

Oklahoma National Background Check Program

Frequently-Asked Questions (FAQs)

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How do I get started?

Please visit our website at <http://onbc.health.ok.gov>. Near the top, you will see the following paragraph:

For an OK-SCREEN account, print this [Provider End User Security Agreement Form](#) and submit it to the OK-SCREEN office okscreen@health.ok.gov. Instructions are in the form.

The direct link to the form is:

<http://www.ok.gov/health2/documents/ONBC%20End%20User%20Security%20Agreement.pdf>

Click on the link for the Provider End User Security Agreement, complete the form, and send it to us using the contact information on the form. Once you have an account established, you can begin processing new applicants.

How do I contact the Background Check Office?

Please send email correspondence **ONLY** to: OKSCREEN@health.ok.gov. Do not cc: other employees at ONBCP. We will get to your email as quickly as possible, and emailing multiple parties causes extra work on our end, slowing down our responses to providers.

Fingerprinting Appointment: How are they made?

Providers may save time if they schedule fingerprinting appointments instead of letting applicants make the appointment. Both, and instructions, are included on the Authorization to Fingerprint but applicants have not followed instructions on many occasions.

Because an applicant only has to be fingerprinted once for this program, each time an applicant schedules an appointment, they are doing it for the very first time. A high percentage of the time, applicants do not complete this process correctly, creating extra work and delaying determinations of eligibility. After a provider does it a few times, they'll do it perfectly and avoid problems that will invariably slow the process of getting a determination.

Fingerprinting Appointment: How is it paid?

The fingerprinting appointment can be paid for by either the provider or the applicant. Also, it can be pre-paid online or it can be paid at the time of the appointment. Methods of pre-payment are:

Fingerprinting Appointment: Can I pay in advance for my applicants?

For those companies that desire a centralized means of managing the fees accompanied with the fingerprinting and badging requirements, IndentoGo/MorphoTrust offers the option of establishing an escrow account. To establish an escrow account with MorphoTrust, each company must complete an Account Application and submit a deposit either in the form of a company check payable to MorphoTrust or complete the Credit Card Authorization form. VISA and MASTERCARD are the only credit cards accepted. For more on the requirements read:

<http://www.ok.gov/health2/documents/Escrow%20Account%20Requirements.pdf>

Complete the form at this location and submit it to MorphoTrust using the contact information on the form: <http://www.l1enrollment.com/state/forms/ok/52efbfddaf543.pdf>

Fingerprinting Appointment - If an applicant misses what do I need to do?

You or the applicant should contact the vendor and attempt to reschedule the appointment. If you are outside the ten-day window contact our office for an extension at: okscreen@health.ok.gov or phone: 405.271.3598 / toll-free: 855.584.3550.

Fingerprinting: What forms of ID are acceptable for the fingerprinting appointment?

A government issued identification with that includes a photo-graph is required. If one is not available, the applicant should call the IndentoGo site to see what, if any, arrangements can be made.

Fingerprinting Locations: Where are they?

Use the following link to get the latest listing of locations:

<http://www.l1enrollment.com/locations/?st=ok>

Fingerprinting: Can applicants use Ink-Cards instead of LiveScan?

You may use ink cards processed through local law enforcement for fingerprinting. However, you must schedule ink-cards for submission like a fingerprint appointment through our live scan vendor, IndentoGo and mail them to their site. This document that will lead you through the process of using these cards and mailing them to IndentoGO for processing:

<http://www.ok.gov/health2/documents/Ink%20Card%20Fingerprinting%20Instructions.pdf>

How do I hire a Nurse who has been fingerprinted?

If you are hiring a nurse (RN/LPN) through OK-SCREEN, the process depends on the date that the nurse was originally licensed in Oklahoma:

- 1) If the nurse was originally licensed in Oklahoma prior to 1/1/2013, the nurse has not been fingerprinted for the Board of Nursing (BON), so he/she will have to be fingerprinted for OK-SCREEN exactly like a nurse aide would;
- 2) If the nurse was originally licensed in Oklahoma **AFTER** 1/1/2013, the nurse has been fingerprinted for the BON and will not have to be fingerprinted again for this process. **You must let us know manually via email that you are hiring a nurse meeting these criteria so we know that there is a determination pending for that individual.** Otherwise, we will not know to make a determination, and you will not receive one.

If I miss-key the last name or Social can I just start a new record?

You could but please don't. We can amend a record to correct information. Please email the office so that we may correct the record. We've seen results get miss-routed because of this practice.

Why is Data Entry Accuracy in OK-SCREEN so important?

You cannot correct this information if you enter it incorrectly. Ensure you enter this information correctly. The name as it appears in OK-SCREEN **MUST MATCH** the ID that the applicant brings to the fingerprinting appointment.

How do I make the providers payment of the \$19 for the background/fingerprinting fee?

There are several methods:

- Credit Card – works just like buying a book on Amazon.com, and it goes through the OK.gov portal
- E-Checking – works like the credit card but you enter your bank account and routing number. This works like paying a utility bill through your online checking.
- Batch Payment – You can use your credit card or e-check to pay for several applications at the end of the month, all of them at once
- Billing – You apply for an account and identify the facilities on the account and who is responsible for the bill. You are assigned an account number; when applications are submitted, it is added to your account. OSDH will bill you for payment each month for the applications that you submit.
- Note: failure to pay bills over 45 days will result in a restricted or closed account.

How can I expedite processing?

Applicants with criminal history records take longer to process. Tell the applicant that crimes that show up on the criminal history report that were not disclosed at the time of application are grounds for dismissal under the law. Also, let the applicant know that this is a NATIONAL background check that will reveal convictions from other states. We are required to send a lot of correspondence to applicants who have barrier offenses in other states. Many of these applicants will not be eligible to work, but they apply anyway, thinking that the OSBI check is all that we run and know that their out-of-state crimes do not show up on the OSBI report. Also, the out-of-state offenses often are not reported on the application where disclosure must be made. Ensure that you have a current phone number and/or email address in the applicant's file so he/she can be contacted by our office if necessary.

How long should I wait to call on the status of an applicant?

Please do not call the ONBCP asking about the status of an applicant until it has been right at three weeks since the applicant was sent to be fingerprinted. From the *At a Glance* table on the Home Screen you can monitor the status of an application from the Determination in Process Queue. The status will indicate one of the following and the date of last update:

- **Background Check Started** (IdentoGo has not been contacted for a fingerprinting appointment)
- **Applicant Data Sent** (IdentoGo has been contacted and a fingerprint was scheduled)

- **Fingerprints Taken TCN: A-LVB00000000** (Fingerprints were taken; we're waiting on the OSBI report)
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If, after you see the fingerprints were taken, the applicant is not eligible in two days then either the prints were rejected or there is a criminal history that requires research. Due to the volume of applicants requiring research, you may see a three to four week delay in issuance of the research letter.

If you do not see that the fingerprints were taken contact our office. The applicant may have processed under the wrong agency and will need to be reprinted under the correct agency. (**Note: If they paid more than \$10 this is what happened.**)

Do not wait longer than three weeks.

The applicant may need to take action to make corrections to their criminal history before we can make them eligible, and this may take several weeks in some cases. However, provisional hire is only available for 60 days.

Provisional Hiring: Can the 60-day provisional period be extended?

No. This period is defined in statute. We encourage providers to delay the provisional start date until after the applicant has been fingerprinted. This will minimize the impact if we require information from an applicant. The applicant should respond promptly to our letter. While they have 60 days to respond to our letter, this does not extend their provisional hire window.

Provisional Hiring: What does "direct on-site supervision" mean for a PCA?

The law states, *"The period of provisional employment shall not exceed sixty (60) days pending the completion of the required background check. During this time the employee shall be subject to direct on-site supervision. The sixty-day time period may only be extended for those employees who are appealing the results of the background check. The time period shall only be extended for the duration of the appeal."* [63:1-1947(L)(3)]

We did not provide further definition for the term "direct on-site supervision" so we've suggested we work with DHS Advantage and the OSDH Licensure/Certification Program to come to an agreement on how this subsection will be defined for your industry. We did not use the term line-of-site supervision here, which we did use in reference to volunteers [See 63:1-1945(9)]. We understand that the home-care business model would be impaired by delays in being able to start an employee because of a requirement to have a supervisor in attendance during provisional employment. However, where there is a delay it is because either the prints were rejected or, most likely, because there is a history we are reviewing and will be issuing a letter requesting a response from the applicant. The provider will receive a letter advising if this is the case.

We have automated determinations for applicants with no criminal history. So far, this has been 76% of applicants. For such applicants, determinations are made within 24 to 48 hours of fingerprinting.

Volunteers: Do they have to be fingerprinted?

Only if their duties are equivalent to the duties of a direct patient access employee and those duties involve one-on-one contact with a service recipient of an employer, without line-of-sight supervision by employer staff. Title 63, Section 1-1945, Definitions, provides the following at paragraph 9:

"Direct patient access" means access to a service recipient of an employer, through employment, independent contract, or the granting of clinical privileges, in which the performance of duties involves, or may involve one-on-one contact with a service recipient of the employer on an ongoing basis. The term shall include access to a service recipient's property, medical information or financial information. The term does not include a volunteer unless the volunteer has duties that are equivalent to the duties of a direct patient access employee and those duties involve one-on-one contact with a service recipient of an employer, without line-of-sight supervision by employer staff;

How do I permanently hire an applicant in OK-SCREEN?

On the Employment tab, click on the "Edit" button to the right of the entry for provisional hire. Change the employment status in the drop-down from "Provisional" to Permanent" and enter a permanent hire date and save the record.

Why is there no race selection for "Hispanic?"

According to federal documentation, "Hispanic" is an ethnicity, and not a race. That's why you see on forms, "White, not of Hispanic Descent." For the purposes of this program, if a person is Hispanic, list them as "White" (as in, "White, of Hispanic Descent").

RAP-Back: How does it work?

The Oklahoma National Background Check Program receives the RAP-Back notification. If the arrest is for a barrier offense, this office notifies the applicant/employee that they must by law notify the employer immediately of the arrest. Failure to do so is grounds for dismissal. This office will monitor the case through to disposition. If the case ends in a conviction, the employer (you) will be notified that the individual has become ineligible and must be terminated.

If the arrest is for a non-barrier offense, this office takes no action.

You (the provider) do not need to take any action relative to RAP-Back unless you are notified of a conviction.