



Delaware Health and Social Services
Division of Long Term Care Residents Protection

Background Check Center (BCC)

User Fee-Payment Webinar
and other BCC Updates
September 17,18,&19, 2013



BCC Implementation

In order to reduce background noise, please mute your phones

- *6 to mute

Thank you!!!



BCC Implementation

NOTICE TO ALL PROVIDERS !

Effective 10/1/2013, Providers will incur a User Fee of \$25.00 for each new Applicants at the point when the Preliminary Hiring Decision is made to continue with the hiring process.

Use of the BCC prior to this point to complete public registry checks does not incur a fee.



BCC Implementation

Today's content includes...

1. Step-by-step instructions for E-Payment
2. Updates
 - a. Update on Professional Regulation
 - b. Update on LabCorp electronic drug test results
 - c. BCC procedure when promoting an employee
 - d. Conditional hire expiration (60 days)
 - e. User Pending Activation
 - f. A note about accuracy when inputting Applicant data
 - g. Update on Service Letter upgrade
 - h. "Enter Existing Employee" Tab after 10/1/2013



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E-Payment – Step 1 The Preliminary Hiring Decision

Preliminary Decision

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Home » Provider » Preliminary Decision

Dashboard **Enter New Application** Enter Existing Employee Search Applications Manage Users Account Settings Reports Resources

Preliminary Hiring Decision

2AAF996P | JESSICA SO | 06/11/1980 | XXX-XX-4151 | NEW EMPLOYEE | PRELIMINARY DECISION | TESTING FACILITY--BCC [-] NOTES (0) Edit

Based on the results of the registry checks, select your preliminary hiring decision below.

- I intend to continue the hiring process.
- I am withdrawing this applicant from the hiring process.
- The applicant withdrew from the hiring process.
- I am not hiring this applicant based on the negative results found on the registry checks.

Back Next

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Dashboard | Enter New Application | Enter Existing Employee | **Search Applications** | Reports | Resources

Payment

2AAA453Y | RAFA BOBE | 11/11/1980 | XXX-XX-9065 | NEW EMPLOYEE | PAYMENT | ADVO SERV 2 [+] NOTES (0) [EDIT]

Facility Information	Applicant Information	Payment Information
Advo Serv 2 4185 Kirkwood-St. Georges Rd Bear, DE 197012272	rafa bobo 11/11/1980 XXX-XX-9065	No payment account has been established yet, for your Facility in the BCC. You cannot proceed past this point until the account is established. A Corporate Administrator-level user for your Facility must establish your payment account by making the first Application payment. This is required before payments can be made by Human Resources-level users for processing Applications beyond this point.

Order Summary

Items:	\$ 25.00
Tax:	\$0.00
Order Total:	\$ 25.00

By clicking on the Make Payment button you agreed that BCC will...

State and Federal Fingerprints Check - \$25.00
Quantity: 1



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Step 2 – Verifying Information for Payment

Payment

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Payment

2AAF996P | JESSICA SO | 06/11/1980 | XXX-XX-4151 | NEW EMPLOYEE | PAYMENT | TESTING FACILITY--BCC [+]
NOTES (0) [EDIT](#)

Facility Information	Applicant Information	Payment Information	Order Summary
Testing Facility--BCC Rt. 2 Box 371A Delmar, DE 19944	Jessica So 06/11/1980 XXX-XX-4151	EPX Paypage	Items: \$25.00 Tax: \$0.00 Order Total: \$25.00

DLTCRP Background Check Fee **\$25.00**
Quantity: 1

Click the Make Payment button to pay the \$25 fee required for proceeding to the next stage of processing for this application.

[Back](#) [Make Payment](#)

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Step 3 – Entering Credit Card Data for the First Time

Electronic Payment Exchange: Message

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Electronic Payment Exchange

First Name:

★ Last Name:

City, St, Zip:

Home Phone:

User Data 1:


Card Number:

Expiration Date:

CVV Value: [Find CVV](#)

Note: When entering the first payment, all fields will need to be completed. The information will be stored for future transactions unless a different card is used. If so, you will select the EPX page to update the new information.

We support the following financial networks:



Select Reset to clear the information in all of the fields

Powered by EPX (www.epx.com)



BCC Implementation

Step 4 – Printing Transaction Receipt

★ Favorites | Web Slice Gallery

Receipt

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Electronic Payment Exchange

✓

Your transaction was approved!

Response Text:	No match
<u>Authorization Number:</u>	003080
Response Code:	00
Reference Guid:	09XBLSMFHETH1BENV
Amount:	\$25.00

DBA
123 My Street
Wilmington, DE 19808

9/13/2013 8:41:54 PM
Sale

Merchant ID:	900502
Batch ID#:	20130913
Tran ID#:	30
Operator:	
Credit Card:	MasterCard
Acct #:	*0007
Auth Code:	003080
AVS:	Yes
Ref #:	09XBLSMFHETH1BENV
Total:	\$25.00

ECOM
Signature

I AGREE TO PAY THE ABOVE TOTAL AMOUNT ACCORDING TO THE CARD ISSUER AGREEMENT (MERCHANT AGREEMENT IF CREDIT VOUCHER).

[Print](#) [Continue](#)

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Step 5 – Acknowledgement of Payment Received

Payment

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Dashboard | Enter New Application | Enter Existing Employee | Search Applications | Manage Users | Account Settings | Reports | Resources

Payment

2AAF995P | JESSICA SO | 06/11/1980 | XXX-XX-4151 | NEW EMPLOYEE | PAYMENT | TESTING FACILITY-BCC [-] NOTES (0) [EDIT]

Facility Information	Applicant Information	Payment Information	Order Summary
Testing Facility-BCC Rt. 2 Box 371A Delmar, DE 19944	Jessica So 06/11/1980 XXX-XX-4151	<input checked="" type="radio"/> EPX Paypage <input type="radio"/> MasterCard (0007)	Items: \$25.00 Tax: \$0.00 Order Total: \$25.00

DLTCRP Background Check Fee - \$25.00
Quantity: 1

Note that the credit card last used has been stored for future transactions. You need only to select the card when making the next payment

Payment has been received for this applicant. Please click "Next" to continue.

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Step 6 – Continue Hiring Process in the BCC

Application Forms

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Home » Provider » Application Forms

Dashboard **Enter New Application** Enter Existing Employee Search Applications Manage Users Account Settings Reports Resources

Forms

2AAF395P | JESSICA SO | 06/11/1980 | XXX-XX-4181 | NEW EMPLOYEE | FORMS | TESTING FACILITY-BCC [+] NOTES (0) [PDF]

You have completed the registry checks and the Child Protection Registry results have been requested for this applicant. You must now request the drug test and fingerprint based check.

Drug Test Request Form

Download Drug Test Request Form ([PDF](#))

Click on the PDF and print the Drug Test Request Form for the applicant to take to the drug test lab.

Fingerprint Request Form

Download Fingerprint Request Form ([PDF](#))

Click on the PDF and print the Fingerprint Request Form for the applicant to take to the fingerprint center.

Print the forms above and give them to the applicant to be completed. Instruct the applicant to complete drug test form and fingerprinting form and to bring these forms to the laboratory and fingerprinting center.

Back Close

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Step 7 – Review Payment Transaction Report

The screenshot shows the BCC web application interface. At the top, there is a navigation bar with 'Favorites' and 'Web Slice Gallery'. Below that is a 'Reports' tab. The main header area includes the 'Background Check Center' logo and the text 'Provided by Delaware Health & Social Services'. A blue navigation bar contains the text 'Welcome, Jerry p. spilecki (Jerry.Spilecki@state.de.us - Change) | Profile Settings | Help | User Manual | Log Out'. Below this is a breadcrumb trail: 'Home > Provider > Reports'. A secondary navigation bar contains several menu items: 'Dashboard', 'Enter New Application', 'Enter Existing Employee', 'Search Applications', 'Manage Users', 'Account Settings', 'Reports' (highlighted with a red box), and 'Resources'. The main content area contains the following text and links:

Click on the report link to access the report.

[Active Applications](#)
A list of all applications that are in a state of progress and require action.

[Master List](#)
A list of everyone who is fingerprinted and whose results have been sent to the Background Check Center, except for the applicants who opted not to receive a Rap-back after separation, or those who are not hired and their last fingerprint date exceeds 3 years to date.

[All Applications](#)
List of all applications created by your organization in the Background Check Center.

[Payment Transaction Report](#)
View all payment transactions.

At the bottom of the page, there is a footer with the following text: 'Need Help? Contact the DHSS HelpDesk at (302) 255-9150. System: Background Check Center - Test Database: Dboo Version: 08/20/2013 Date: 08/20/2013. site map | about this site | contact us | translate | delaware.gov'.



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Step 8 – Select the Transactions you wish to Review

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Home » Provider » Reports » Payment Report

Dashboard | Enter New Application | Enter Existing Employee | Search Applications | Manage Users | Account Settings | **Reports** | Resources

Payment Report

Description: Status: Completed

Auth Code: Date Transaction: to

Date Trans	Description	Amount	Status	Auth Code
09/13/2013	Revere, Paul - Testing Facility--BCC	\$ 0.00		
09/13/2013	CLARK, LOIS - Delaware Hospice, Inc.	\$ 25.00	Completed	002921
09/13/2013	Karl, Harry - Testing Facility--BCC	\$ 25.00	Completed	002923
09/13/2013	So Jessica - Testing Facility--BCC	\$ 25.00	Completed	003080

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BCC Updates

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QUESTIONS



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THANK YOU!