

PROVIDER ADVISORY #2024-026
BACKGROUND SCREENING CLEARINGHOUSE RESULTS WEBSITE DOWNTIME

ACTION REQUIRED

EFFECTIVE DATE: DRAFT

The Agency for Persons with Disabilities (APD) wants to remind providers about a critical update to the Agency for Health Care Administration (AHCA) Background Screening Clearinghouse Results Website (Clearinghouse). Per Chapter 435.12 Florida Statutes (F.S.), APD providers must register, initiate, and manage employee rosters for all Level II Background screenings for employees in the Clearinghouse.

The Clearinghouse will undergo scheduled maintenance as part of ongoing efforts to update the system which will require users of the system, including APD providers, to authenticate their account.

Please make note of the following important information including how information will be communicated regarding system updates, including via Bulletins within the Clearinghouse. This information may also be found on [AHCA's website](#), but a summary is provided below.

System Authentication:

The updated system's authentication will use the email address registered in the current Clearinghouse Results Website. To ensure a smooth transition to the updated system, **it is highly recommended that you verify the validity of your email address before the downtime date.** Please see page 19 of the [AHCA User Registration Guide](#) for instructions on how to update your email.

Downtime Schedule:

The Clearinghouse Results Website will be down from **Friday, November 8th at 5:00 PM to Monday, November 18th at 8:00 AM.** During this period, the system will be inaccessible for regular use as AHCA deploys the new system.

Arrest Notifications:

AHCA will manually send the Arrest Notifications daily to the Agencies and Providers during downtime to ensure continuity of this important communication.

Thank you for your understanding and support as work is completed to improve the system for the benefit of all users. For questions regarding this advisory, please email the AHCA Background Screening unit at bgscreening@ahca.myflorida.com