

ACTION REQUIRED

BACKGROUND SCREENING OF CDC+ REPRESENTATIVES

This advisory is intended to provide clarification related to the Consumer Directed Care Plus (CDC+) Program and level 2 background screening compliance for CDC+ Representatives in accordance with sections 409.221 and 393.0655, Florida Statutes (F.S).

State law requires all CDC+ Representatives, with the exception of self-representatives, to undergo a background screening, pursuant to sections 409.221 and 393.0655, F.S. To ensure adherence to statutory requirements, all CDC+ Representatives must take the following steps:

1. Register with the Background Screening Clearinghouse portal at crw.flclearinghouse.com, or log in using current Background Screening Clearinghouse login credentials. If the CDC+ Representative is unable to access the system for any reason, they must register for a new account by following instructions starting on page 4 of the [DCF/APD CDC+ User Registration Guide](#) (please be sure to select APD as the agency).
2. After registration is complete, email the completed and **signed** registration form along with a copy of the CDC+ Representative state issued driver's license or ID card to hqw.bgs.helpdesk@myflfamilies.com.
3. CDC+ Representatives will receive an email verifying approval, which will enable access to the Background Screening Clearinghouse.
4. Initiate required screenings within the Background Screening Clearinghouse. Additional instructions related to background screening functions within the Clearinghouse can be found within the [DCF/APD CDC+ User Registration Guide](#). Once the screening is completed, the CDC+ Representative will need to be added to the CDC+ employee roster(s) for each consumer served.
5. Submit the [CDC+ Representative Background Screening Reimbursement Cover Sheet](#) with required documents detailed below to the CDC+ Representative Background Screening inbox at apd.cdc.backgroundscreenings@apdcares.org.

Below is additional information to facilitate this process:

Is there a cost for background screening?

All CDC+ Representatives for active Consumers enrolled in the CDC+ Program between August 1, 2025, and December 31, 2025, can receive a one-time reimbursement for the cost of their initial background screening up to a maximum of \$125.00. CDC+ Representatives who have a

current CDC+ eligible background screening are not required to be rescreened until the rescreening due date.

When do I need to submit my CDC+ Representative background screening?

The chart below provides the due date for each CDC+ Representative to have successfully completed, passed, and submitted their level 2 background screening clearance to the CDC+ program, based on the Region that serves the Consumer.

***NOTE:** If the CDC+ Representative serves more than one consumer as a CDC+ Representative, all CDC+ Consumer IDs must be included on the CDC+ Representative Background Screening Reimbursement Cover Sheet. You must complete the background screening by the earliest date listed for the consumers you serve based on the Region they live in. For example, if you serve consumers who reside in Southern and Suncoast, you must be screened and submit all required documentation by August 31, 2025.

Consumer Region:	CDC+ Representative Background Screening DUE:
Southern	August 31, 2025
Suncoast	September 30, 2025
Southeast	October 31, 2025
Northwest and Northeast	November 30, 2025
Central	December 31, 2025

What happens if the CDC+ Representative does not comply with or pass Background Screening?

In the event a CDC+ Representative is unwilling or unable to complete and pass a level 2 background screening, the individual would be removed from serving as CDC+ Representative. The consumer will be provided 30-days to locate a new CDC+ Representative and should activate their Emergency Backup Plan which is outlined on page 3-3 of the [Consumer-Directed Care Plus Program Coverage, Limitations, and Reimbursement Handbook](#), revised October 2015 (CDC+ Handbook).

The CDC+ Representative may have the option to apply for an exemption from disqualification based upon ineligible Background Screening results, pursuant to section. 435.07, F.S.

How do I submit documentation of my CDC+ Representative background screening?

CDC+ Representatives will submit the required documents listed below once the screening has been completed to apd.cdc.backgroundscreenings@apdcare.org. Please courtesy copy the CDC+ Consultant when submitting this documentation for informational purposes only.

The following must be included with the email submission by the deadline listed in the chart above:

- [CDC+ Representative Background Screening Reimbursement Cover Sheet](#) (with all requested information included)
- Background Screening Results (if already screened, please submit your current screening results)

- Paid Receipt from Background Screening Vendor
- Information Outlining Each Consumer(s) You Serve

The cost of any CDC+ Representative screening conducted prior to this advisory and after December 31, 2025, will be the responsibility of the CDC+ Representative. Screenings completed prior to this advisory will not be reimbursed but must be resubmitted to the CDC+ Program and the Consultant for tracking purposes. CDC+ Representatives are only required to be screened once, regardless of the number of consumers you currently serve and may only submit a request for reimbursement once. CDC+ Representatives who have a current CDC+ eligible background screening are not required to be rescreened until the rescreening due date. Reimbursement for these screenings will have no impact on the consumer's CDC+ budget/account.

Resources to Background Screening (trainings/instructions):

Training materials and instructions related to the Background Screening process can be found on the [CDC+ webpage](#) under the Background Screening section, including the APD CDC+ User Registration Guide, the Clearinghouse Results Website Instruction Guide, the Renewal Instruction Guide, and the Password Reset Instruction Guide to reset your password in the Agency for Health Care Administration (AHCA) portal.

For questions related to this process, please contact Felicia Jones at felicia.jones@apdcares.org. 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.