Working with and Managing Applications

Provider User Guide
Version 01
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Contents

Please note: Individual screen shots in this manual may not exactly match screens you will see in the active system due to periodic revisions that are made.

Overview

To enter an applicant into the NC DHHS ABCMS, providers complete what is known as the **New Applicant Workflow** (NAW). The NAW guides you through a step-by-step process for entering applicant information and researching registries for disqualifying information.

This user guide describes how to use the NAW to enter an application for an applicant. Each of the subsections under "Entering Applications" describes a specific step in the NAW. This user guide also describes how to track applications you have entered through the various stages of the background check process. Each of the subsections under "Tracking Applications" describes a BCS page with a list of applications in a specific background check status.

As you move through the New Applicant Workflow (NAW) the bottom of the page for every step will have **Next** and **Back** buttons. You may proceed to the next step by clicking **Next**. You can go back to the previous step by clicking **Back**. DO NOT USE THE ⬅ BUTTON AT THE TOP OF YOUR BROWSER SCREEN AS THIS WILL RETURN YOU TO THE ABCMS HOME PAGE.

The last step of the NAW will have a **Submit** button at the bottom of the page. This button finalizes the application and initiates the background check process.

Release Form First !

When you have selected an applicant for potential hire, before making any entries in ABCMS you need to determine if you will be requesting a Name Check or a Fingerprint Check. Ask the applicant if he/she has lived in North Carolina for the past five consecutive years. If the answer is "yes," then have the applicant sign the Name Check Release Form. If the answer is "no," then have the applicant sign the Fingerprint Release Form. Both forms can be accessed from the drop down under Applications on the Welcome Page. Click on Application Forms, select the desired Release Form and print it off. Hold the signed form until you complete all entries. You will want to keep a copy for your records.

Entering Applications

Search for an Existing Profile for an Applicant

Before entering a new applicant into the BCS, you must first search for the applicant to see if the applicant already has a record in the system. This ensures that duplicate records for one person are not entered into the system. To do this:

1. Go to **Applications > Add New** on the navigation bar. The **Search for Existing Profile** screen appears. Enter the applicant's **SSN** (Social Security Number) and **Last Name** or **Date of Birth**; then click **Search**.

2. If the applicant already exists in the system, the search will return the applicant's **Person Summary** page. If the applicant does not already exist in the system, the search will display a message indicating that the person was not found.

3. To continue to the next step of the NAW, click **Add New Applicant**. The **Create Profile** page will display

Create a Profile

1. On the **Create Profile** page, enter the applicant's **Personal and Demographic Information**. *Required fields are marked with an *.* (See the screen image below.)

IMPORTANT!

Basic demographic data that you enter MUST match data entered when/if the applicant obtains fingerprints. Use the applicant's information directly from his or her ID and inform the applicant to do the same when completing information with the fingerprints. You will also want to double check your own entries to catch any typos. This is important to avoid mis-matches of demographic data.

2. You can enter multiple **Aliases/Prior Names** for the applicant. **Aliases/Prior Names** are any additional names an individual uses or has used in the past. This might include an applicant's maiden name, a nickname, or a formal name (for instance, Theodore Booker as an alias for Ted Booker.) **Alias/Prior Names** can also include other SSNs or Dates of Birth that an applicant may be using currently or may have used in the past.

To add an **Alias/Prior Name**, click **Add New** in the **Alias/Prior Name** section of the profile. The **Add Alias** dialog box appears. Enter the alias information for the applicant; then click **Save.** The dialog box will close and the **Create Profile** screen will update with the information entered.

3. If the applicant has lived in a different state within the last 5 years, you will need to enter **Prior Addresses** to the applicant's profile. Adding a **Prior Address** notifies the system to automatically add registries from the prior address states to the **Research Registries** step of the NAW.

To add a **Prior Address**, click **Add New** in the **Prior Addresses** section of the profile. The **Add Prior Address** dialog box appears. Enter the previous address information for the applicant; then click **Save**. The dialog box will close and the **Create Profile** screen will update with the information entered. You can add multiple **Prior Addresses** for an applicant.

Once the applicant's profile information is complete, click **Next** at the bottom of the page. The next step in the NAW will be displayed.

Verify Applicant Identity

This step of the NAW allows you to record information about the government-issued photo ID used to verify the identity of the applicant. To complete this step:

1. Enter values for the following fields:

    a. **Document**: Select the document used to verify identity from the dropdown list.

    b. **Issuing State/Authority**: Enter the state or government agency that issued the ID. For instance, if you used the applicant's driver's license for identity verification, you would enter the state that issued the license.

    c. **Document Number**: For example, if you used the applicant's driver's license for identity verification, you would enter the driver's license number.

    d. **Document Expiration Date**: For example, if you used the applicant's driver's license for identity verification, you would enter the driver's license expiration date.

2. Optionally, if you have the ability to scan, we strongly recommend that you upload a scanned copy of the identity verification document to the BCS so that it can be stored with the application. Click **Upload Document** and follow the prompts to select and upload the file for the scanned document. Once complete, the page will display the document name of the uploaded file.

3. After entering the required information, click **Next** at the bottom of the page. The next step in the NAW will be displayed.

Background Check Type

Indicate the type of background check you are requesting: Either a State Name Check, a State Name Check and Fingerprint Check, or a Federal Fingerprint Check. Click **Next**.

Confirm Applicant Consent

This step in the NAW allows you to indicate that the applicant is consenting to a registry check and/or a criminal history check. This is a confirmation that the applicant has signed the Release Form (back at the beginning of the process. See page 3 under Overview). To complete this step, click the checkbox to acknowledge that you have performed the actions described; then click **Next** at the bottom of the page. The next step in the NAW will be displayed.

Enter Pre-Employment Information

This step of the NAW allows you to enter information about the position for which your applicant is applying and (if included) information about the applicant's licensure or certification status.

1. If your **Pre-Employment Information** page includes an automated match of licensure information, licensing information for the applicant will display in the **Licensing/Certifications** section.

Applicants: Add New

Enter Pre-Employment Information

James Johnson, 317-98-7231, 5/14/1981

Licenses/Certifications

Licensing Registries that were auto-matched: DC Professional Licenses

Click the Select box for a license/certification listed below if it is (1) held by the applicant, (2) required in order to be hired for the position for which the applicant is applying, and (3) has an Active status. One or more items can be clicked.

If the applicant's license/certification is listed below but is no longer valid because it is Expired or Revoked, click the Close Due to Invalid License/Cert button at the bottom of the page to end this application.

If the position does not require a license/certification, one does not need to be selected.

Name on License	Address on License	License Type	License/Certification Type & Number	Status	Issue Date	Expiration Date	Source	Select
James Johnson	2721 WOODEDGE RD SILVER SPRING, MD 20906	REGISTERED NURSE	RN34822	Active	01/07/2006	06/30/2014	Auto-Matched	☐

Add License/Certification

Position Applied For

* *Required*

* Provider: Jen's Nursing Home ▾

* Position Category: Professional / Licensed Health Care ▾

* Position: Nurse Practitioner ▾

* Employee Type: Employee ▾

Close Due to Invalid License/Cert

Withdraw **Save and Close**   **Back** **Next**

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2. If licenses are not automatically found for the applicant, but the applicant provides license information in their application, you can manually enter licenses/certifications for the applicant. Click **Add License/Certification**. The **Add License/Certification** dialog box appears. Enter the applicant's license or certification information and click **Save.** The dialog box will close and the **Enter Pre-Employment Information** page will display the information entered.

Add License/Certification

Information from License/Certification

* Name: James Sims

* License/Certification Type: Certified Nurse Aide

* License/Certification #: 1222222

* Status: Active

* Issue Date: 01/01/2000

Expiration Date: 01/01/2020

Address 1:

Address 2:

City:

State: Georgia ▾

ZIP:

Cancel **Save**

3. In the **Position Applied For** section of the page, enter values for the following fields:

    a. **Provider**: Most users of the system will be associated with only one provider and that provider name will be the default provider listed. If you are associated with more than one provider, select the appropriate provider for this application.

    b. **Position Category**: Select from the options presented in the **Position Category** dropdown. Your selection will determine the options listed in the **Position** dropdown.

    c. **Position**: Select the specific position for which the applicant is applying.

    d. **Employee Type**: This field will default to "Employee," but you can enter an application for other types of direct access workers, including independent contractors, employees of a temporary employment agency, volunteers, and students.

4. After entering the required information, click **Next** at the bottom of the page. The next step in the NAW will be displayed.

    Note

    After completing this step of the NAW you may save the application and continue at a later time by clicking **Save & Close**. To access a saved application, go to **Applications > Not Yet Submitted** on the navigation bar.

    If the applicant does not have the license or certification necessary to apply for the position (or if it has expired), you can click **Close Due to Invalid License/Cert** to end the application process for the person.

    If you or the applicant has decided to not move forward with the application process, you can click **Withdraw** to close the application and end the application process.

Search for Applicant Licenses/Certifications

This optional step in the NAW allows you to record information related to any licenses or certifications held by the applicant.

As seen in the image above, the **License Search** page has three sections:

- **Auto-Matched Licenses**, which searches the **Nurse Aide Registry** for certification information related to your applicant. If a match is found, the system will return information about the match in this section of the **License Search** page.

- **Application Licenses**, which allows you to manually enter information about the applicant's professional licenses/certifications. If you enter a license expiration date, the system will automatically notify you when that date approaches.

- **Select License Requirement**, where you are required to indicate:

  o That the position does not require a license;
  o That the position does require a license and it has been verified with the relevant board (Links are provided to facilitate the verification of license information with the licensing boards.); or,
  o That the position does require a license and it will be verified at a later date.

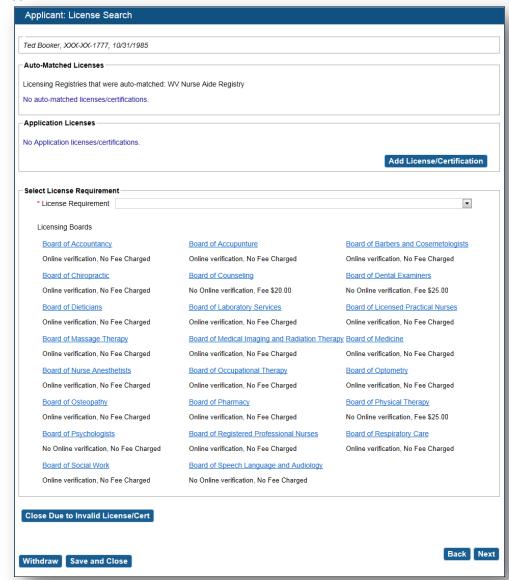1. To complete this step, enter required information and click **Next** at the bottom of the page. The next step in the NAW will be displayed. In the example from the image below, Ted Booker is applying for a job as a maintenance worker. This job position does not require a license. The **Auto-Matched Licenses** section would not return any results; you would not need to manually enter anything into the **Application Licenses** section; but you would select "This position does not require a license" from the **License Requirement** dropdown.

Research Registries

This step of the NAW allows you to search for information about your applicant in publicly-available databases that contain offense information. In order to move to the next step you must complete the searches, indicate "Cleared" or "Not Cleared"

As seen in the image above, the **Research Registries** page lists two types of registry searches:

- **Automatch Performed:** For automated searches where a match is found, in the **Research Requirements** column, the number of matches is indicated as a link that can be clicked to view the match information. For automated searches where a match is not found, the message "no matches found" is displayed in the **Research Requirements** column. In both cases, a **Recheck Registry** button is included so that the automatch can be performed again if desired.

- **Manual Search**: For searches that must be completed manually by the provider, the **Research Requirements** column says "Manual Search Required" or "Manual Search Optional." To manually research the registry, click the link for the registry website in the **Registry Name** column. You must go to the registry website and perform the manual search before you can enter a value in the **Research Results** column.

1. To complete this step of the NAW, you must select a **Research Result** for all required registries. Possible **Research Results** are described below.

    - **Cleared** indicates that the applicant does not have a record in the registry. If all results are set to "Cleared" (or **"Information-Not Disqualifying")**, the next step of the NAW is displayed when you click **Next**.

    - **Not Cleared** indicates that the applicant has a record in the registry and the information is disqualifying. If you select "Not Cleared," you are required to also enter information into the **Comments** field. If "Not Cleared" is selected for any registry, the **Not Cleared Confirmation** page displays and the application is closed when you click **Next**.

    - **Flagged for Review** indicates that the provider needs a supervisor to review the registry results to make a "Cleared"/"Not Cleared" decision. If you select "Flagged for Review," you are required to also enter information into the **Comments** field. If **"**Flagged for Review" is selected for any registry, the **Flagged for Review Confirmation** page is displayed when you click **Next**. The application can be accessed for review from the **Applications > Flagged for Review** list.

    - **Information - Not Disqualifying** indicates that the applicant has a record in the registry, but the information is not disqualifying. This result is equivalent to "Cleared." As such, if all results are set to **"**Information-Not Disqualifying" (or **"**Cleared"), the next step of the NAW is displayed when you click **Next**.

Registry Name	Research Requirements	Research Results
OK Child Care Restricted Registry	Manual Search Required	Not Cleared
OK Community Services Worker Registry	Manual Search Required	Flagged for Review
OK Nurse Aide and Non-Technical Service Worker Registry – ABUSE Registry Checked On 09/28/2014	Automatch performed, no matches found Recheck Registry	Cleared

2. Optionally, if you would like to search for the applicant in registries not listed on the **Research Registries** page, click the **Research Registries Not Listed** button. The **Optional Registries** dialog box appears. Select the registry you are interested in and click **Save**. The dialog box will close and the **Research Registries** page will be updated to include the registry. To select a registry:

   a. **State**: Select the state that owns the registry that you want to check. This determines the registries that are displayed in the **Registry Name** field. (If the registry you are interested in is a federal registry, select "federal.")

   b. **Registry Name**: Select the registry that you want to add to the **Research Registries** page for this applicant.

Optional Registries

James Sims, XXX-XX-5746, 4/10/1980

* Required

      * State: Maryland ▼

      * Registry Name: ▼

      RegistryUrl:

                                                     Cancel   Save

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3. Once all required information is entered on the **Research Registries** page, click **Next** at the bottom of the page. This page will allow you to review entries and progress of the application so far.

| Home | Applications | Employees | Search | Reports | Reference | Admin |

Add New | Not Yet Submitted | Application In-Process | Application Forms | Registry Recheck | Registry Recheck Log | Recent Documents

Applicant: Data Review

IMPORTANT: IF you have requested a name based check, you will be charged immediately, so make sure all information entered is correct.

| Profile | Identity Verification | Pre-Empl | Registry Results |

Personal and Demographic Information

              Jane   xxx-xx-xxxx

      First Name: Emil   SSN: 238-39-3413 Is ITIN: No

      Middle Name: Doe   Date of Birth: 3/12/1953

      Last Name: Connelly   Race: White

      Suffix: Gender: Female

                             Eye Color:

Permanent Address   Hair Color:

      Address Line 1: Adfghsdgh   Height:

      Address Line 2:   Weight:

      City: Adghdgh   Primary Phone:

      State: NC   Secondary Phone:

      ZIP: 27615   Email Address:

      County:

Mailing Address

      Address Line 1: Adfghsdgh

      Address Line 2:

      City: Adghdgh

      Mailing State: NC

      ZIP: 27615

Application Submitted Confirmation

Upon submitting your application on the last step of the NAW, the system will present an **Application Submitted Confirmation** page. From this page, you can complete the actions described below.

- **Print Application Forms**: Various letters and forms can be generated and printed from this page. For example:
  - The "Final Registry Results" form provides the applicant's registry check results and can be printed for the HR file and/or given to the applicant.

- **Enter Provisional Employment Information**: If you are hiring the applicant on a provisional status while the background check process is being completed, you can enter that employment information by clicking the **Add Provisional Employment for Applicant** link.

Applicant: Confirmation

Test Subject, 987-65-4321, 3/3/1990, Application #: 160

Application Submitted Confirmation

Application Status

Your application was successfully submitted. This applicant has completed the initial registry checks necessary for employment. Following fingerprinting, this applicant can be hired using the Application In-Process link above

Application Forms

ABCMS Registry Results
ABCMS Registry Results

Electronic Fingerprint Submission Form
Electronic Fingerprint Submission Form

Provisional Employment

Add Provisional Employment for Applicant

The "Fingerprint Form" contains information about the provider and applicant required for submitting fingerprints. ***This form must be printed and given to the applicant(s) to take to their fingerprinting appointment.***

Tracking Applications through the Background Check Process

Applications can be tracked through the various stages of the background check process by using the following lists, all accessed under **Applications** on the navigation bar.

- Not yet Submitted
- Flagged for Review
- Hiring Decision
- Determination in Process
- Determination Available

Not Yet Submitted

While creating a new application, click the **Save and Close** button at *any time after the pre-employment information has been entered* to save your application without submitting it. The application can be retrieved and completed by clicking **Applications > Not Yet Submitted** on the navigation bar.

Find your applicant in the list and click **Resume** in the **Actions** column. The **Profile** page of the NAW will display. Review the information that you entered previously and click **Next** until you get to the step that you need to complete.

Applications: Applications Not Yet Submitted

Enter Filter Options

Application #: [   ]   Provider: [Morgantown Nursing Home ▾]

Last Name: [   ]

Date Saved: [   ] to [   ]

[Search]

Results

Locked	App -# Type	Provider	Last ▲	First	SSN	Date Saved	Actions
	15555	Morgantown Nursing Home	Clancy	Thomas	-6489	10/27/2014	Resume Withdraw

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Flagged for Review

An application is given the status of "Flagged for Review" when a **Research Result** of "Flagged for Review" has been entered on one or more registries on the **Research Registries** page of the NAW. This result indicates that information was discovered during the registry check that requires a supervisor review to mark the registry "Cleared" or "Not Cleared." You can access **Flagged for Review** applications by going to **Applications > Flagged for Review** on the navigation bar.

Home	Applications	Employees	Search	Reports	Reference

Add New | Not Yet Submitted | **Flagged For Review** | Hiring Decision | Application Forms | Registry Recheck | Registry Recheck Log

Applications: Flagged For Review

Enter Filter Options

Application #: [   ]   Provider: [Charleston Home Health   ▼]

Last Name: [   ]

Date Flagged From: [   ] to [   ]

[**Search**]

Results

Locked	App # - Type	Provider	Date Flagged	Last ▲	First	SSN	Actions
	293	Charleston Home Health	12/05/2014	Smith	Timothy	-1155	Review Withdraw

Find your applicant in the list and click **Review** in the **Actions** column. The **Research Registries** page of the NAW will display with all previous entries maintained.

Applicant: Research Registries

Timothy Smith, XXX-XX-1155, 12/1/1985, Application #: 296
No recorded aliases.

Registry Name	Research Requirements	Research Results	Research Completed	Comments	
WV Medicaid Exclusions List Registry Checked On 12/05/2014	Automatch performed, no matches found [Recheck Registry]	Cleared ▾	12/05/2014		View (0) Add
WV Nurse Aide Registry Registry Checked On 12/05/2014	Automatch performed, no matches found [Recheck Registry]	Cleared ▾	12/05/2014		View (0) Add
OIG List of Excluded Individuals/Entities Registry Checked On 12/05/2014	Automatch performed, no matches found [Recheck Registry]	Cleared ▾	12/05/2014		View (0) Add
GSA System for Award Management, SAM Registry Checked On 12/05/2014	Automatch performed, no matches found [Recheck Registry]	Cleared ▾	12/05/2014		View (0) Add
West Virginia Sex Offender Registry Checked On 12/05/2014	Manual Search Required	Flagged for Review ▾		*Last comment: WVMaryProvider - 12/5/2014 10:27 AM* -------- Please check results *	View (1) Add
National Sex Offender Public Website Registry Checked On 12/05/2014	Manual Search Required	Cleared ▾	12/05/2014		View (0) Add

[Research Registries Not Listed]

[Withdraw] [Save and Close]   [Back] [Review Complete] [Continue Application]

Once the registry that was marked "Flagged for Review" has been reviewed, select "Cleared" or "Not Cleared." Then click **Review Complete** or **Continue Application**.

- **Review Complete** places the application in the **Not Yet Submitted** list. An email notification will be sent to the provider user who started the application notifying the user that the registry review is complete and that the application process can continue.

- **Continue Application** brings up the next step in the NAW and allows the reviewer to continue through the remaining steps of the NAW.

Hiring Decision

In Registry Screening only systems, a submitted application is listed on the **Hiring Decision** page until the applicant is hired permanently or the application is withdrawn. Go to **Applications** > **Hiring Decision** on the navigation bar. The **Hiring Decision** screen appears and you can see a list of your submitted applications.

Applications: Hiring Decision

Enter Filter Options

Application #:

Provider: Morgantown Nursing Home ▼

Last Name:

[Search]

Results

Locked	App # ▲	Provider	Last	First	SSN	Employment Status	Action
	15542	Morgantown Nursing Home	Worthington	Bob	-9561	[Close without Hiring]	[Enter Fingerprint Info]
	15549	Morgantown Nursing Home	Towne	Morgaine	-5656	[Close without Hiring]	[Enter Fingerprint Info]
	15551	Morgantown Nursing Home	Abdel-Hameed	Mohammad	-6214	[Close without Hiring]	[Enter Fingerprint Info]
	15569	Morgantown Nursing Home	Booker	Ted	-1777	[Close without Hiring]	[Enter Fingerprint Info]

Determination in Process

This page lists applications that have been submitted, but do not have a completed background check. The fitness determination has not yet been made for these applicants. From this page, you can **Withdraw** an application or **Provisionally Hire** an applicant. (See the *Recording a Hiring Decision and Managing Employee Records* user guide for more information.) Determination in Process applications can be accessed by going to **Applications > Determination in Process** on the navigation bar.

Determination Available

The **Determination Available** page provides a list of applications that have an available fitness determination. The system will automatically send a notification email to you (at the email address listed on your user account) when a determination is available for your applicant. You must log into the system and go to the **Applications > Determination Available** page to see the fitness determination result.

The applications in this list require action on your part to either hire the applicant and close the application or close the application without hiring. Once the application is closed, the application will be removed from this list.

See the *Recording a Hiring Decision and Managing Employee Records* user guide for more information.

Locked	App # - Type	Provider	Last	First	SSN	Determination	Determination Date	Employment Status	Actions
	12790 - Connected	CARROLL MANOR NURSING & REHAB	Knight	Susan	-6562	Not Eligible	01/08/2015	Not Eligible for Hire	Close Without Hiring
	12789 - Connected	DEANWOOD REHABILITATION AND WELLNESS CENTER	Knight	Susan	-6562	Not Eligible	01/08/2015	Not Eligible for Hire	Close Without Hiring
	12788	HEALTH & REHABILITATION CENTER AT THOMAS CIRCLE	Bloom	Orlando	-6464	Eligible	12/07/2014		Close
	12785	HEALTH & REHABILITATION CENTER AT THOMAS CIRCLE	Knight	Susan	-6562	Not Eligible	01/08/2015	Not Eligible for Hire	Close Without Hiring
	12475 - Connected	Provider one	Depot	Lowes	-4681	Eligible	12/03/2014	Hire	Close Without Hiring
	12474	DC Pilot Provider 1	Depot	Lowes	-4681	Eligible	12/03/2014	Permanent Employee	Close
	12337	DC Pilot Provider 2	Potter	Lily	-5132	Eligible	12/03/2014	Permanent Employee	Close
	12334	DEANWOOD REHABILITATION AND WELLNESS CENTER	Reeves	Reva	-4789	Eligible	06/12/2014	Hire	Close Without Hiring
	12027	DC Pilot Provider 1	Sheridan	Daniel	-1321	Eligible	12/04/2014	Convert to Permanent	Close