



GEORGIA DEPARTMENT
OF COMMUNITY HEALTH

Georgia Background Check Computer System

Provider Webinar #1

Forum for Updating Providers on New Georgia Background
Check System

11/17/2015

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Meeting Agenda

- Meeting Purpose /Agenda Overview
- National Background Check Program Overview
- Mandatory LTC Program Requirements
- Voluntary Program Requirements
- Georgia Background Check Project Updates
- System Overview
- Training Approach
- Questions and Answers
- Points of Contact

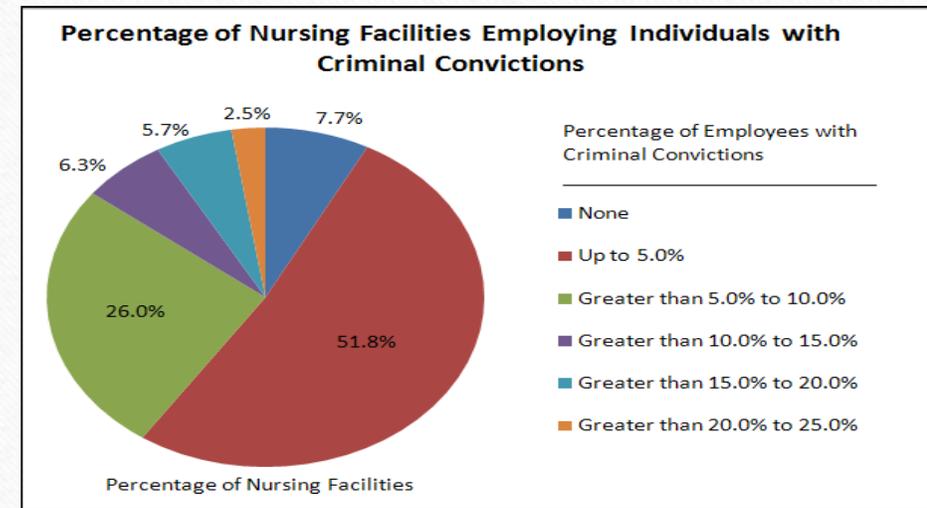


National Background Check Program Overview

Presenter: CaraLee Starnes - CNA Analysis and Solutions, State Liaison – National Background Check Program

- HHS Office of Inspector General (OIG) reports
 - Nursing Facilities' Employment of Individuals with Criminal Convictions (2011)
 - Criminal Convictions for Nurses Aides with Substantiated Findings of Abuse, Neglect, and Misappropriation (2012)
 - Nurse Aide Registries: State Compliance and Practice (2005)

- ▶ **19% of nurse aides** who received findings of abuse, neglect, or misappropriation had at least one prior conviction (average of two)
 - ▶ 53% convictions were crimes against property (burglary, shop-lifting, writing bad checks)
 - ▶ 14.3% were crimes against persons
- ▶ **Over 1,500 active nurse aides** had findings in another State





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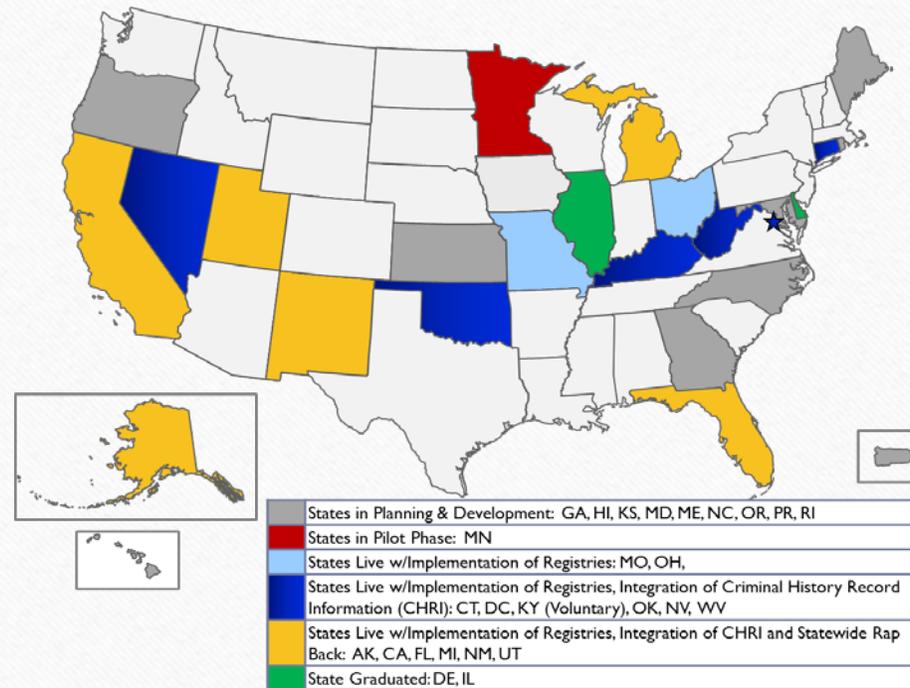
- **Goal:** To help protect the vulnerable population (LTC service recipients) from abuse, neglect, and exploitation.
- Created under the Affordable Care Act, Sec. 6201
- Administered by the U.S. Department of Health and Human Services (HHS) Centers for Medicare & Medicaid Services (CMS):
 - CMS is charged with setting up an **efficient, effective, and economical** nationwide program.
 - Requirement to conduct comprehensive **fingerprint-based criminal history background checks.**
- Grant program in effect from 2010 through 2018 (or longer)



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National Background Check Program Overview

Presenter: CaraLee Starnes - CNA Analysis and Solutions, State Liaison – National Background Check Program





Mandatory LTC Program Requirements

Presenter: Denise Matthews - Director TAC, Georgia Department of Community Health

- Participation in this Program is limited to Owner/Directors/Managers and Administrators of the following Facilities:
 - ✓ Private Home Care Providers, Personal Home Care Providers, Assisted Living Facilities, Community Living Arrangements
- Facilities that elect to participate in the Mandatory LTC Program will be required to agree to comply with the HFRD Program Policy and Regulations.
- Facilities that participate in the program shall ensure that their new Owner/Directors/Managers and Administrators undergo a fingerprint based FBI criminal history background check and registry checks (Georgia Sex Offender, Georgia Nurse Aide Registries, and OIG List of Excluded Individual & Entities, prior to employment.



Mandatory LTC Program Requirements – Cont.

Presenter: Denise Matthews - Director TAC, Georgia Department of Community Health

- ❑ Facilities must ensure that all current Owner/Directors/Managers and Administrators undergo a registry check, with in one year of the facility participating in the program.
- ❑ Facilities are required to register all employees for electronic fingerprints for criminal history investigations through the DCH GCHEXS system. All employees must undergo a fingerprint based FBI criminal history background check and registry checks (Georgia Sex Offender, Georgia Nurse Aide Registries, and OIG List of Excluded Individual & Entities, prior to employment.
- ❑ Facilities are required to register all employees for electronic fingerprints for criminal history investigations through the DCH GCHEXS system.



Voluntary Program Requirements

Presenter: Denise Matthews - Director TAC, Georgia Department of Community Health

Scope

- Participation in this Program is limited to employees of the following Facilities:
 - ✓ Private Home Care Providers, Hospice Providers, Home Health Agencies, Long Term Acute Care Hospitals, Nursing Homes*
- *The Nursing Home employees are required to undergo state background checks as described in O.C.G.A. § 31-7-350
- Facilities that elect to participate in the Voluntary Program will be required to complete a Participation Agreement and agree to comply with the Voluntary Background Check Policy.



Voluntary Program Requirements – Cont.

Presenter: Denise Matthews - Director TAC, Georgia Department of Community Health

- ❑ Facilities that participate in the program shall ensure that their new employees undergo a fingerprint based FBI criminal history background check and registry checks (Georgia Sex Offender, Georgia Nurse Aide Registries, and OIG List of Excluded Individual & Entities, prior to employment.
- ❑ Facilities must ensure that all current employees undergo a registry check, and fingerprint-based FBI criminal Background Check system with in one year of the facility participating in the program.
- ❑ Facilities are required to register all employees for electronic fingerprints for criminal history investigations through the DCH GCHEXS system.



Georgia Background Check Project Updates

Presenter: Ivan Fleet – Project Manager, Georgia Department of Community Health

□ Project Timeline

- User Acceptance Testing: 11/2/15 – 11/20/15
- Production Readiness 12/15/15
- Provider Training 1/11/16 – 1/25/16
- Go-live 2/1/16

□ Future Webinar Dates

- Webinar 2 12/8/15
- Webinar 3 1/12/16



System Overview: GCHEXS Platform Introduction

Presenter: Tim Shine – CIO, Innovative Architects

- Streamlines applicant onboarding, background check processing, tracking, and notification processes from beginning to end, increasing the efficiency with which Providers and State staff can process and securely obtain Background Checks

Captures The Right Data

- ✓ Applicant Information
- ✓ Application Status Tracking
- ✓ Current and Prior Licenses
- ✓ Eligibility Decision
- ✓ Employment

Integrates

- ✓ Licensing & Certification Data
- ✓ Automated Abuse and Offender Registry Searching
- ✓ Criminal History Responses
- ✓ Rap Back

Automates

- ✓ Go Green (Eliminate Paper)
- ✓ Dashboard & Reporting
- ✓ Forms and Letter Generation
- ✓ Notifications (decision, renewals, aging)



System Overview: GCHEXS Platform History

Presenter: Tim Shine – CIO, Innovative Architects

- Since 2006 - we have been involved with background check platforms
- 2010 - Direct relationship with CNA/CMS for the development of the NBCP System
- 21 State implementations or involvement, 12 States using in Production today – GCHEXS #13?
- Over 500,000 background checks thus far



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System Overview: GCHEXS Platform Sneak Peak

Presenter: Tim Shine – CIO, Innovative Architects

- Secure Login
- User Accounts will be provided

A screenshot of the GCHEXS login interface. At the top left is the Georgia Department of Community Health logo and name. Below this is the heading "Login" and a line of text: "For assistance please contact Denise Matthews at 404-463-0115 or email dmatthews@dch.ga.gov". There are two input fields: one for "Username:" and one for "Password:". To the right of the password field is a blue link that says "Forgot Password". Below the input fields is a dark blue button with the word "Login" in white text.

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Login

For assistance please contact Denise Matthews at 404-463-0115 or email dmatthews@dch.ga.gov

* Username:

* Password: [Forgot Password](#)

Login



System Overview: GCHEXS Platform Sneak Peak

Presenter: Tim Shine – CIO, Innovative Architects

- Dashboard to guide you through the process
- Status links to manage your applications through their lifecycle
- Informational messages to assist you with latest GCHEXS news

The screenshot shows the GCHEXS dashboard with a dark blue navigation bar containing the following tabs: Home, Applications, Determinations, Appeals, Employees, Search, Reports, Reference, and Admin. The main content area is titled 'Home' and includes a 'Welcome to GCHEXS!' message. Below the welcome message is a paragraph: 'Welcome to the background checking website. This secure site allows you to initiate background checks, process applications, locate a Live Scan vendor, track and review determination results, and manage applicants. Thanks for logging in!' followed by a link to 'Contact technical support if you need assistance.' On the left side, there is an 'At a Glance' section with a table of application statuses. On the right side, there is an 'Important Messages' section with a red warning: 'THIS IS A TEST DO NOT ADD REAL DATA'.

At a Glance	
Applications	
Not Yet Submitted By Provider	2
Not Yet Submitted By Provider > 10 Days	0
Eligibility Determination In Process	21
Eligibility Determination Complete	6
Determination Available and Action Needed (over 10 days old)	5
Applications Submitted But Fingerprints Not Completed	17
Determination Unsatisfactory Currently Employed	2
Registry Recheck	0



System Overview: GCHEXS Platform Sneak Peak

Presenter: Tim Shine – CIO, Innovative Architects

- New Applicant Workflow
- Wizard like step through of application
- Capture all pertinent Applicant information
- Connected to Cogent*

The screenshot displays a multi-step application process for a new applicant. The steps shown are:

- Applicant: Profile**
- Applicant: Confirm Applicant Consent** (marked as a required step with a red asterisk)
- Applicant: Verify Identity**

The 'Verify Identity' step is currently active and includes the following fields:

- Name:** Khadijah Al-Kaya
- Phone Number:** 121-21-4352
- DOB:** 10/9/1996
- Select Document:** A dropdown menu is set to 'State Issued Driver's License'.
- Issuing State / Authority:** FL
- Document Number:** tertert
- Expiration Date:** (empty field)

Navigation buttons include 'Withdraw' and 'BcsGaTin'.



System Overview: GCHEXS Platform Sneak Peak

Presenter: Tim Shine – CIO, Innovative Architects

- Check Registries automatically, or go directly to them
- Record your findings with supporting notes if applicable

Applicant: Research Registries

Khadijah Al-Kaya, 121-21-4352, 10/9/1996, Application #: 43144
No recorded aliases.

Registry Name	Research Requirements	Research Results
GA Nurse Aide Registry Registry Checked On 11/10/2015	Automatch performed, no matches found	Not Cleared ↓
GA Professional Licenses Registry Checked On 10/26/2015	Manual Search Required	Cleared ↓
GA Sex Offender Registry Registry Checked On 11/10/2015	Automatch performed, no matches found	Cleared ↓

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System Overview: GCHEXS Platform Sneak Peak

Presenter: Tim Shine – CIO, Innovative Architects

- Automatic Notifications
- New Account
- New Determination Available
- Fingerprint Updates

The screenshot displays three overlapping email notification cards from the GCHEXS platform, all dated Tue 11/10/2015 2:30 PM. The top card is titled "Do Not Reply - Dev" and "GA-BCS - GADCH Notification: Fitness Determination Available". The middle card is also titled "Do Not Reply - Dev" and "GA-BCS - GADCH Notification: New User Account Login Information", with a link to <http://bcs.in>. The bottom card is titled "Do Not Reply - Dev" and "GA-BCS - GADCH Notification: Password Reset". The bottom card's body text reads: "Your password for the GADCH Georgia Criminal History Check System has been reset. Your auto-generated password is BpQEQZ6#. When you log into the system for the first time, you will be prompted to change your password. If you have any questions, please contact the GADCH at: [redacted]".



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Training Approach

Presenter: Tim Shine – CIO, Innovative Architects

Lesson 1: User Account Setup,
Login, Recovery

Lesson 2: Using the GCHEXS
System

Lesson 3: How to Add an
Application

Lesson 4: Manage Your
Applications

Lesson 5: Manage Your
Employment Roster

LESSON ONE

ACCOUNT SET-UP & USER MANAGMENT

#1 INITIAL
LOGIN
PROCESS

#2 MY
ACCOUNT

#3 ADD
NEW
USER



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Questions and Answers



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Points of Contact

Denise M. Matthews, TAC

Georgia Department of Community Health
Office of Inspector General
Background Investigations Unit
2 Peachtree Street NW, Suite 5-403
Atlanta, GA 30303
404-463-0115 (office)
770-357-9348 (fax)
Email: dmatthews@dch.ga.gov

David R. Ostrander, CFE

Georgia Department of Community Health
Office of Inspector General
Deputy Inspector General
2 Peachtree Street NW, Suite 5-300
Atlanta, GA 30303
404-463-7370 (office)
770-357-9348 (fax)
Email: dostrander@dch.ga.gov