the current status.



Livescan Tab

You may select the Livescan tab on the navigation bar to search for photo enabled and Clearinghouse compliant Livescan service providers. This list contains information as reported by the Livescan vendors and service providers to the Clearinghouse. To schedule an appointment please initiate a new screening.

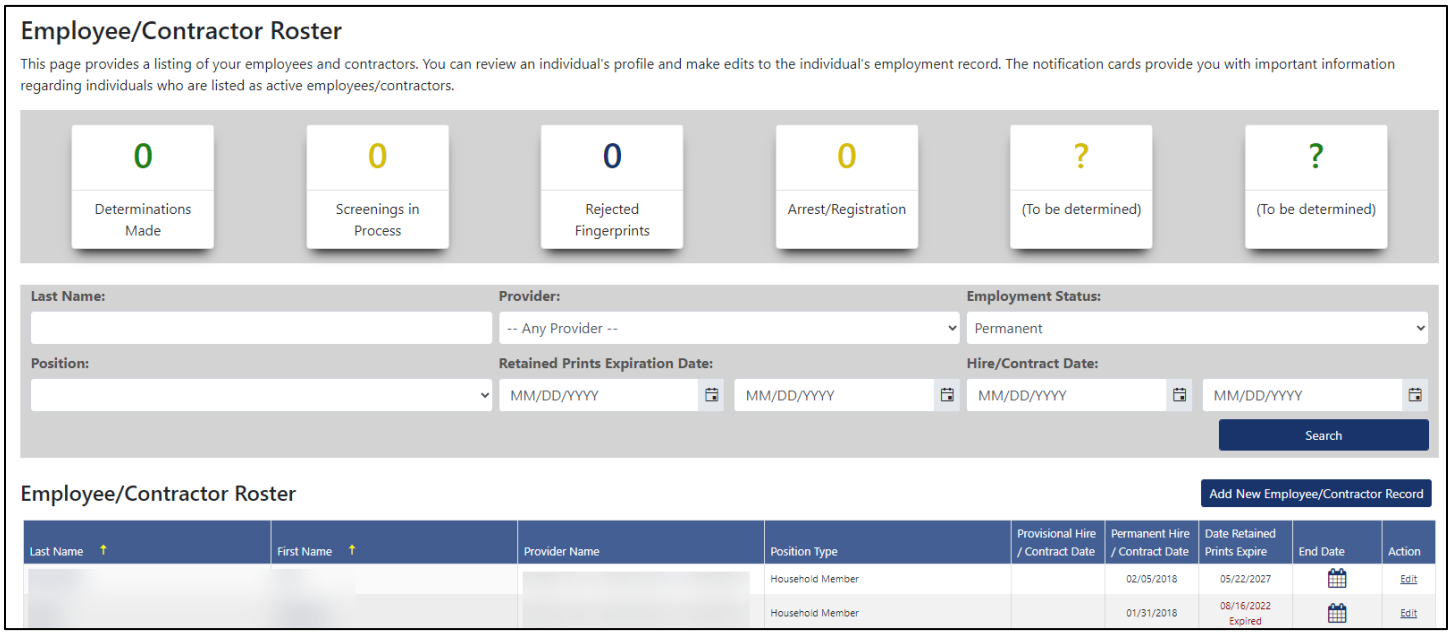
- To filter your search, use the search criteria and select 'Search'



Employee/Contractor Roster

The Employee/Contractor Roster tab provides a listing of your employees and contractors as entered through the Employment/Contract History section of the individual's profile page. The list defaults to current employees only.

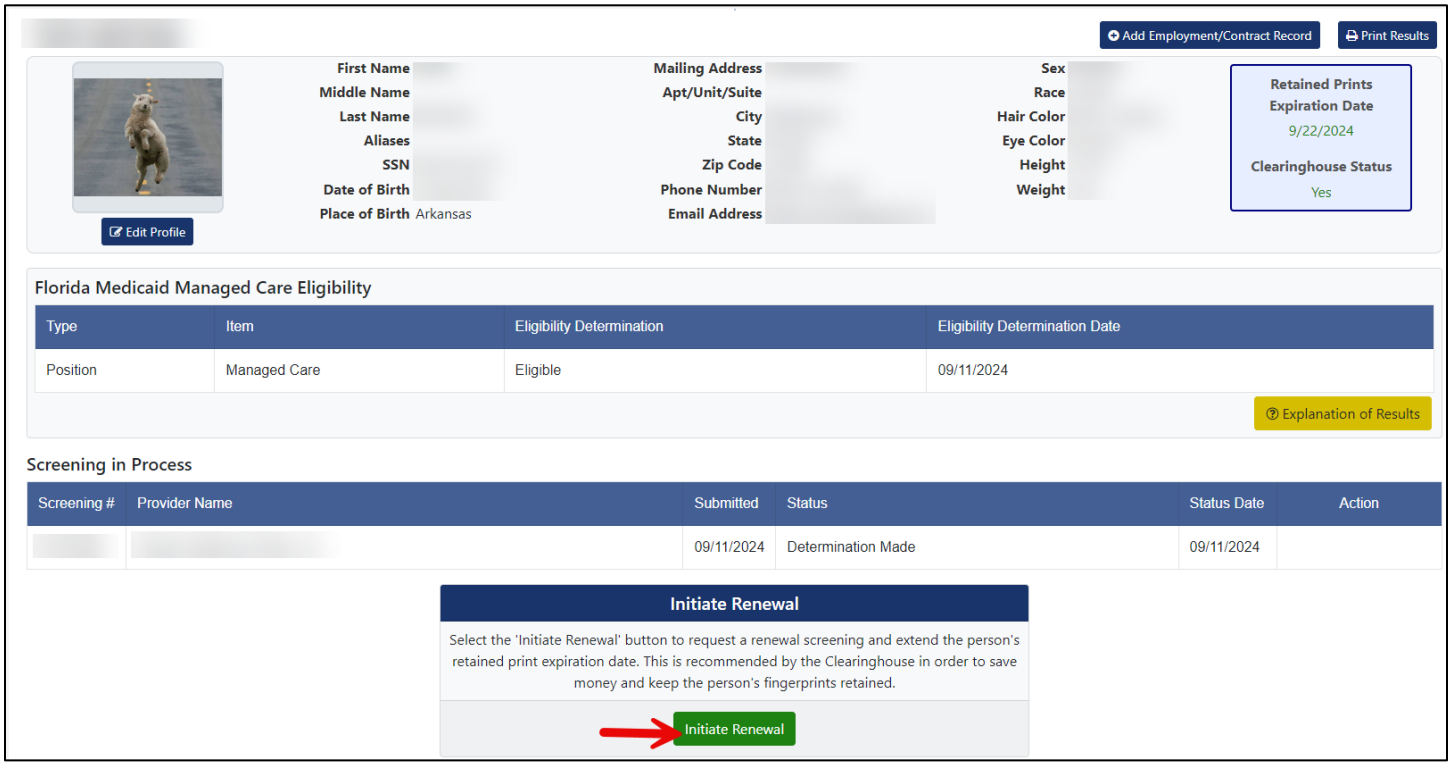
- View an individual's profile page by selecting the Last Name or First Name of the individual.
- Filter the list by using the search options and selecting 'Search'.
- Sort the records by selecting any column header.
- To edit an employment record, select the 'Edit' button in the action column.
- Click the Calendar Icon under End Date to add an employees end date.



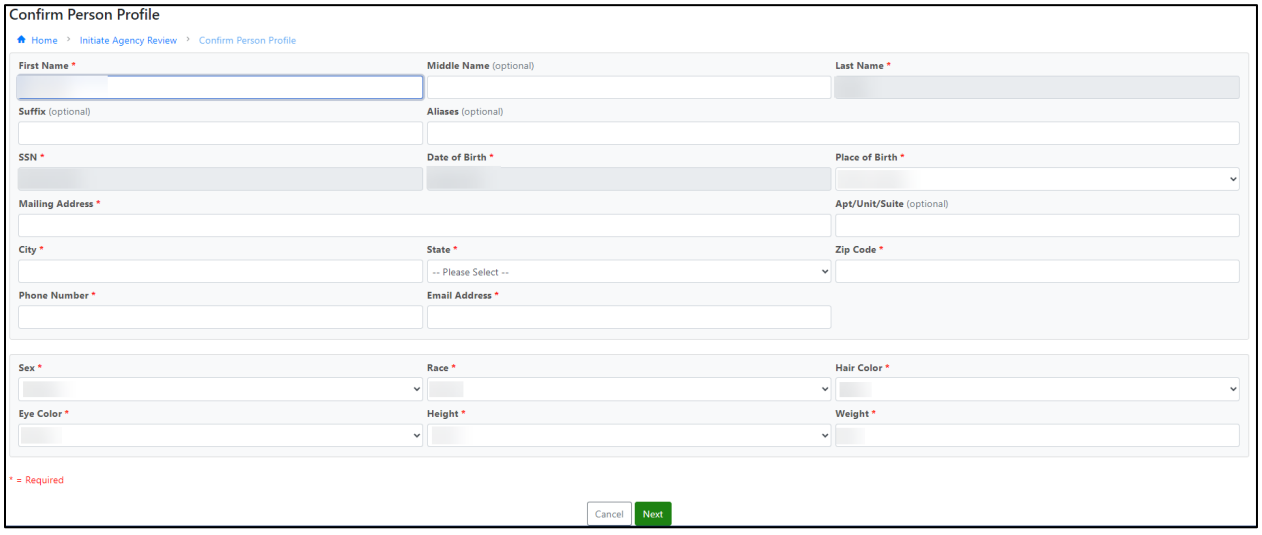
Initiate Renewal

A person's Clearinghouse screening is eligible for renewal if the fingerprints are within 60 days of the expiration date.

- To initiate a renewal, select the **'Initiate Renewal'** button.



- Verify Person's Demographic information is correct, then click 'Next'.



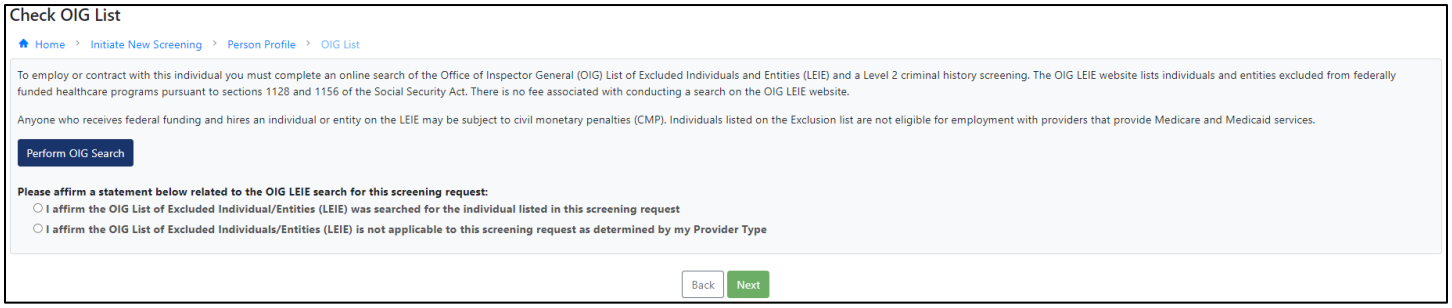
Search Medicare/Medicaid Exclusions (OIG List)

Individuals who do not have a prior screening must be manually checked in the Office of Inspector General (OIG) List of Excluded Individuals and Entities (LEIE) upon initial screening. Once an individual has a record in the BGS system an automated review of the OIG LEIE will occur when the list is updated every 30 days.

When you **select the 'Perform OIG Search' button** you will be redirected to the OIG's website. Follow the instructions to search for the individual and complete the OIG LEIE search. Close the OIG website and return to the BGS OIG Search page.

Check the appropriate affirmation option to confirm that either the search was conducted or if a search is not applicable for your Provider Type. Select the 'Next' button to continue.

Note: Health care providers that receive federal funding that employs an individual on the LEIE may be subject to civil monetary penalties (CMP). Individuals on the Exclusion List are not eligible for employment with providers of Medicare and/or Medicaid services.



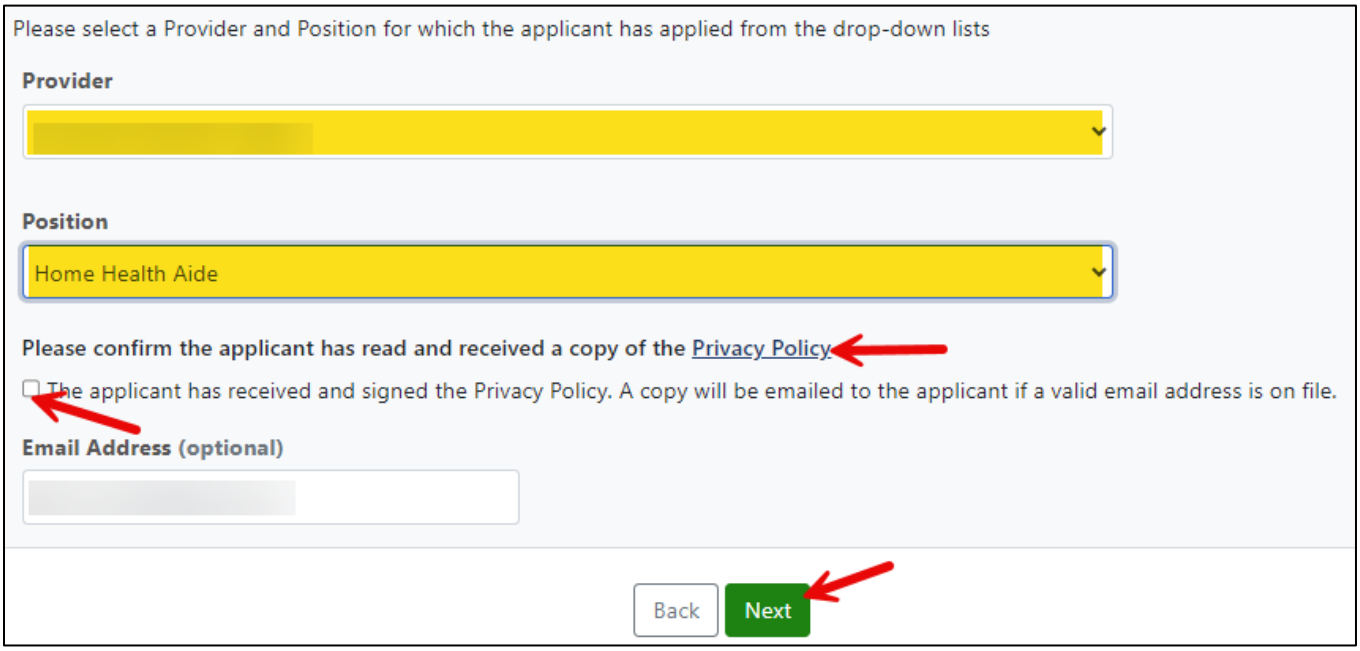
Select Position, Confirm Privacy Policy, and Set ORI

To ensure the appropriate criteria are applied during the screening review, the position type and reason for screening the individual must be entered.

- Select the **provider** that the individual has applied to work for from the drop-down list
  - Please note the provider drop down will only display if you are accessing the website on behalf of multiple providers.
- Select the **position** that the individual is applying for from the drop-down list
- Select the '**Privacy Policy'** link to view and print the privacy policy. Check the affirmation box to confirm that the applicant has signed and agreed to the Privacy Policy.

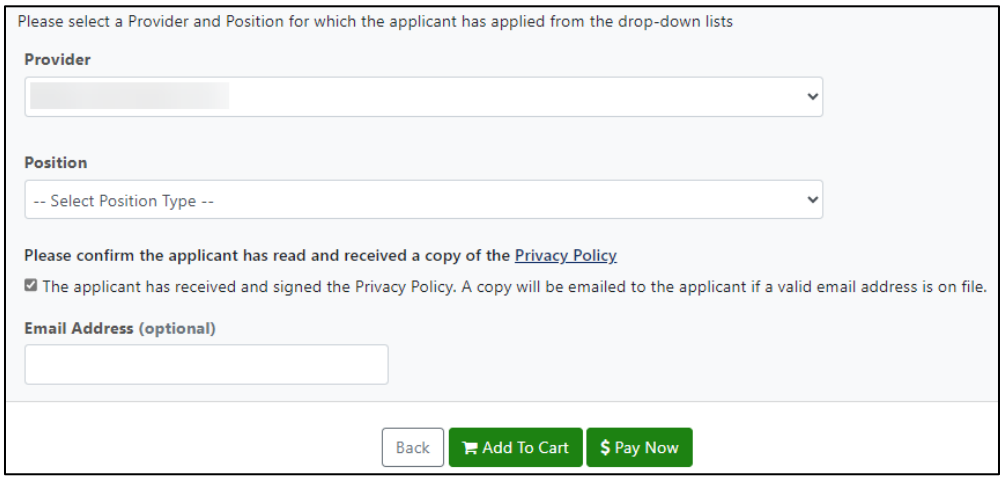
The ORI number for the request will be determined based on the PROVIDER name used to submit the request. The ORI number is used to determine the screening purpose.

If you are not registered as a Florida Medicaid Provider (enrollment or re-enrollment) or a Medicaid Health Plan, you will NOT be able to request a review for Medicaid Provider Enrollment purposes.



Add to Cart or Pay Now

Select ‘Add To Cart’ if you need to process another screening or ‘Pay Now’ to initiate payment for the current screening.



Initiate Renewal Payment

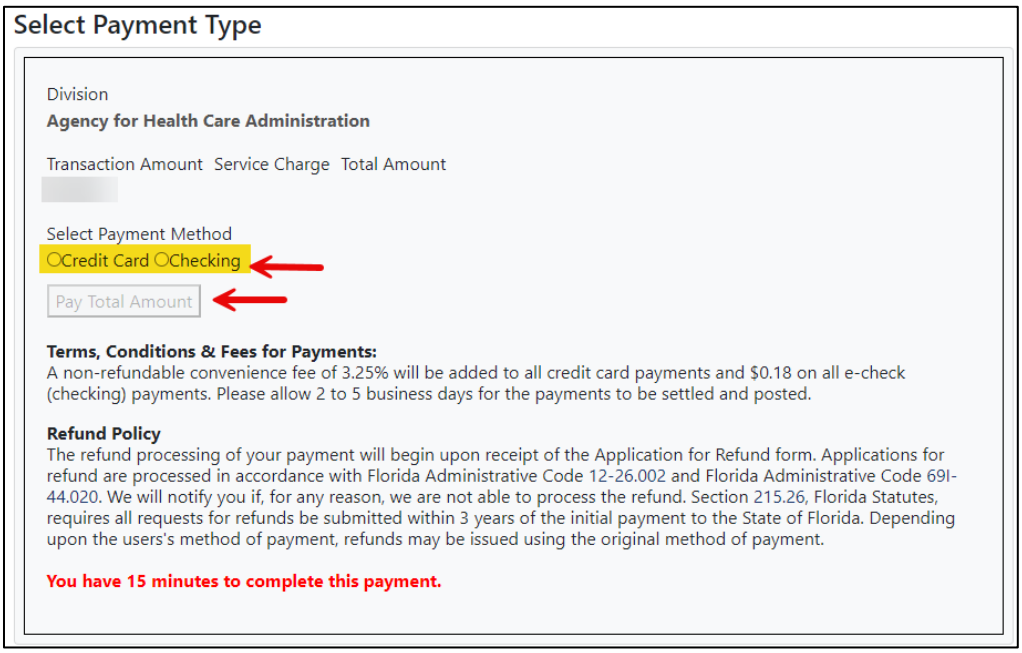
The cost of a renewal is the current fee for a national criminal history check plus a service fee. Resubmission payment options include:

- Credit Card
  - VISA
  - MasterCard
  - Discover
  - American Express
- E-Checking
  - Personal or Business checking/savings account

To pay for the renewal:

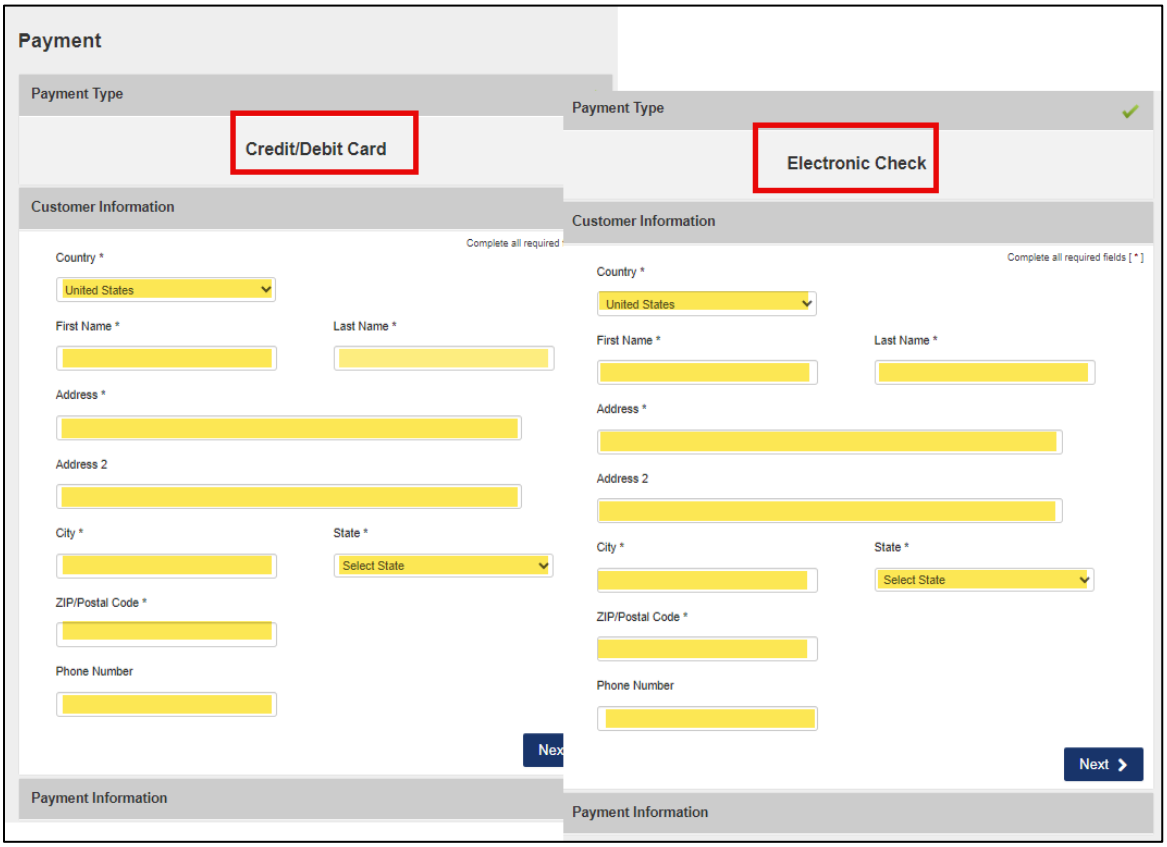
- Select payment method
- Select ‘Pay Total Amount’ to continue

Please note that all renewal payments will be collected by the Agency for Health Care Administration.

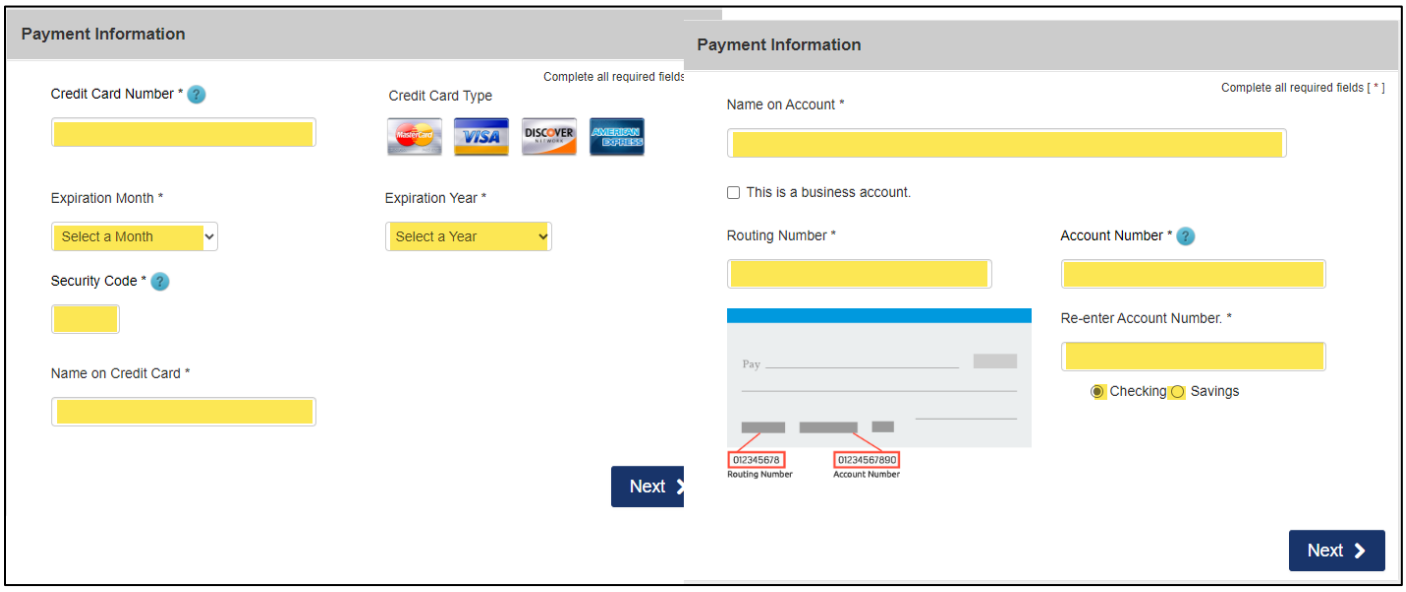


Enter Payment Information

Enter the customer information in the fields marked with asterisks (*) based upon the payment method you selected, then click ‘Next’.



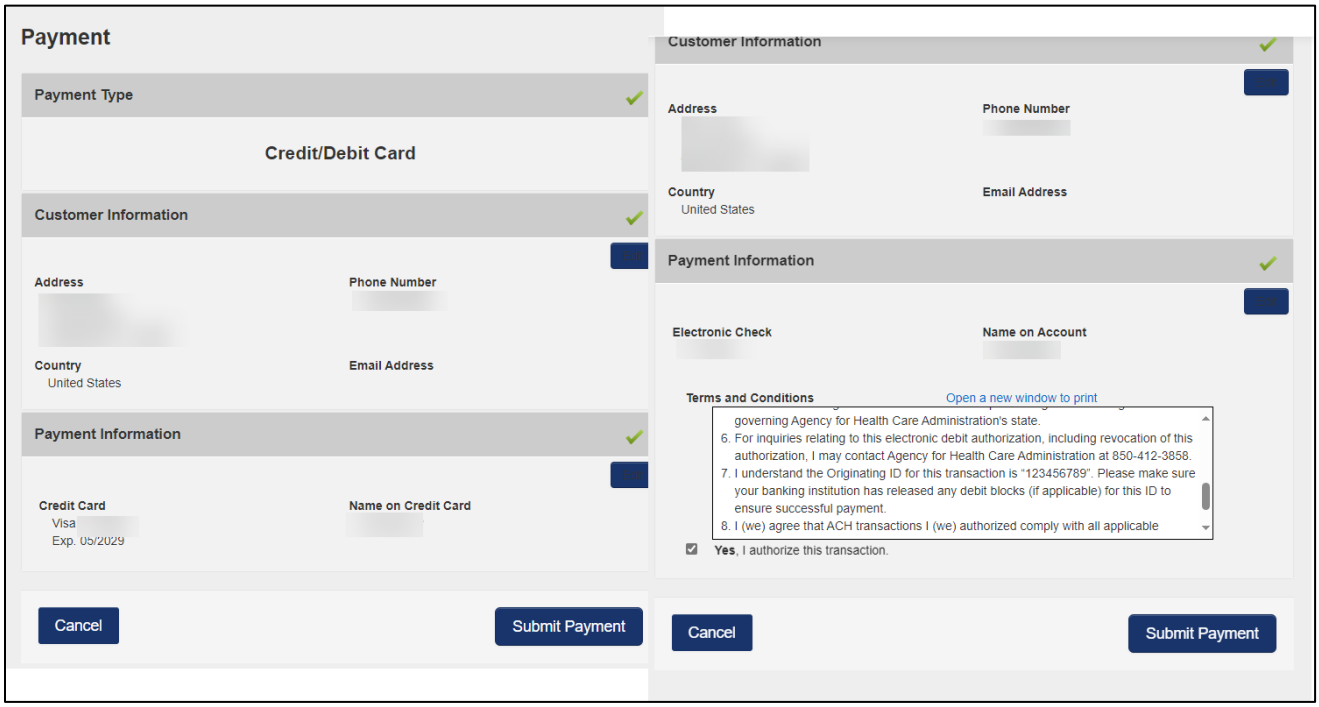
Enter payment information in the fields marked with asterisks (*) based upon the payment method you selected, then click ‘Next’.



IMPORTANT – Please note that payment information will NOT be saved.

Review Payment Information & Submit Renewal Request

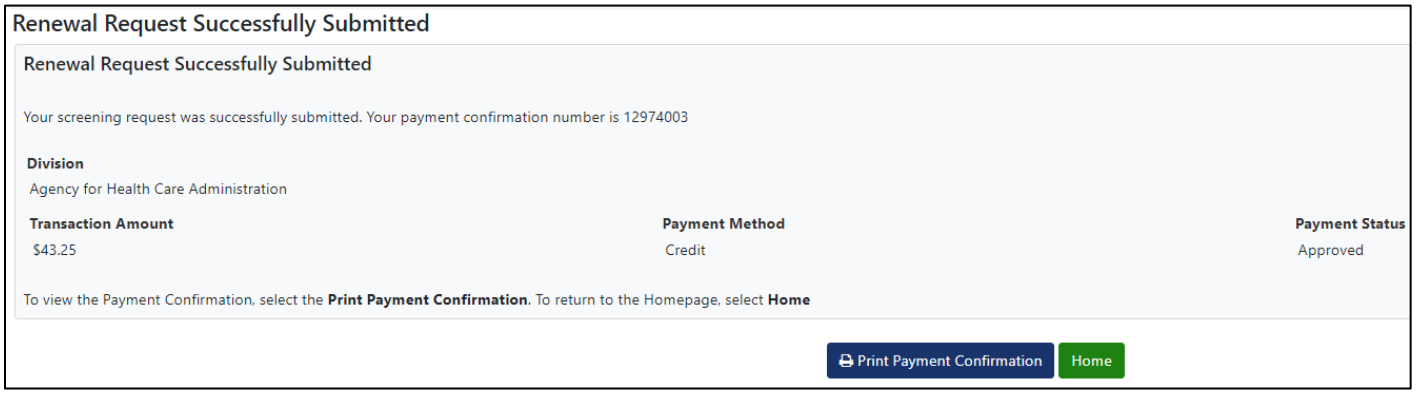
Review your payment information and select ‘Submit Payment’ to process your payment.



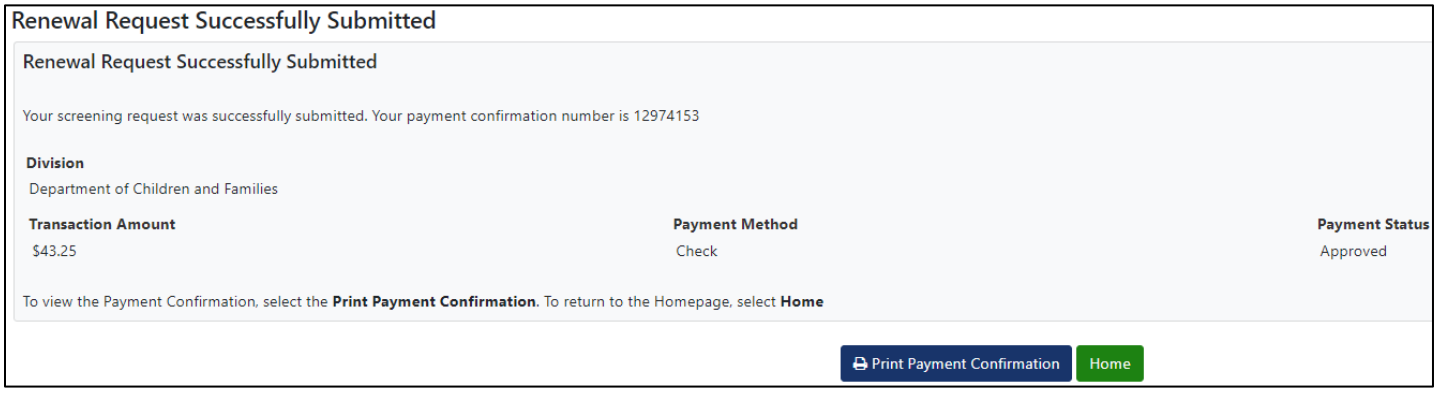
Renewal Confirmation

An email confirmation and receipt will be sent to the address on record.

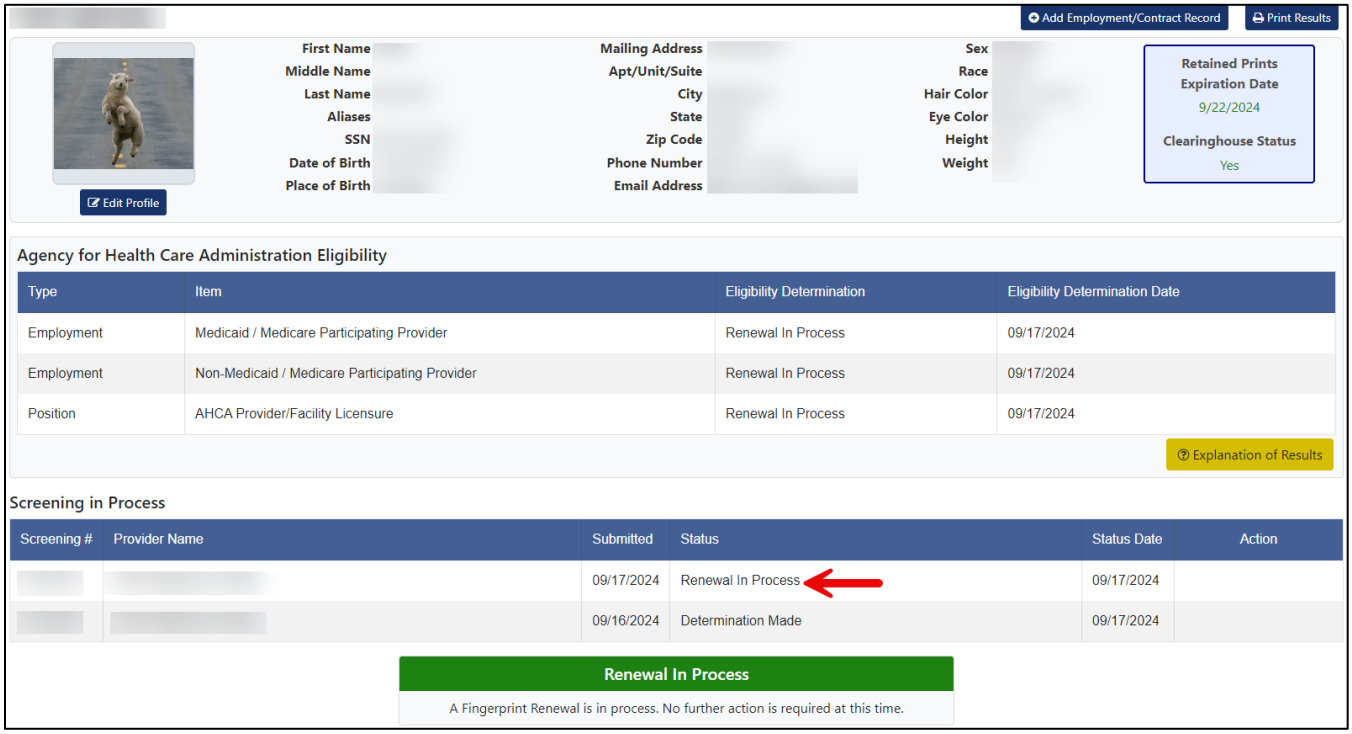
Credit Card



E-Checking



Search for the applicant and open their profile page to view the status of a renewal request.

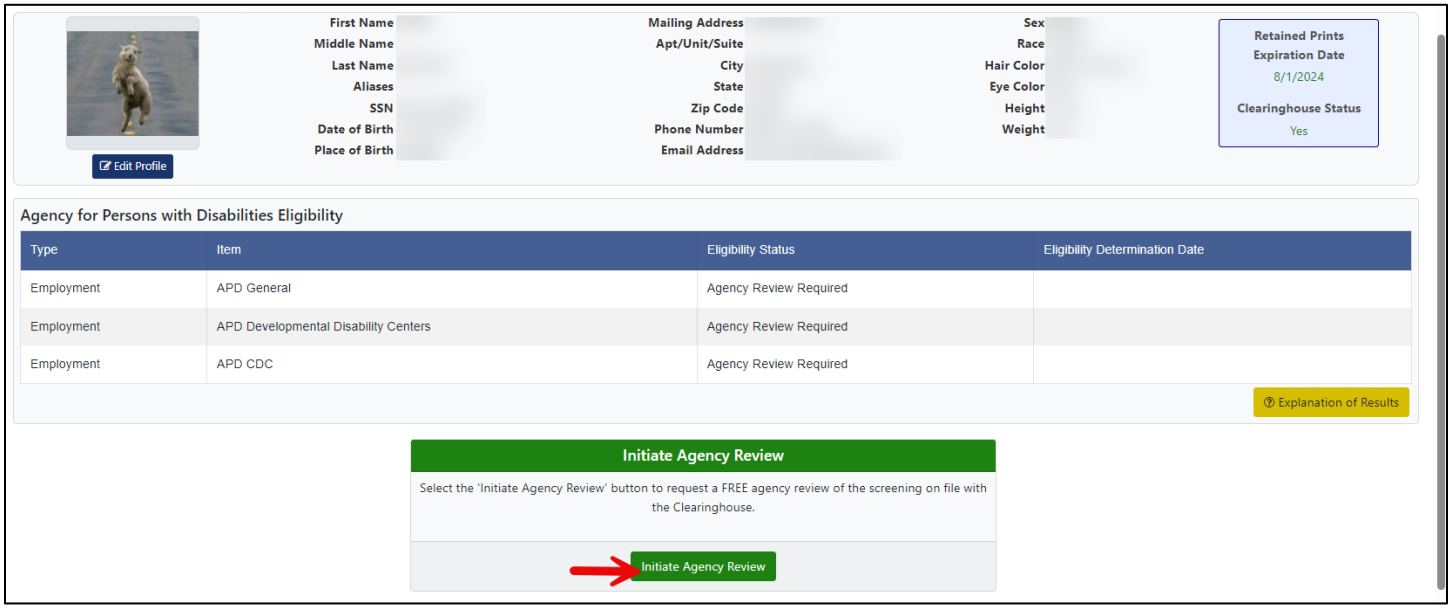


Initiate Agency Review

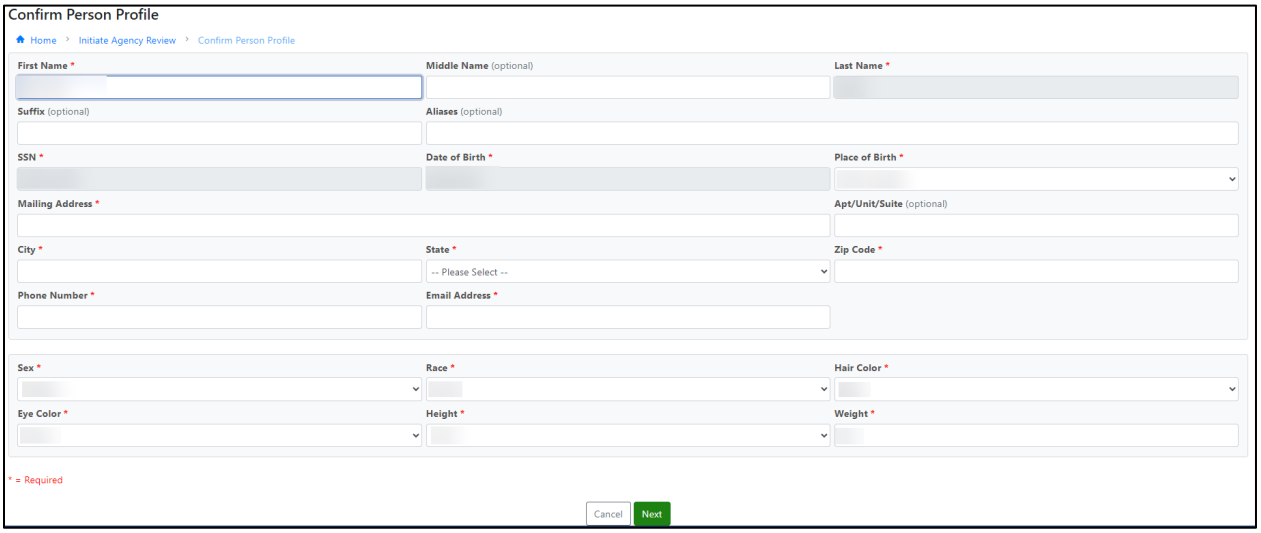
If an individual has been screened by another specified agency **and** entered into the Clearinghouse, a provider may request an agency review **at no cost**. This will allow the specified agency to make an eligibility determination for employment purposes. Benefits of requesting an agency review include the following:

- Agency Review requests are **FREE** for the provider and individual.
- The applicant or employee does NOT need to visit a Livescan location and submit new fingerprints.
- The provider will receive a copy of the public rap sheet after initiating an agency review.

To initiate an agency review for an individual, select the '**Initiate Agency Review'** button.



Verify Person's Demographic information is correct, then click 'Next'.



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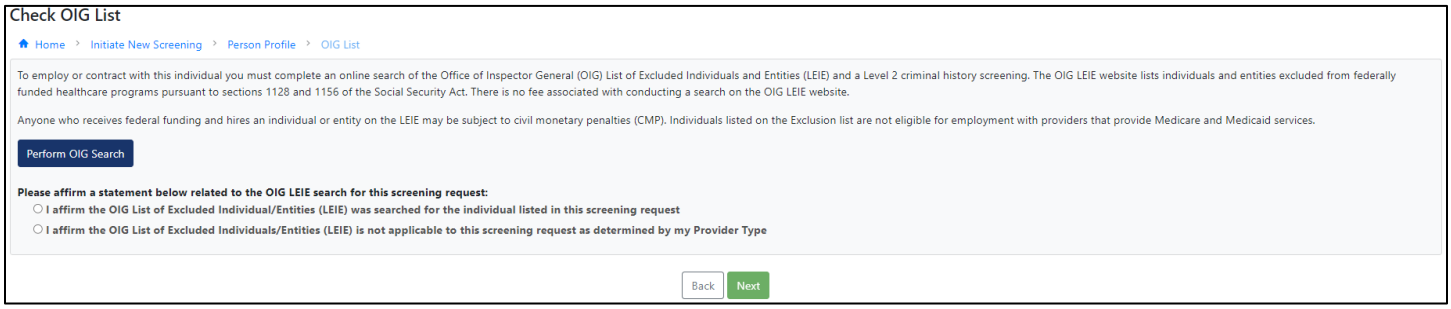
Note: Health care providers that receive federal funding that employs an individual on the LEIE may be subject to civil monetary penalties (CMP). Individuals on the Exclusion List are not eligible for employment with providers of Medicare and/or Medicaid services.



Select Position, Confirm Privacy Policy, and Set ORI

To ensure the appropriate criteria are applied during the screening review, the position type and reason for screening the individual must be entered.

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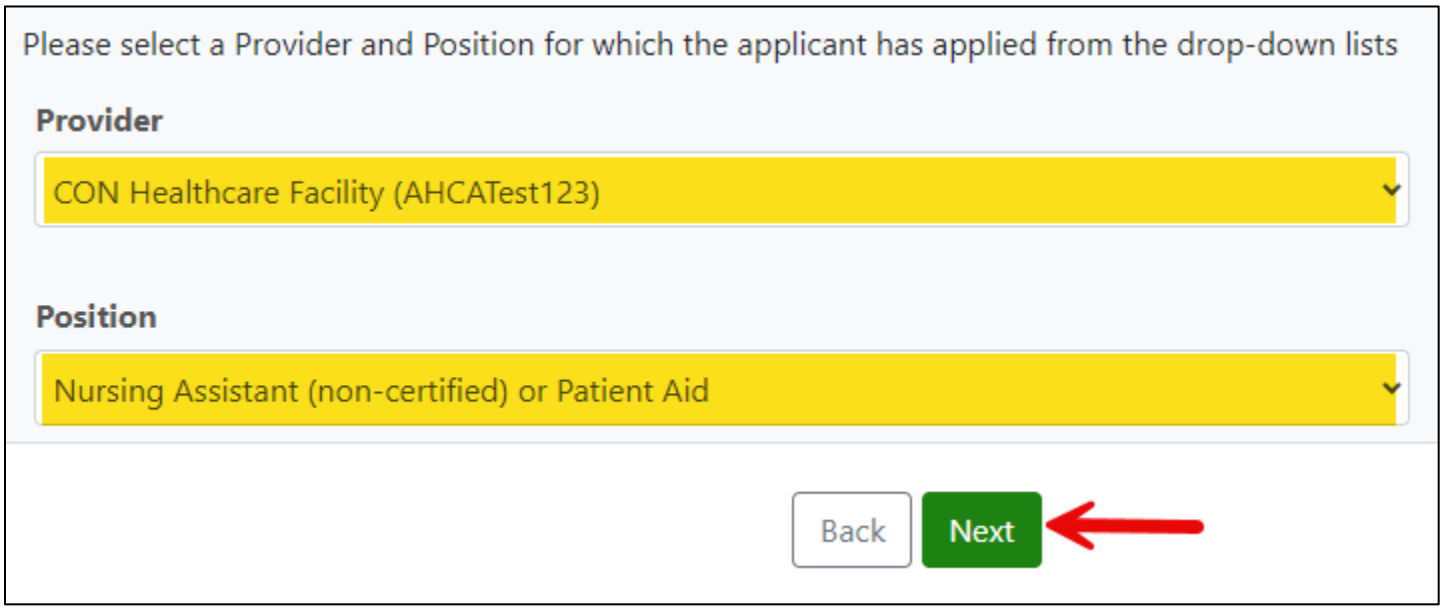
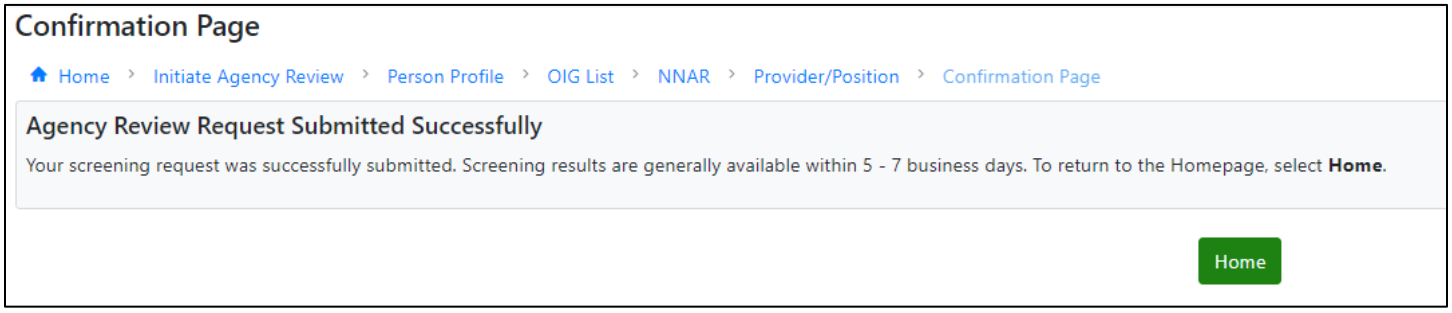
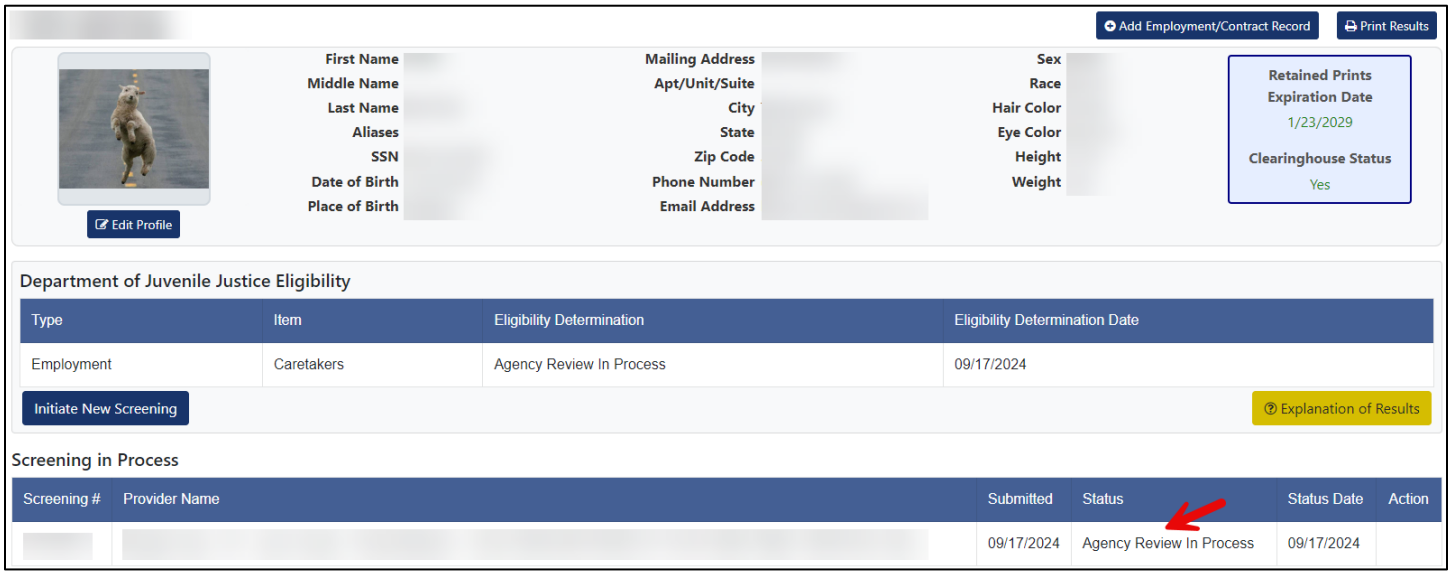


Agency Review Request Submitted

Once the screening request is submitted, select ‘Home’ if you are done or ‘Initiate New Screening’ to initiate a screening for another individual.



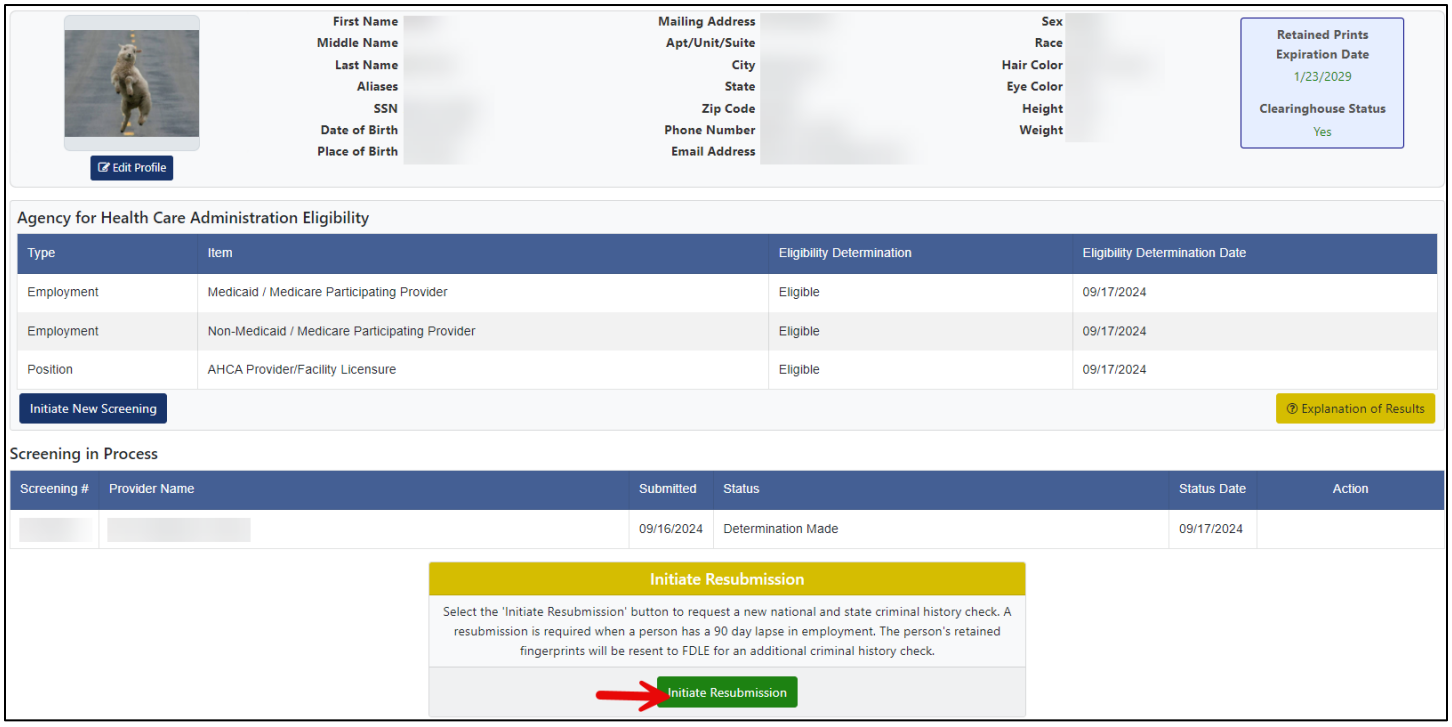
Open the applicant’s profile page to view the status of an agency review request.



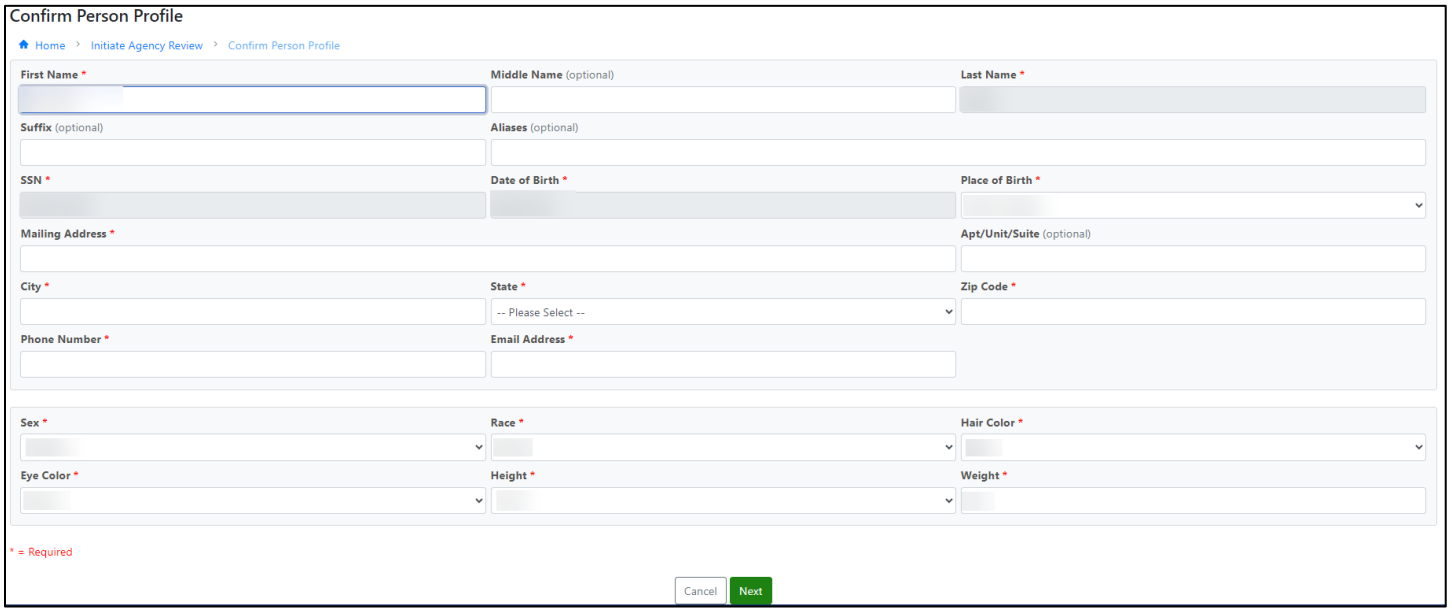
Initiate Resubmission

The retention of fingerprints provides a cost savings for applicants that are in the Clearinghouse but have had a lapse in employment greater than 90 days. If there has been a 90-day lapse in employment, these applicants 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 individual, select the '**Initiate Resubmission'** button.



Verify Person's Demographic information is correct, then click 'Next'.



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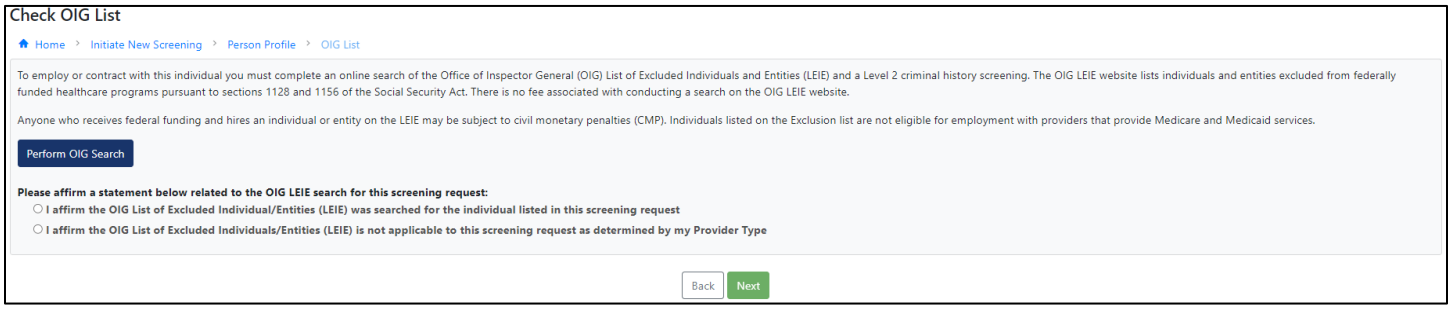

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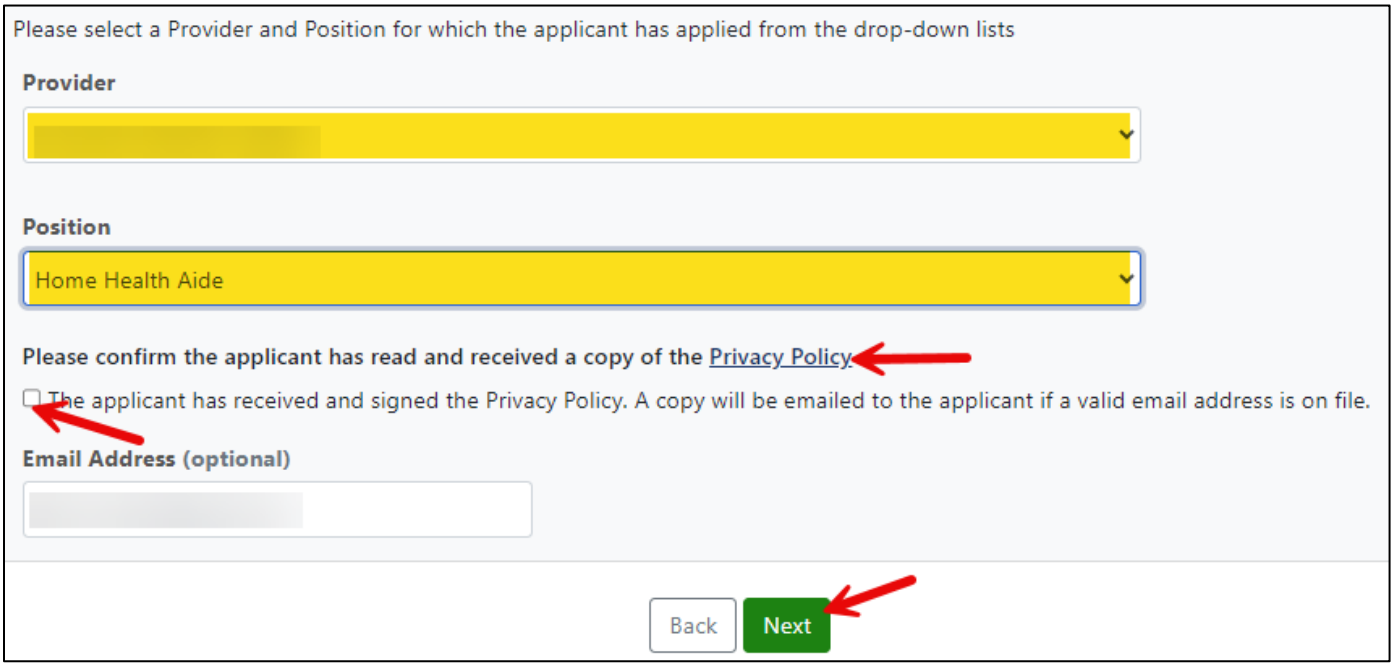
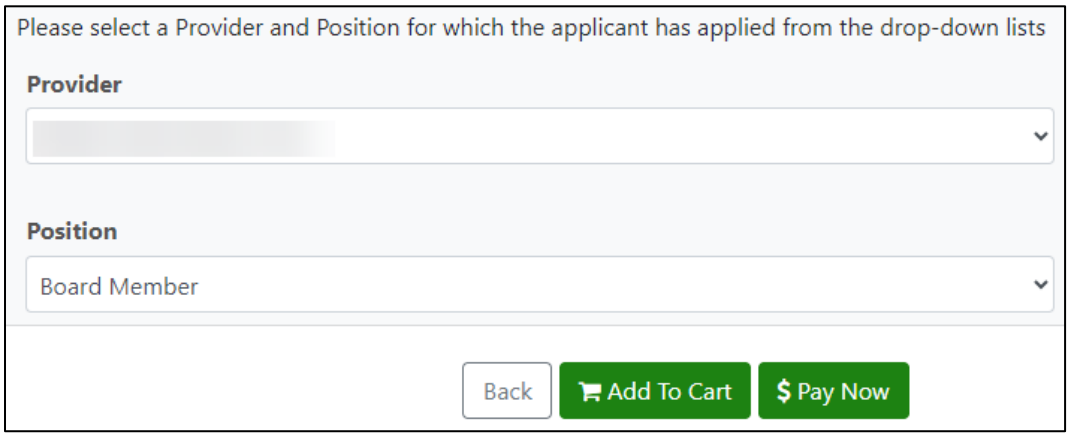


Add to Cart or Pay Now

Select ‘Add To Cart’ if you need to process another screening or ‘Pay Now’ to initiate payment for the current screening.



Initiate Resubmission Payment

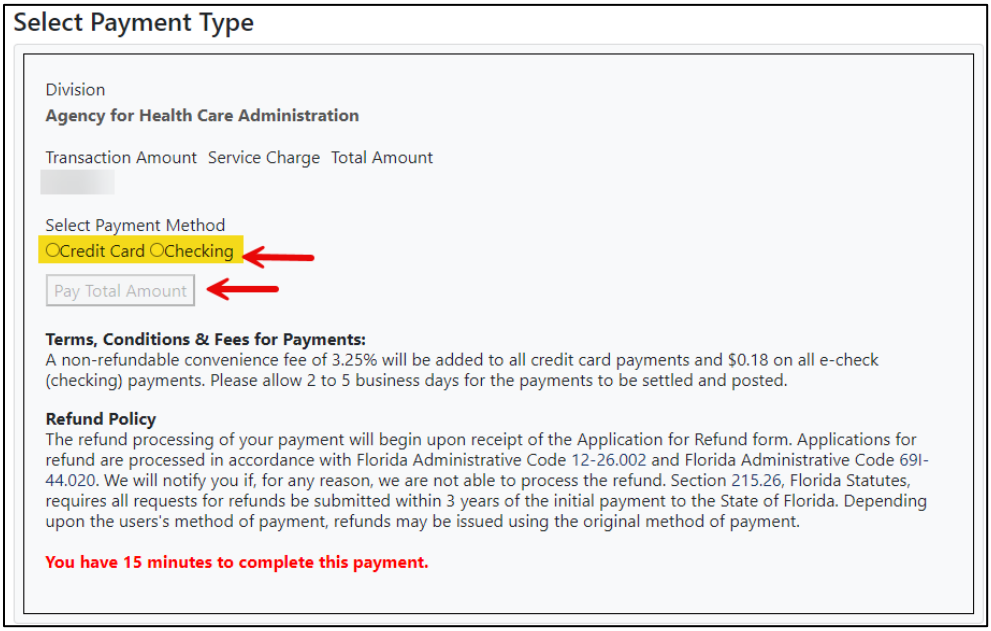
The cost of a resubmission is the current fee for a national criminal history check plus a service fee. Resubmission payment options include:

- Credit Card
  - VISA
  - MasterCard
  - Discover
  - American Express
- E-Checking
  - Personal or Business checking/savings account

To pay for the resubmission:

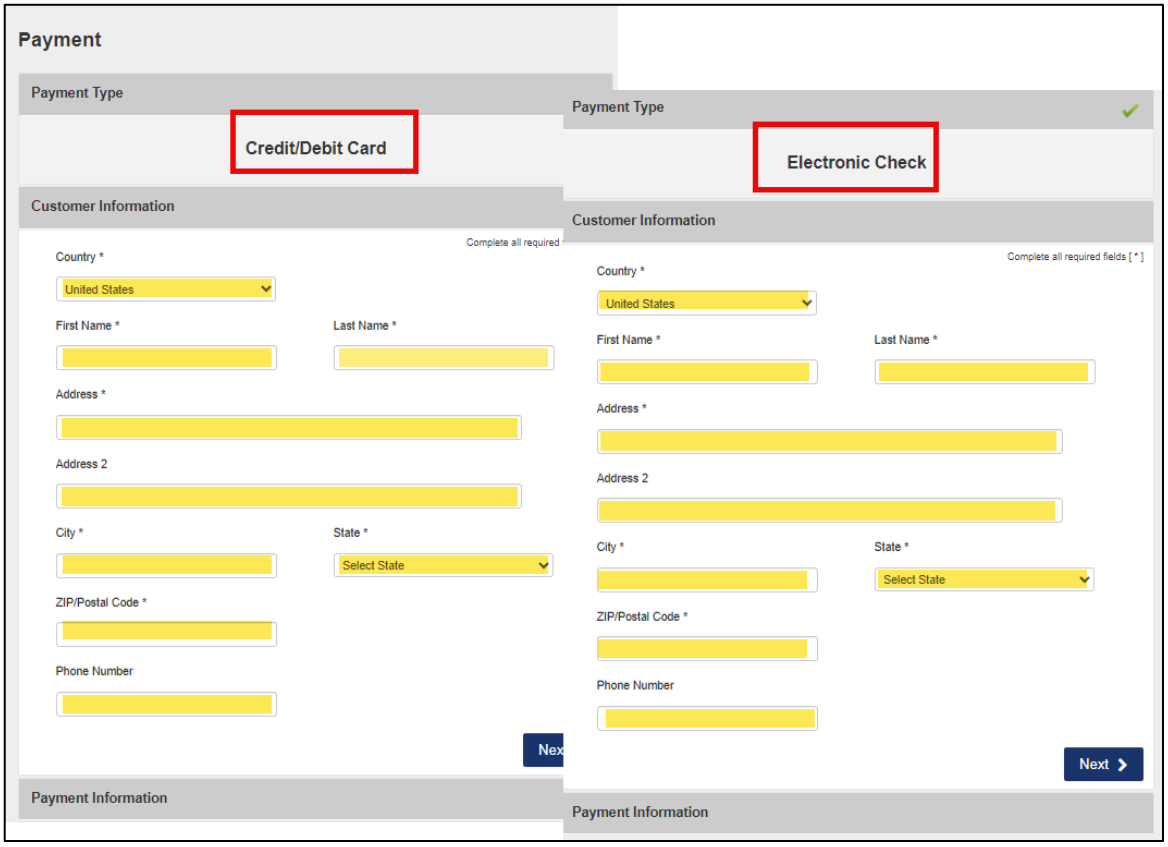
- Select payment method
- Select ‘Pay Total Amount’ to continue

Please note that all resubmission payments will be collected by the Agency for Health Care Administration.

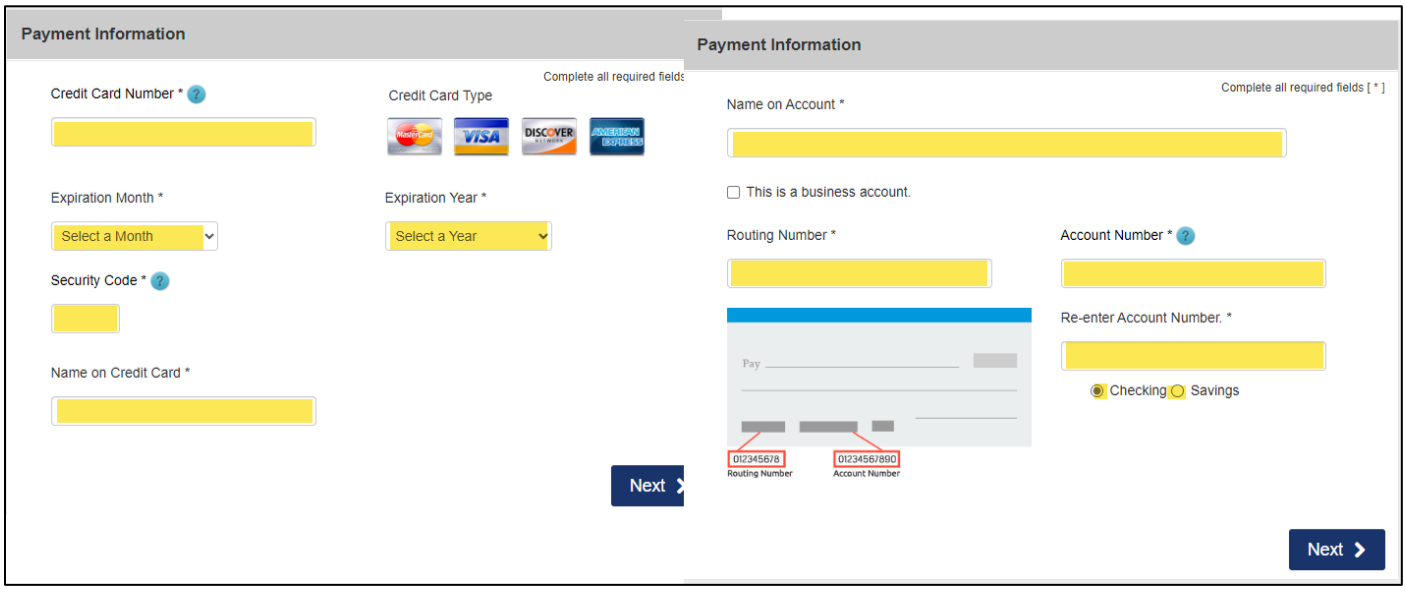


Enter Payment Information

Enter the customer information in the fields marked with asterisks (*) based upon the payment method you selected, then click ‘Next’.



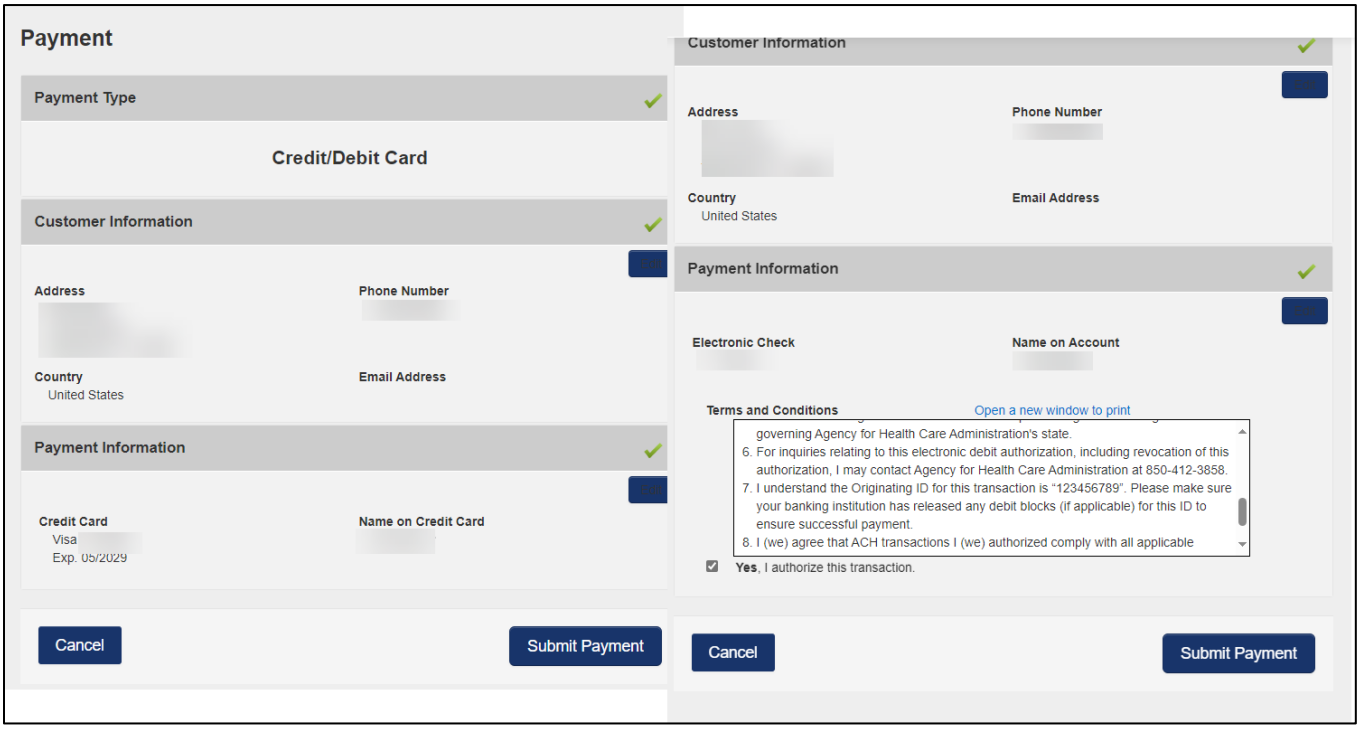
Enter payment information in the fields marked with asterisks (*) based upon the payment method you selected, then click ‘Next’.



IMPORTANT – Please note that payment information will NOT be saved.

Review Payment Information & Submit Resubmission Request

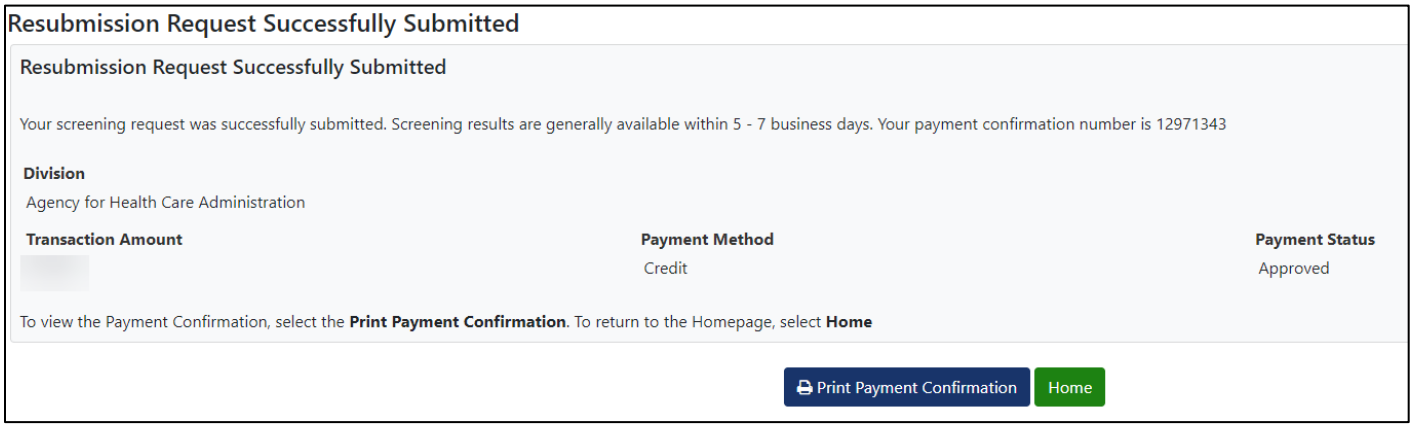
Review your payment information and select ‘Submit Payment’ to process your payment.



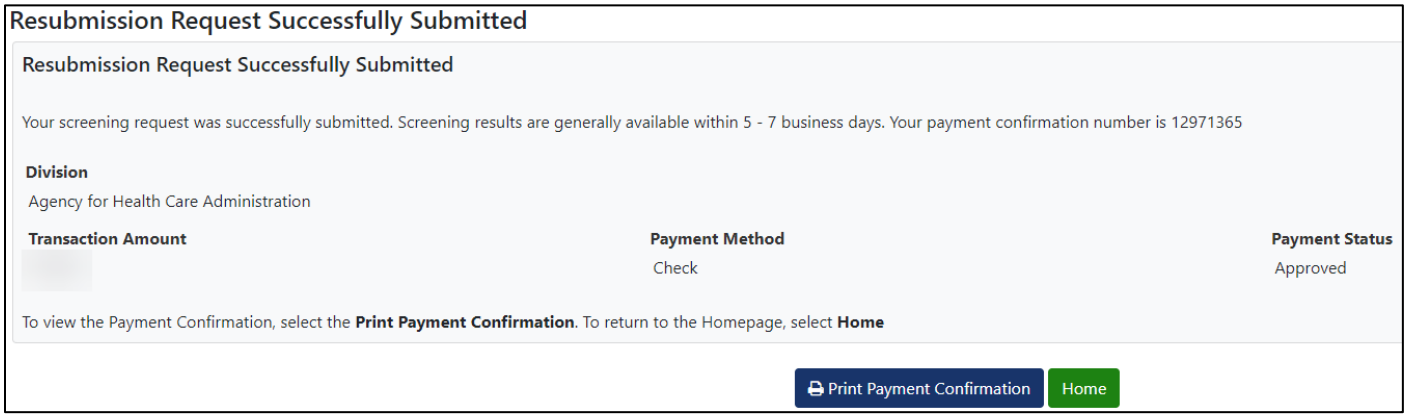
Resubmission Confirmation

An email confirmation and receipt will be sent to the address on record.

Credit Card



E-Checking



Search for the applicant and open their profile page to view the status of a resubmission request.