EFFICIENT BACKGROUND CHECK REQUESTS
KDADS, Health Occupations Credentialing Unit

•**Social Security Numbers –** Verifying the Social Security Number (SSN) prior to entering into the online system avoids the possibility of an error. If an individual with the same SSN already exists in the agency database the background check will not receive a result as it can't 'Match' to two different records.

•**First and Last Names –** Entering the full first and last names will avoid 'Errors.' While the online system allow for the entry of initials or last names only, the Kansas.Gov data rules don't actually allow those to be transmitted into the KBI system so no result is found, delaying the background check.

•**Request Only Once –** Requesting the background check just once will avoid duplicate requests that can slow down the results.

•**Allowing time for the processing to be completed –** Allowing a *minimum* of four days for the processing to be complete before contacting staff will assure that staff can continue processing the results that have been received. Weekends and holidays affect the turnaround time adding days to those requests.   In some instances the request becomes a 'Requires Automation' status from the KBI. If so, HOC staff may have to wait up to one week for those results.

•**Errors, Timing Out & Backing Out –** Having materials gathered prior to beginning the online background request will avoid the system timing out.   Not backing out (using the 'back' button) will avoid system errors. If you back out inadvertently, waiting at least 24 hours before attempting to enter the information again should avoid a system error.

•**Messages in the "View Results" Section –** After going to the Kansas Nurse Aide Registry to access results the following are the three possibilities –

    1) 'View Results' button does *not* appear beside a potential employee's name – This indicates that the results have not yet been received for staff review.

    2) 'View Results' button appears and when selected the message is 'No Match' – This is a clearance message indicating the individual has no prohibiting offenses. This can be printed for the employee file. Staff do not call, email, fax or mail the 'No Match' letter.

    3) 'View Results' button appears with the following message – *The criminal history information has been reviewed and it has been determined the named subject has convictions or adjudications on file in the state central repository. Additional information will be mailed to the requesting facility/agency. For questions email crcstaff@kdads.ks.gov.*

        •This can mean that there is some sort of history, even if not prohibiting, that requires staff review.

        •This can mean that there is a prohibiting offense but staff has not yet had the opportunity to review and determine if the offense(s) is/are prohibiting to employment.

        •This can mean that there has been an arrest (for a prohibiting offense) so HOC has to wait until they receive confirmation back from the courts. If convicted, a prohibition letter is mailed.

    If an individual is determined to be prohibited for employment a letter is sent to the requesting employer. If the individual is determined not prohibited then the 'View Results' button will generate the 'no match' letter. For this reason it is advised to check the results daily.

•**Subscriber Information or Payment Questions –** Kansas.gov manages the subscriber and payment information. There is a link to their office located on page one of the online background check request site.

Coming Soon - -   Changes to the 'CRC Email' - Some automatic reply information will be added to the CRC Email account to include – How to change the email address for your facility, setting up a new facility ID, View Results tips, etc. Staff receives approximately 100 emails each day through the CRC Email account so we are attempting to alleviate delayed responses by providing some auto response information for the most common questions.   - - **Additions to HOC Web page –** Users will soon notice some of these same tips as well as others in an effort to assist users.