

Frequently Asked Questions for Reinstatement of Background Check Fees

- **My fingerprints aren't due until after January 1st. If I send them in now, will I still be charged?**
 - **YES.** We will not process any fingerprints in CLARIS until an email has been sent to the affiliate telling them that fingerprints are due. If you send your prints early, KDHE will hold:
 - Fingerprint cards for up to 1 year from date received
 - Livescan submissions for up to 3 months from the date received
 - If your due date is on or after January 1, 2026, we will request payment when processing any prints being held.
- **Will failure to pay for background check fees delay processing?**
 - **YES.** We will not process any fingerprints that a payment is due for.
- **My request date is on or before December 31, 2025, but I sent my fingerprints in after January 1, 2026. Will I still be charged?**
 - **YES.** No matter your request date for fingerprints, you will still be charged if your fingerprints do not make it to our office prior to December 31, 2025. Any fingerprints received in our office and date stamped on or after January 1, 2026, will need to be paid for.
- **I sent my fingerprints in without an email request from KDHE. Will I still have to pay?**
 - **YES.** It is highly discouraged to send in prints before you have received an email from KDHE stating it is time to get your prints done. Prints will be placed into a file until the system request them. We hold paper fingerprint cards for one year from date received and livescan for three months from date received.
- **I am required to submit payment; how do I pay?**
 - The easiest and most efficient way for you to pay for fees is in CLARIS. Once you are logged in you will be on the Welcome Tab, scroll down to “Outstanding Fees” tab, then scroll across to “pay fees”. If you do not have access to make your payment online, you may contact our office using the number listed above to pay with debit/credit card. You can also send in a personal check or money order to the address listed above. Cash is accepted, but highly discouraged.