

## Announcement

## Fingerprint Background Checks Required by the Health Care Worker Background Check Act

### From the Illinois Department of Public Health

Our fingerprint background check implementation is moving right along with 23,912 background checks successfully completed under this new system. As with anything new, we have a couple of bumps in the road to work out. Recently we have received many calls because people are **unable to get to our website**. The website is working fine. Microsoft has sent out an upgrade for Internet Explorer that changed a setting and is causing the problem.

Open internet explorer.

- 1) In the Menu Bar, click on TOOLS.
- 2) Click INTERNET OPTIONS
- 3) Click ADVANCED TAB
- 4) Use the scroll bar and scroll down until you see the Security section

Please make sure that the following boxes are checked:

USE SSL 2.0

USE SSL 3.0

- 5) Save and close the internet options window
- 6) It works best if you now close your browser and reopen it.

After you change your setting, you may still have an issue with our security certificate when you go to [www.idphnet.com](http://www.idphnet.com). If you are showing pink in your address line or get a security warning then you need to follow the attached instructions. Please be certain to do both step one and step two. If you only do step one it appears that the problem has been fixed but the next time you log in you will have the same problem again unless step two is also done.

If you have a Vista or newer operating system, you will need to select the stored root in step two - during the second install, instead of letting the computer automatically select. You choose the second option and then click on the browse button and select the secured stored root, then finish as you did in the first install.

Some Vista's do not give you the option to install you will need to send and email to [Jonna.Veach@Illinois.gov](mailto:Jonna.Veach@Illinois.gov) to get the certificate to import. If you have Windows 7 for an operating system or if your Internet Explorer is version 8, you will also need to send an email to get the actual certificate to import with instructions.

How do I know what my Internet Explorer version is? How do I know what operation system I have?

#### Internet Explorer – What version

Open up Internet Explorer

Click on "Help" in the menu bar (far right)

Click on "About Internet Explorer"

You will be able to see the version that you have on your computer.

#### What type of operating system

Right click on the "My Computer" icon on your desktop

Click on properties

It tells you what the operating system is.

We are still receiving many inquiries about the **automatic emails**. The automatic emails are working when the Department makes a determination on a conviction but are not working properly for the background checks that have no "hits". Our programmer has been out on a medical leave but will be getting these fixed as soon as possible. Until this is fixed, facilities will know that the person's background check has been processed if he or she no longer shows in the "Applications" tab. You can then go to the "Workers" tab and look the individual up. The profile page will show that a new FEE\_APP background check has been received and that the individual has no disqualifying convictions. Print this web page out and keep it in the employment record in lieu of the email that you should have received. As soon as this problem is fixed, facilities will receive an email when not only a determination is made on a conviction but also when the application automatically processes the background checks received with no hits.

We are also receiving many inquiries about **changing your password** for the portal. You cannot change your password on line even though you are prompted to do so. To get your password changed you need to call 1-800-366-8768 then select option 1 then option 15 or send an email to [DPH.ServiceDesk@Illinois.gov](mailto:DPH.ServiceDesk@Illinois.gov) . They can change it for you while you are on the phone or send you a new one through email. Passwords expire every 90 days.

After your facility has been implemented into the fingerprint background check process, you do not need to do the UCIA name-based background check any longer. The fingerprint background check is through the Illinois State Police. You also **do not need to send** any screen prints or copies of the Authorization and Disclosure form to the Health Care Worker Registry. We have your information in the web application and you have sent it to the Department by making the appropriate entries.

We continue to get requests for the **original waiver letter** when a facility is seeking to hire someone with a waiver. The original waiver letter is not required. It was only sent to the individual as a courtesy. The only information that is acceptable to verify that a waiver has been granted and is still in force is the information on the Health Care Worker Registry. No other documentation should be allowed. A person may have had the original waiver revoked due to additional disqualifying convictions. Therefore, the original letter is not an appropriate source to verify that a person has a waiver. As soon as the Registry knows that an individual has a new disqualifying conviction, any waiver that has been granted is automatically revoked. If the Registry says that a waiver has been granted, then the waiver is in force for all disqualifying convictions a person has.

You are required to **enter employment information** for all of your current employees that are currently on the registry. Please do not try to add a person to the registry just to enter the employment information. A person is added to the registry only if they are not already on the registry and are required to have a fingerprint background check conducted. After you get your current employee information in then you just maintain the information. You have 30 days from the event of hire or termination to enter the date into the web application. You also are required to verify that your employees are still working for you at least annually and update their demographics annually.

The Department has applied for a grant to participate in another **fingerprint background check pilot** through the federal Centers for Medicaid and Medicare Services. The awards will not be given until the end of September 2010. If we are awarded this grant, more information will be forthcoming.

For questions pertaining to the fingerprint process, registration, changes in the law, or any other topics mentioned in this announcement, please do not hesitate to contact Jonna Veach. E-mails are the preferred method of contact and usually result in the fastest response.

Announcement provided by Jonna Veach, AIAF, Division Chief of Admin. Rules and Procedures, Office of Health Care Regulation, 525 West Jefferson, 5th Floor, Springfield, IL 62761 Phone: (217) 785-9165 Fax: (217) 524-6292 Email: [JONNA.VEACH@illinois.gov](mailto:JONNA.VEACH@illinois.gov).