

PRV – Enrollment Background Checks of Consumer Directed Attendant Care (CDAC) Providers and Consumer Choice Option (CCO)

Purpose:

The purpose of this procedure is to document Provider Enrollment Background checks of CDAC applications and CCO

Identification of Roles:

Primary Role - The below procedure will be performed by the Provider Enrollment Specialist

Performance Standards:

1. 95% of individual CDAC and CCO applicants will be referred for criminal background check by the end of the week following the week in which they receive a status of complete
2. 95% of provider enrollment CDAC and CCO applications must be verified for completeness or returned to the provider for additional information within 5 days of receipt of the application. Complete applications will have a background check run and will be completed within 30 days as approved or denied.

Path of Business Procedure:

Step 1: Complete Waiver CDAC application in PRV 03 My Desk

- a. Click on the user task “Background Check” the document will move to the background check queue in PRV 03 in OnBase

Step 2: Run Background check (PRV 03 CDAC Pending Background)

- a. Open Single Contact License & Background Check (SING)
- b. Enter required information from form 470-4227 into the SING system
- c. Import results into OnBase
 1. Click file
 2. Print preview
 3. Click print
 4. Select OnBase printer
 5. Uncheck initiate workflow
 6. Choose PRV SING RESULTS for the Doc type
 7. Enter today’s date, enter unit “PRV”, enter packet number
 8. Click import
- d. Check results – Department of Criminal Investigation (DCI) located at the bottom of the SING page, Adult abuse, Child Abuse and Sex Offender on the upper SING page

- e. If background results are clear and the background check is due to a CDAC enrollment application click on user task "My Desk Ready to Key" document will move back to My Desk in PRV 03. Go to IME Operational Procedure Enrollment Processing of Home and Community Based Services Step 8.
- f. If the background results are clear and the background is for a CCO service worker click on complete and send an email to Veridian stating that worker name is approved for member name. Import copy of email into OnBase.
- g. If background results are not clear for CDAC applicant or CCO service worker (more research) move to step 3
- h. If out of state: Complete the appropriate state background request form. Make a copy and put original in folder. Give copy to DHS admin to request payment (check) for out of state background. Once you receive the check for payment pull original forms from folder and mail to state, place copies back in folder. Click user task Pend in OnBase- document will move to Out of State pend.

Step 3: Background not clear-needs research

- a. Double click on user task "Potential Record"-Select type of hit from the SING system and complete additional required information on Abuse Registry information form in OnBase and click save. Document will move to Pending Registry Response queue.
- b. Follow the prompt in OnBase to send faxed registry request via Right Fax. Document will be moved to PRV03 DCI/Registry response pending.
- c. If potential hit on Sex Offender or Criminal the SING system will notify the Department of Criminal Investigation (DCI) - wait for fax back from DCI. You will receive a fax that indicates no record or record found and rap sheet will be attached. Open www.iowasexoffender.com look up search provider name, if found import web page into OnBase.
- d. If background not clear for CCO worker background check follow a-c and-send email to Veridian more research is needed for worker name to be approved for member name. Import copy of email into OnBase

Step 4: PRV 03 CDAC Fax queue

- a.
- b. Multi types of documents will be received in the PRV 03 CDAC fax queue.
- c. CCO background check request- click on user task flag as CCO-enter the State Id located on the background form, provider name, and SSN, click save. The document will move to the PRV 03 pending background queue. Move to Step 2. DCI /Central Abuse Registry forms-Double click on Attach Registry Response user task-Enter packet number and select type of response. Document will move to PRV 03 DCI/Registry Response Received. Move to Step 5
- d. Evaluation letter Response from provider- Right click on the document-select "create new document"-select new document- select doc type "RPV Evaluation"- enter page number's of the forms you want separated (these will be used to send to Records Check Evaluation) Uncheck "Delete these pages from file-click Import. Documents will be moved to Provider Evaluation Received. Move to Step 6

- e. Record Check Evaluation Response-Double click on “Attach Registry Response” user task- enter packet number-select type of response received-click save- This will move the files to PRV 03 Records Response Received . Move to Step 7

Step 5: PRV03 DCI/Registry Response Queue

- a. If the background check reveals a founded abuse or a criminal conviction, you will need to send form 470-2310 (Rev. 6/03) Department of Human Services (DHS) Request for Applicant's Response to Record Check Evaluation to the provider along with PRV letter “CDAC Evaluation Request Letter” Click need EVAL letter user task in PRV 03 DCI/Registry Response Received queue. Complete E-form-Choose founded record type-click save-print letter.
- b. Print Evaluation forms: Go to file print, change number of evaluation forms needed (Print one evaluation for each criminal conviction on the rap sheet and one for each founded abuse registry)
- c. Print SING results: Right click on the 2nd page of the results and print the entire history report
- d. Mail to Provider: PRV letter ,form 2310 , copy of DCI history only(Rap sheet) (do not send page one of the SING or abuse registry results)
- e. Document will move to Pending Provider Response

Step 6: PRV 03 Provider Evaluation Received

- a. Click on Document
- b. Once you receive form 470-2310 from the provider, the SING results, including results from the Abuse Registry confirming or denying a founded abuse (**only adult abuse results**) and the Criminal History Background from DCI (**all pages**) to the Record Check Evaluations Department, fax number: 515-281-7194. It takes generally 48 hours to respond.
- c. From PRV 03 Provider Evaluation Received queue click on the user task send to Records Check-all required documents will pop up. Close each pop up using the X. Answer yes to the prompt. File will then move to PRV 03 Pending Record Response

Step 7: PRV 03 Records Response Received-Response back from Records Check Evaluation

- a. Click on Document
- b. Records check is approved. Enrollment Application clicks on user task “My Desk Ready to Key” Move to IME Operational Procedure Enrollment Processing of Home and Community Based Services, step 9 to complete enrollment process. If Background check for CCO click user task “Complete”-send email to Veridian-“Name—Can be a provider for member.
- c. Records check is not approved- Click on user task Deny and follow prompts-If Background check for a Provider application move to IME Operational Procedure Enrollment Processing of Home and Community Based Services Step 7- If

Background check for CCO send email to Veridian-“Name—Cannot be a provider for member name. Send denial letter to CCO worker.

Forms/Reports:

470-4227
470-2310

RFP References:

6.4.1.2.2.a
6.4.1.2.2.b

Interfaces:

OnBase
MMIS
ISIS

Attachments:

Process Map

Attachment A:

