



Bureau of Community and Health Systems (BCHS) Workforce Background Check Facility Self-Audit Guide

[MCL 333.20173a](#) requires that all nursing home, county medical care facility, hospice, hospitals with swing beds, Medicare certified home health agencies, staffing agencies, and homes for the aged and [MCL 330.1134a](#) requires that all psychiatric facility employees, independent contractors, and those being granted clinical privileges with direct access to, who are providing direct services to patients or residents complete a criminal background check and be deemed eligible for employment through the Workforce Background Check (WBC) system. Similarly, [MCL 400.734b](#) requires that all adult foster care (AFC) employees or independent contractors who regularly have direct access or provide direct services to AFC residents complete a criminal background check and be deemed eligible through the WBC system. BCHS staff now can view the WBC records for each licensed facility and see the account users, alerts/messages, and applications.

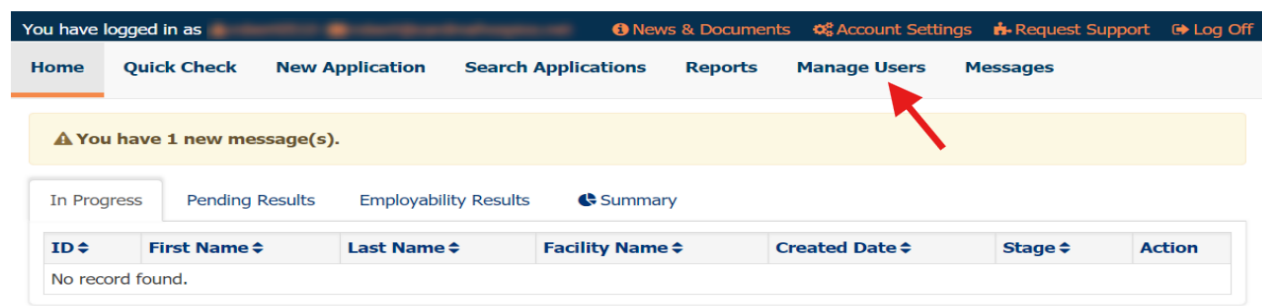
With access to the WBC system, BCHS staff no longer need to verify facility staff eligibility by requesting a copy of the WBC eligibility letter during licensure surveys and complaint investigations. Instead, BCHS staff can review the WBC account for that licensed facility or agency and verify that all employed and contracted staff and those being granted clinical privileges as applicable, with direct access to residents or who are providing direct services to residents, have active applications in the WBC system.

It is recommended that each facility or agency complete a self-audit of the WBC for each license account to ensure compliance with MCL 333.20173a, MCL 330.1134a or MCL 400.734b as applicable. This can be done by reviewing the three A's of the WBC account and complete a compliance confirmation.

A Access

Each license has its own WBC account. Each WBC account should have an active primary user account. The primary user is responsible for creating and disabling sub-user accounts and verifying staffing agency or contractor accounts for that license. Additionally, the primary user receives all communications from WBC. Eligibility and ineligibility letters are addressed to the primary account user named on the facility account. The user, whether primary or not, who enters the background

check application will receive subsequent email alerts about hiring decisions and rapbacks, until that user account is disabled, then the email communications will default to the primary user account again.

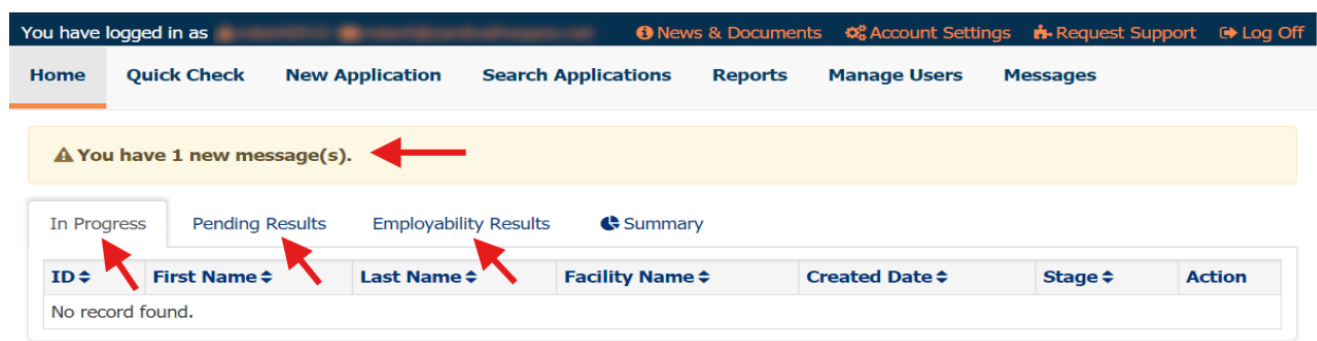


If the primary user account information is unknown, access to the account must be requested in writing by the facility administrator on company letterhead with the name and email address of the requested primary account user. The letter needs to be faxed to WBC at 517-241-0093.

A Alerts/ Messages

The WBC account will alert the user to items that need timely attention. These will be identified in a notation that there is a message pending their review. The messages will identify one of the following situations:

- In Progress – Shows background checks that are pending fingerprints.
- Pending Results – Shows background checks that have a submitted application for fingerprints.
- Employability Results – Shows applications waiting for a final hiring decision.



A Applications

The applications in the WBC account need to be a complete listing of all employed and contracted staff, and those with clinical privileges or who regularly have direct access to residents or are providing direct services to residents. To review this list, select Search Applications.

- To resign employees, contractors, and those with clinical privileges, who are no longer have direct access to residents in the facility.

1. Select Search Applications from dashboard.



2. Search for the employee name.

3. Select either the confirmation ID number or the continue button for that employee.

C141XJLY	Test	Test	03/12/1980	UTF	Hired	Continue
C141ZQPY	Test	Johnson	01/01/1980	UTFE	Withdrawn	Continue

4. This will return the applicant profile.

5. At the bottom of the applicant profile, select that the employee does not work at this facility any more radial button.

6. Select the Update Hiring Decision button.

The screenshot shows the 'Update Hiring Decision' form. The radio button for 'The employee does not work at this facility any more.' is selected, indicated by a red arrow. The 'Update Hiring Decision' button is also highlighted with a red arrow.

- To obtain shared eligibility results from a staffing agency or contractor.

1. Click on New Application to begin the background check process.

2. Click on switch to contracted staff.

The screenshot displays the WBC system interface. At the top, a navigation bar includes links for 'News & Documents', 'Account Settings', 'Request Support', and 'Log Off'. Below this, a secondary navigation bar contains 'Home', 'Quick Check', 'New Application', 'Search Applications', 'Reports', 'Manage Users', and 'Messages'. The 'New Application' tab is selected.

The main content area is divided into two sections. The top section, 'Start New Application', includes a 'Facility' dropdown, a 'Consent' checkbox with a link to a PDF form, an 'SSN' field with a Social Security Number mask, and a 'Date of Birth' field with month, day, and year dropdowns. A red box highlights the bottom section, 'Start Contracted Staff Application'. A red arrow points to a link labeled 'Switch to Contracted Staff' located above the top navigation bar. The 'Start Contracted Staff Application' section includes a 'Facility' dropdown, a 'Confirmation ID' field with a green 'Confirmation ID' label, and a 'Date of Birth' field with month, day, and year dropdowns.

3. Enter the applicant's confirmation ID and date of birth that has been obtained from staffing agency/contractor.
 4. Complete the registry checks and make your preliminary hiring decision.
 5. You will be provided with the eligibility determination letter containing your facility/agency name at this time.
 6. Make your final hiring decision.
- To obtain shared eligibility results from another WBC license account, for an employee fingerprinted under the WBC program in the last 12 months. Note that fingerprinting for any other purpose such as licensure, health professions, or education, cannot be used for purposes of a facility or agency licensed under BCHS per the Federal Bureau of Investigation criteria.
1. Click on New Application to begin the background check process.
 2. Complete the registry checks review screen and make your preliminary hiring decision. This is required as registry check information is not included in Rapbacks.
 3. If a shared eligibility determination is available, the WBC system will provide an Is Eligible determination letter and prompt the provider to make a final hiring decision. If the WBC system does not provide a letter and prompts the provider to schedule a fingerprinting appointment, a shared eligibility result is not available, and a new printing must occur.
 4. Make your final hiring decision.

Confirming Compliance with MCL 333.20173a, MCL 330.1134a or 400.734b as applicable.

When the facility has identified primary and secondary users, addressed alerts, and verified active applications; the facility will want to compile a list of all employed and contracted staff, and individuals with clinical privileges (as applicable) with direct access to residents or who are providing direct services to residents. This list should be compared to the active applications to ensure that no individuals are missing from the WBC account.

If there is more than one license issued by BCHS for the aged on the same campus, this will need to be completed for each licensed facility.

If a provider finds that more than 30 employees need to be fingerprinted, Idemia does offer the ability to provide mobile fingerprinting clinics. To learn more about this option, please email Idemia at statemobileservices@us.idemia.com.

For complete guidance on the WBC process, please review the resources on the WBC website at:

<https://miltcpartnership.org/longtermcareportal?r=1>

For assistance with specific questions about the WBC process:

- From within the WBC system, submit the question through the Request Support feature (preferred contact):



- From the WBC website, submit the question through the Contact Us feature:

<https://miltcpartnership.org/longtermcareportal/home/supportservices>

- To leave a voicemail message for the WBC section:

Phone – Nursing Homes, County Medical Care Facilities, Hospices, Hospitals with Swing Bed Services, Medicare certified home health agencies, staffing agencies, or Psychiatric Hospitals/Inpatient units: 877-718-5547

Phone – Adult Foster Care or Homes for the Aged: 877-718-5542

- To reach the State Long-Term-Care Licensing Section for nursing homes, county medical care facilities, or homes for the aged:

Phone: 877-458-2757

Email: LARA-BCHS-LTCSLS@michigan.gov

- For the Adult Foster Care Licensing Division, contact your assigned AFC licensing consultant or:

Phone: 866-685-0006

Email: LARA-BCHS-LicensingUnit@michigan.gov

- To reach the State Non-Long-Term-Care Licensing Section for Hospices, Hospitals with Swing Bed Services, or Psychiatric Hospitals/Inpatient Units:

Phone: 833-757-7308

Email: LARA-BCHS-NLTCSLS@michigan.gov