

## REQUIRED BACKGROUND SCREENING OF CDC+ REPRESENTATIVES FREQUENTLY ASKED QUESTIONS

1. How do I begin the process to complete the required background screening?
  - If you already have access or login for the Background Screening Clearinghouse, **do not register again**. Simply log in to your account at [crw.flclearinghouse.com](http://crw.flclearinghouse.com) to complete the process.
  - If you are not already registered, register with the Background Screening Clearinghouse portal at [crw.flclearinghouse.com](http://crw.flclearinghouse.com).
  - If the CDC+ Representative is unable to access the system for any reason, they must register for a new account.
  - Please visit our [Background Screening Information for CDC+](#) page for information regarding CDC+ Representative Background Screening requirements and due dates.
2. Are family members/parents required to have a background screening when serving as a CDC+ Representative?
  - Anyone serving as a CDC+ Representative is required to have a background screening. This includes parents, legal guardians, family members, etc.
3. Are all people who serve in the role of a CDC+ Representative required to meet the background screening requirements, regardless of how many hours a month are served in this capacity?
  - Due to the nature of the responsibilities of the CDC+ Representative inherent in their duties, all Representatives are required to undergo level 2 background screening. CDC+ Representatives are individuals “designated by the consumer to assist in managing the consumer’s budget allowance and needed services.” section 409.221 (c)(6), Fla. Stat. In addition to numerous other responsibilities, the CDC+ Handbook requires that the representative:
    - Manage CDC+ financial responsibilities and oversee services received on the Consumer’s behalf;
    - Assist the Consumer to develop the Purchasing Plan in accordance with program instruction;
    - Be responsible and financially liable for repayment of funds used in excess of what was authorized in the Consumer’s CDC+ monthly budget; and
    - Ensure the Consumer’s health and safety is not at risk as a result of any action or oversight related to the CDC+ program (Page 2-4, Consumer Directed Care Plus Handbook);

- Additionally, section 393.0655 (1), requires that any persons, “including volunteers, who provide care or services, who have access to a client’s living area, or who have access to a client’s funds or personal property” complete a level 2 employment screening pursuant to chapter 435. Therefore, the Agency is acting within its statutory authority to ensure those individuals serving this vulnerable population are of good moral character, as required under Florida law.

#### 4. How do I register as a new user in the Clearinghouse?

- The user must navigate to [Clearinghouse Results Website](#) and create a NEW account and request access for the appropriate Agency/Provider. Click here and navigate to page for further instructions on how to register. Once registered, you continue through the user guide with selecting the proper access.
- Helpful hints for the registration process:
  1. The program you need access to is APD.
  2. The provider type you will select is APD CDC Provider.
  3. The Provider Name will be the consumer’s name. If you represent more than one consumer, you will enter the first consumer’s name and then click “Add Provider” and then enter the second consumer’s name and the click “Add Provider, and so on. Once all names appear in the lefthand box, click on the “Submit Request and Generate User Agreement” button”.

#### 5. How does the background screening process work for CDC+ Representatives who live out of state?

- The process is the same for those CDC+ Representatives who live out of state. Please begin by logging into the Clearinghouse, or registering for a new account as needed (see question 1 above). To access the Clearinghouse Registration website, please visit [crw.flclearinghouse.com](http://crw.flclearinghouse.com).
- Once your registration has been approved you will be able to gain access to the APD portion of the Clearinghouse and begin initiating screenings. You will initiate the Representative’s screening just as you do any other employee. Once you get to the step of choosing a vendor, you will enter the city or zip code of the Representative, and vendors near that location will be listed. You can choose a vendor that is most convenient to your location.

#### 6. What Originating Agency Identifier (ORI) code am I supposed to use?

- The ORI can be located on the screening request form that is generated after the screening is requested through the Clearinghouse. All screenings must be initiated through the Clearinghouse to ensure the screening is connected to the correct ORI and Controlling Agency Identifier (OCA). Without the ORI number and the OCA number, FDLE cannot process the request and the DCF will not know where the screening results are to be sent.

#### 7. What do I do when I am asked for a Fieldprint code?

- When initiating a screening through the Clearinghouse, you will be asked to schedule an appointment with a vendor. You can search for a vendor near you by

entering your zip code, city, etc. and a list of approved vendors will appear. If selecting a Fieldprint location, you may be asked for a Fieldprint code. You do NOT have a field print code, as you are a part of the Medicaid Waiver Program.

The best way to schedule through Fieldprint is to call and inform the vendor that you are a part of the Medicaid Waiver Program. Inform them that you have an ORI and OCA, but do not have a Fieldprint code. If they refuse to schedule without a Fieldprint code, you will need to find another location.

8. How do I submit the background screening results and required documents?

- Please see the Representative Background Screenings Advisory and the CDC+ Representative Background Screening Reimbursement Cover Sheet(s) for more information. These documents can be located on the CDC+ webpage under the [Background Screening Information tab](#). Per the instructions, please submit the following to the [apd.cdc.backgroundscreenings@apdcares.org](mailto:apd.cdc.backgroundscreenings@apdcares.org) email inbox:
  - The CDC+ Representative Background Screening Reimbursement Cover Sheet
    - ***Note: You must submit the CDC+ Representative Background Screening Reimbursement Cover Sheet, even if you do not request to be reimbursed.***
  - A Paid Receipt from Background Screening Vendor
  - Consumer Names and IDs for each person you serve

9. What if the Consumer decides to be their own representative?

- If the Consumer wishes to act on their own behalf and is able to manage the program responsibilities, they are required to complete all required trainings and pass the readiness review.
- Please see the Consumer Responsibilities under the Roles and Responsibilities section of the [Consumer-Directed Care Plus Program Coverage, Limitations, and Reimbursement Handbook](#) for additional information, or reach out to your consultant.

10. Who should I contact for assistance with my background screening results?

- Questions related to background screening results must be directed to the Florida Department of Children and Families (DCF) at (850) 300-4247 or by email at [hqw.bgs.backgroundscreening@myflfamilies.com](mailto:hqw.bgs.backgroundscreening@myflfamilies.com).
  - ***Note: Please do not contact DCF for assistance with other issues. DCF can only answer questions specific to the background screening results.***

11. Who should I contact for assistance with general CDC+ Representative background screening questions?

- If you have any questions regarding general background screening questions, please contact your Waiver Support Coordinator/CDC+ Consultant, or Felicia Jones at [felicia.jones@apdcares.org](mailto:felicia.jones@apdcares.org), or send your questions to the CDC+

Representative Background Screening inbox at [apd.cdc.backgroundscreenings@apdcares.org](mailto:apd.cdc.backgroundscreenings@apdcares.org).

12. Who should I contact for assistance with general CDC+ Program questions or technical assistance?

- If you have any questions or need technical assistance, please contact please contact your Waiver Support Coordinator/CDC+ Consultant, or CDC+ Customer Service at 1-866-761-7043.