



STATE OF HAWAII  
**DEPARTMENT OF HUMAN SERVICES**

Med-QUEST Division  
Health Care Services Branch  
P.O. Box 700190  
Kapolei, Hawaii 96709-0190

October 16, 2012

MEMORANDUM

ACS M12-08A

[Addendum to ACS M12-08, dtd 8/31/12]

TO: QUEST Expanded Access (QExA) and Developmental Disabilities and Intellectual Disabilities (DD/ID) 1915(c) Waiver Home and Community Based Services (HCBS) Providers

FROM: Kenneth S. Fink, MD, MGA, MPH *KF*  
Med-QUEST Division Administrator

SUBJECT: CRIMINAL HISTORY RECORD AND REGISTRY CHECK PROCESS-UPDATE

The Department of Human Services, Med-QUEST Division (MQD) is issuing this memorandum to update QExA and DD/ID waiver HCBS providers ("providers") on changes to the process regarding criminal history record and registry checks. This memo is issued in addition to ACS M12-08 that was dated August 31, 2012.

**General Information- Update**

Individuals who have previously had a criminal history record check processed as a fingerprint-based search of the Hawaii Automated Fingerprint Identification System (AFIS) upon hire and one year from the date of hire do not need to repeat this screening through MQD's new vendor, Fieldprint.

Also, the MQD has updated the criteria that DHS or its designee will use to determine employment suitability. The updated standards include employment suitability for registry checks (both Adult Protective Services (APS) and Child Abuse and Neglect (CAN) protective registries) in addition to criminal history record check.

The updated standards may be found in the Providers section of the MQD website (left side of the webpage) under Criminal History Record Check section at [www.med-quest.us](http://www.med-quest.us).

### **Criminal History Record Checks and Registry Screens- Update**

Beginning in the second year of employment, requirements for screening continue, but the frequency varies depending on whether providing HCBS in the DD/ID or QExA program. For these subsequent screenings, eCrim replaces AFIS. APS and CAN screens continue. Fieldprint will not be performing State Name Checks for providers. Providers shall perform State Name Checks through the eCrim website (<https://ecrim.ehawaii.gov/ahewa/>). Providers shall print a certified copy of the results of the State Name Check even if the eCrim check finds no record.

### **Process for obtaining Criminal History Record and Registry Checks- Update**

ACS M12-08 described that the providers could start using Fieldprint as of October 15, 2012. However, this contract will not be effective until November 1, 2012. Even though MQD continues to have a contract with Insights to Success (ITS) until October 31, 2012, MQD cannot confirm that any fingerprints obtained after October 15, 2012 will be processed prior to the expiration of the contract with ITS.

Providers who need to hire an individual between October 16 and 31, 2012 may utilize the following supervision processes for employees who have not had their criminal history record and registry checks:

1. Any individual that performs any direct services to a Medicaid beneficiary must do so ONLY under the supervision of a staff member who has previously been screened through criminal history record and registry checks without any discrepancies; and
2. Anytime that the individual is around Medicaid beneficiaries, they must be under direct supervision or accompanied by another staff member who has previously been screened through criminal history record and registry checks without any discrepancies.

These individuals performing services under supervision shall undergo criminal history record and registry checks after November 1, 2012. Their results must be addressed in accordance with guidance provided in ACS M12-08.

### **Fieldprint Provider Account**

Providers will need to set-up an account with Fieldprint to have access to fitness determination information for potential employees/employees ("applicants"). Providers can begin setting up their account with Fieldprint at the [www.fieldprinthawaii.com](http://www.fieldprinthawaii.com) website. If you have any questions regarding account set-up, please call Fieldprint toll-free at 877-228-3909.

### **Fees - Update**

Based upon information received from the provider community from the ACS M12-08 memo, the MQD has revised the fees for the criminal history record and registry check processes:

Service	Fees
Criminal history record and registry check (includes fingerprinting, screen of Hawaii and Federal AFIS, APS and CAN screens)- fees for this service are described below	\$72.50
Federal Bureau of Investigation and Hawaii Criminal Justice Data Center	\$46.50
Administrative Fee	\$26.00
APS/CAN screens (fingerprint collection not included)	\$11.00
Appeals processing fee	\$25.00

Fees may be paid by either the provider or the applicant. The provider may pay for their applicants through one of two methods: a company credit card or invoice. Providers shall communicate their preferred method while registering with Fieldprint. Providers may set-up more than one Fieldprint account (i.e., one that they pay for their applicants and one that they do not).

Providers are not required to pay fees for their employees. If the provider is not paying the fees, then the applicant will need to pay them with a credit card when registering for fingerprint collection.

Applicants need to appear for their scheduled appointment. Failure for an applicant to appear for his or her appointment will result in loss of fees paid for the criminal history record check. Applicants can reschedule their appointment (without loss of fees) at least twenty-four hours prior to the appointment time.

**Provider Training**

Fieldprint will have three provider training session in October 2012. Providers shall call the MQD provider hotline at 808-692-8099 to register for training sessions. Please leave your name and telephone number; MQD will return your call to obtain the required information for registration. The dates and times of these sessions are listed below:

Day of the week	Date	Time	Register for training no later than
Monday	October 29, 2012	1:00 pm HST	Noon on Friday, October 26, 2012
Wednesday	October 31, 2012	9:00 am HST	4:30 pm on Monday, October 29, 2012
Friday	November 2, 2012	9:00 am HST	4:30 pm on Monday, October 29, 2012

**Additional Information**

MQD may issue additional information regarding applicant registration in future memoranda. Please direct any questions to the Med-QUEST Division at 808-692-8099.

Thank you for the care that you continue to provide to Medicaid beneficiaries. Their lives continue to be enriched by the services that your agencies provide.

Service	Fees
Criminal history record and registry check (includes fingerprinting, screen of Hawaii and Federal AFIS, APS and CAN screens)- fees for this service are described below	\$72.50
Federal Bureau of Investigation and Hawaii Criminal Justice Data Center	\$46.50
Administrative Fee	\$26.00
APS/CAN screens (fingerprint collection not included)	\$11.00
Appeals processing fee	\$25.00

Fees may be paid by either the provider or the applicant. The provider may pay for their applicants through one of two methods: a company credit card or invoice. Providers shall communicate their preferred method while registering with Fieldprint. Providers may set-up more than one Fieldprint account (i.e., one that they pay for their applicants and one that they do not).

Providers are not required to pay fees for their employees. If the provider is not paying the fees, then the applicant will need to pay them with a credit card when registering for fingerprint collection.

Applicants need to appear for their scheduled appointment. Failure for an applicant to appear for his or her appointment will result in loss of fees paid for the criminal history record check. Applicants can reschedule their appointment (without loss of fees) at least twenty-four hours prior to the appointment time.

### Provider Training

Fieldprint will have three provider training session in October 2012. Providers shall call the MQD provider hotline at 808-692-8099 to register for training sessions. Please leave your name and telephone number; MQD will return your call to obtain the required information for registration. The dates and times of these sessions are listed below:

Day of the week	Date	Time	Register for training no later than
Monday	October 29, 2012	1:00 pm HST	Noon on Friday, October 26, 2012
Wednesday	October 31, 2012	9:00 am HST	4:30 pm on Monday, October 29, 2012
Friday	November 2, 2012	9:00 am HST	4:30 pm on Monday, October 29, 2012

### Additional Information

MQD may issue additional information regarding applicant registration in future memoranda. Please direct any questions to the Med-QUEST Division at 808-692-8099.

Thank you for the care that you continue to provide to Medicaid beneficiaries. Their lives continue to be enriched by the services that your agencies provide.