



Division of Medical Services

Medicaid Provider Enrollment Unit – Gainwell Technologies
P.O. Box 8105, Little Rock, AR 72203-8105
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Date:

Arkansas Medicaid Provider ID:

Dear

In accordance with title 42 CFR 455.434, 42 CFR 455.50 (c), and the Arkansas Provider manual section 141.103, federal fingerprint-based background checks are required for all high-risk providers and their owners who have a 5% or greater direct or indirect ownership interest as a condition of enrollment in the Arkansas Medicaid program. In addition, high risk providers will be required to re-enroll/revalidate their enrollment with Arkansas Medicaid every three years.

You have been identified as a provider and/or person that must meet this requirement. Outlined below is the process you will need to follow to comply with this mandate. Failure to submit classifiable fingerprints within sixty (60) days of the date of this notice will result in you or the provider you are associated with being terminated from the Arkansas Medicaid program. If you have submitted fingerprints to Medicare or to another state Medicaid agency, please contact Sherry Koone at (501) 320-6058 (Sherry.Koone@dhs.arkansas.gov) or Nancye Griffin at (501) 396-6410 (Nancye.Griffin@dhs.arkansas.gov) to make arrangements for transferring this information for state review and approval. This must be completed within 60 days of the date of this letter.

Sincerely,

Gainwell Technologies Provider Enrollment

Steps Required to Submit an Online Criminal Background Check Include:

1. Facility creates an Online Subscriber Account and identifies an Authorized User.
2. Facility or Applicant fills out background check forms and Applicant eSigns.
3. The eSigned form is transmitted to the Facility. The Authorized User in the Facility must upload the form to submit the background check request.
4. The Authorized User gives the Applicant the Transaction ID generated from the submitted request.
5. The Authorized User or the Applicant schedules an appointment for the Applicant to be fingerprinted.
6. After fingerprint scan, the status should update to "Pending" in the Facility's account.
7. The Facility/Authorized User will be emailed when the status of the background check changes.
8. If the Applicant disagrees with the results of the background check, they can challenge the results.

Starting the Background Check Process (creating Online Account)

- To use the online background check option, the Facility will need to create a Subscriber Account at <https://portal.arkansas.gov/ina-subscriber-account/>. The account has an annual subscription cost of \$150. A Facility may choose not to renew their subscription if it is no longer needed. Instructions for setting up a Subscriber Account can be found at <https://humanservices.arkansas.gov/wp-content/uploads/Signing-up-for-INA-Subscription-Account.pdf>.
 - Facilities will be invoiced at the end of each month for the costs of each background check requested. The fees are listed on the Subscriber Account website at <https://www.ark.org/criminal/index.php>.
- Once a Facility has created an online account and has a new applicant to hire, the Facility or applicant should fill out the [State and Federal Criminal Background Check form](#). The applicant will need to eSign the form.
- Once the State and Federal Criminal Background Check form has been completed, the Facility will upload the form when submitting the background check request.

Requesting the Background Check Online

- The Authorized User will log into the Facility Account at <https://www.ark.org/criminal/index.php> and click "Search." This is how you initiate a background check.

- Fill in the information about the applicant and upload the completed State and Federal Criminal Background Check form. Double-check that the documents uploaded correctly before clicking “Submit FBI and State.”
- Complete each step. Review and confirm search information entered. No refunds will be provided for incorrect data entry or incorrect selection of data submitted. Click “Submit Search.”
- After submitting the information and documents, a pop-up screen will display a Search ID and a Transaction number. It will also be emailed to the Facility/Authorized User.
- The Facility/Authorized User must give the Transaction number to the applicant so the fingerprint scan can be scheduled.
- The Facility/Authorized User can use the Search ID to look up the status of the background check.

Scheduling a Fingerprint Scan

- Fingerprint scans are only required for national/federal background checks.
- The applicant, or the Facility on behalf of the applicant, must schedule an appointment for electronic fingerprinting at this website: <https://telegov.egov.com/dhsfingerprint>.
- The applicant can choose the date, time, and location that works best for them. A list of available locations will be viewable when scheduling the appointment.
- It usually takes less than 20 minutes for fingerprints to be scanned during the appointment. The applicant will need to bring the Transaction ID and a valid proof of identification to the appointment.
- Scanning machines will be sanitized regularly for the safety of the applicant.