

**Automated Background Check Management Process (ABCMS)
January 2021 (Revised)**

****Beginning March 1, 2021, NC DHHS Will No Longer Accept Scantron Sheets****

Who Did NC DHHS Partner with to Make the ABCMS Available in North Carolina?

CMS paid to develop a criminal background check system that can be used by any state. The vendor is Improving, based in Atlanta, Georgia. NC DHHS partnered with Improving and the North Carolina State Bureau of Investigation (NC SBI) to configure the system for use in North Carolina.

The ABCMS was designed to improve the following processes.

- Required criminal background checks
- Required registry checks
- Other state and national registry checks

What is the Cost or Associated Fees for Using the ABCMS?

There is no additional cost for using the ABCMS. However, providers or applicants, depending upon your local rule, are required to pay the cost of the criminal background check currently charged by the NC SBI.

What are the Benefits of Using the ABCMS?

- Transforms the current paper-based process into an electronic process
- Improves the timeliness of processing background checks and fingerprint checks
- “One stop” process for completing required registry checks
- Provides links to other registries, including out-of-state
- If there is a finding discovered in the Nurse Aide I Registry or the Health Care Personnel Registry, then the ABCMS does not automatically perform a criminal background check.
- Enables providers to have a current roster of applicants and employees along with status updates on current background checks and automatic registry rechecks every thirty days

Which Registries are Automatically Available in the ABCMS?

- NC Nurse Aide I Registry
- NC Medication Aide Registry
- NC Geriatric Aide Registry
- NC Health Care Personnel Registry
- OIG List of Excluded Individuals/Entities

You can perform additional registry checks through manual entry into the system.

- North Carolina Sex Offender Registry
- National Sex Offender Public Website
- GSA System for Award Management (SAM)
- National Practitioner Data Bank

If an applicant had a previous address from another state, then the ABCMS will also require that state's Nurse Aide Registry is checked.

Are Providers Required to Use the ABCMS?

Beginning March 1, 2021, NC DHHS will no longer purchase Scantron bubble sheets for NC DHHS background checks. As a result, if you utilize NC DHHS to complete background checks, then you will need to transition to the ABCMS.

Below are the changes that will take place with the elimination of the Scantron sheets.

- The application will be keyed by facility administration into the ABCMS.
- The release form will be pre-populated for the applicant based on what is entered by the facility administration.
- Applicants will take the release form to their local law enforcement to be fingerprinted electronically via Livescan.
- Fingerprints will be processed by the NC SBI and results will be uploaded from the NC SBI into the ABCMS.

What will not change with the elimination of the Scantron sheets?

- No legislation changes.
- NC DHHS does not process third-party vendor background checks or fingerprints.
- NC DHHS works solely with the NC SBI when completing background checks.
- If a facility has been using a third-party vendor, then they do not have to use the ABCMS.

Overall, how NC DHHS receives the applicant information to start the background check and how NC DHHS receives fingerprint results (electronically-from the NC SBI) are the only changes.

What Types of Background Checks Can be Completed in the ABCMS? How Much Does It Cost to Submit a Background Check?

There are 3 different background checks available to select within the ABCMS.

- Name Based Check - \$10
- Fingerprint Based Check - \$14
- Out of State Check - \$38

These fees are per application and invoiced directly from the NC SBI. No actual payments are taken within the ABCMS and there is no cost to use the ABCMS.

What is the Process for Submitting a Background Check Through the ABCMS?

1. Submit an application in the ABCMS.
2. Upon submission, you'll see a fingerprint form that you can print for your applicant to take to the Law Enforcement Agency to get fingerprinted.
3. After fingerprints are taken, the law enforcement agency will send the fingerprints electronically to the NC SBI.
4. Once the NC SBI processes these results, they should automatically sync up with the application in the ABCMS. You can view the results under the applicant's *Documents* tab.

Where Can I Get Fingerprints Taken?

You can find a law enforcement agency nearest to your location and schedule fingerprint appointments at the following [website](#).

How Long Does It Take to Receive Background Check Results in the ABCMS?

- After fingerprints have been taken, the results typically take 3-7 days to be received by the ABCMS. However, the turnaround time does NOT apply to fingerprint cards that have been mailed. Fingerprint cards that have been mailed can take up to 3 weeks for results to display in the ABCMS.
- Other factors can also delay results, like misspelled names, or wrong SSN or DOB. Please ensure all information is correct before submitting your application.

I Have an Applicant Who had Fingerprints Taken and I've Been Waiting on Their Results for Over 7 Business Days. What Should I Do?

It is possible that the ABCMS has results for your applicant, but they may not be synced to their application yet. If this applies to you, please send an email to ABCMSsupport@improving.com and include the Applicant's First & Last name and Application Number. The ABCMS Support team will investigate and sync the results if they're in the ABCMS.

I Have an Application Status Showing "Waiver Pending." What Do I Need to Do?

You will need to *Download the DHHS Waiver Form* from the ABCMS, have the applicant *sign the form*, then *Upload* the signed copy to the ABCMS. The DHHS will then process this waiver within 2-7 days. Once processed, you will see the application's status change to "Waiver Received" and the option to hire the applicant will be available for selection.

I Entered my Applicant's Information Incorrectly When Submitting their Application in the ABCMS. How Do I Correct It?

If any of the application's information was entered incorrectly, then you can edit the information and save it as an *alias*. Otherwise, you can withdraw the application and submit a new one.

How Do I Activate My ABCMS Account?

The following information is required when activating your ABCMS account. Please email the information to ABCMSsupport@Improving.com.

- Facility name
- Facility ID issued by the NC Division of Health Service Regulation
- Facility license number issued by the NC Division of Health Service Regulation
- Contact Phone Number
- NC SBI access agreement number (AKA: an ORI number)

If there are multiple facilities you need to be connected to, then please make sure to provide the above details for each location.

You must have a NC SBI access agreement number before you can use the ABCMS. If you do not have an access agreement number, then please contact the NC SBI at 919-582-8639 or by email at AIUhelp@NCSBI.gov.

You may also go to the NC SBI [website](#) to learn more.

Is Training Available for the ABCMS?

Yes, user manuals and training videos can be found on the NC Division of Health Service Regulation [website](#).

Where Can I Access the ABCMS Site?

You can access the ABCMS site on the NC Division of Health Service Regulation [website](#).

Who Do I Contact for Questions?

NC DHHS – Criminal Background Check Unit

Telephone: 919-814-6420

Email: DHHS.CBC.DHSR@dhhs.nc.gov

ABCMS – Help Desk

Email: ABCMSsupport@improving.com

Hours of Operation: Monday-Friday 8am-6pm

NC SBI – Access Agreement

Website: <http://docs.ncsbi.gov/Agency-Access-Agreement>

Telephone: 919-582-8639

Email: AIUhelp@ncsbi.gov