

**Automated Background Check Management System (ABCMS)  
February 2021**

**Beginning March 1, 2021, NC DHHS Will No Longer Accept Scantron Sheets  
Applies to DHSR Licensed Providers Only**

**NC DHHS and the ABCMS**

The Centers for Medicare and Medicaid Services (CMS) paid to develop a criminal background check management system that can be used by any state. The vendor is Improving, based in Atlanta, Georgia. NC DHHS partnered with Improving and the North Carolina State Bureau of Investigation (NC SBI) to configure the system for use in North Carolina.

The ABCMS is designed to improve the following processes.

- Required criminal background checks
- Required registry checks
- Other state and national registry checks

**Cost or Associated Fees for Using the ABCMS**

There is no additional cost to use the ABCMS. However, providers or applicants, depending upon your local rule, are required to pay the cost of the criminal background check currently charged by the NC SBI.

**Benefits of Using the ABCMS**

- Transforms the current paper-based process into an electronic process
- Improves the timeliness of processing background checks and fingerprint checks
- Streamlines the process for completing required registry checks
- Provides access to other registries, including out-of-state
- If there is a finding discovered in the Nurse Aide I Registry or the Health Care Personnel Registry, then the ABCMS does not automatically perform a criminal background check.
- Enables providers to have a current roster of applicants and employees along with status updates on current background checks and automatic registry rechecks every thirty days

**Registries Available in the ABCMS**

- NC Nurse Aide I Registry
- NC Medication Aide Registry
- NC Geriatric Aide Registry
- NC Health Care Personnel Registry
- OIG List of Excluded Individuals/Entities

You can perform additional registry checks through manual entry into the system.

- North Carolina Sex Offender Registry
- National Sex Offender Public Website
- GSA System for Award Management (SAM)
- National Practitioner Data Bank

If an applicant had a previous address from another state, then the ABCMS will also require that state's Nurse Aide I Registry is checked.

### **DHSR Licensed Providers and the ABCMS**

Beginning March 1, 2021, NC DHHS will no longer purchase Scantron sheets for background checks. As a result, if you utilize NC DHHS to complete background checks, then you must transition to the ABCMS. The transition to the ABCMS applies to DHSR licensed providers only.

Below are the changes that will take place with the elimination of the Scantron sheets.

- The application will be keyed by facility administration into the ABCMS.
- The release form will pre-populate for the applicant based on what is entered by the facility administration.
- Applicants will take the release form to their local law enforcement agency to be fingerprinted electronically via Livescan.
- Fingerprints will be processed by the NC SBI and results will be uploaded from the NC SBI into the ABCMS.

What will not change with the elimination of the Scantron sheets?

- No legislation changes
- NC DHHS does not process third-party vendor background checks or fingerprints.
- NC DHHS works solely with the NC SBI when completing background checks.
- If a DHSR provider has been using a third-party vendor, then they do not have to transition to the ABCMS.

Overall, how NC DHHS receives the applicant information to begin the background check process and how NC DHHS receives fingerprint results (electronically from the NC SBI) are the only changes.

### **Types of Background Checks Available in the ABCMS and the Associated Cost**

There are 3 different background checks available in the ABCMS.

- Name Based Check - \$10
- Fingerprint Based Check - \$14
- Out of State Check - \$38

The cost is per application and invoiced directly from the NC SBI. Payments are not collected or processed within the ABCMS. There is no additional cost to use the ABCMS.

### **Process for Submitting a Background Check in the ABCMS**

1. Submit an application in the ABCMS.
2. Upon submission, you'll see a fingerprint form that can be printed for your applicant to take to the local law enforcement agency.
3. After fingerprints are taken, the law enforcement agency will send the fingerprints electronically to the NC SBI.
4. Once the NC SBI processes the fingerprints, the results will automatically link to the application in the ABCMS. You can view the results under the applicant's *Documents* tab.

### **Law Enforcement Agency and Fingerprints**

You can find a law enforcement agency nearest to your location at the following [website](#).

### **Timeframe to Receive Background Check Results in the ABCMS**

- After fingerprints are taken, the results will be available in the ABCMS within 3-7 business days. However, fingerprint cards that have been mailed can take up to 3 weeks.
- Other factors can delay results, such as misspelled name, incorrect social security number, or incorrect date of birth. Please ensure all information is correct before submitting the application.

### **Fingerprint Results Are Not Received Within the Expected Timeframe**

It's possible that the results are in the ABCMS but not linked to the application. Please send an email to [ABCMSsupport@Improving.com](mailto:ABCMSsupport@Improving.com) and include the applicant's First and Last Name and Application Number. The ABCMS support team will investigate and link the results.

### **Application Status Indicates "Waiver Pending"**

Within the ABCMS, download the *DHHS Waiver Form*. Next, have the applicant sign the form and then upload a signed copy into the ABCMS. The DHHS will process the form within 2-7 business days. Once the form is processed, the application status will change to "Waiver Received" and the option to hire the applicant will be available for selection.

### **Incorrect Information in the ABCMS**

If the applicant's information was entered incorrectly into the ABCMS, then edit the information and save it as an *alias*. Otherwise, you can withdraw the application and submit a new one.

## **Activating Your ABCMS Account**

To activate your ABCMS account, email the following information to [ABCMSsupport@Improving.com](mailto:ABCMSsupport@Improving.com).

- Facility name
- Facility ID issued by the NC Division of Health Service Regulation
- Facility license number issued by the NC Division of Health Service Regulation
- Facility contact information
- Non-criminal justice access agreement number issued by the NC SBI. If you do not have one, then submit the three forms below to the NC SBI at [AIUhelp@ncsbi.gov](mailto:AIUhelp@ncsbi.gov). Please include your agency name and ORI number on the forms.
  - [Non-Criminal Justice Access Agreement for National Criminal History for Long Term Care Facilities Under Senate Bill 41 \(2005\)](#) (PDF, 410 KB)
  - [Electronic Fingerprint Submission Release of Information](#) (PDF, 299 KB)
  - [Applicant Information Form](#) (DOC, 20 KB)

The facility name, the facility ID, and the facility license number can be found on the facility license certificate or the facility license renewal application.

If you have multiple facilities, then provide the above information for each location.

Go to the NC SBI [website](#) to learn more.

## **Education Materials for the ABCMS**

User manuals and training videos can be found on the NC Division of Health Service Regulation [website](#).

## **ABCMS Website**

You can access the ABCMS on the NC Division of Health Service Regulation [website](#).

## **Contact for Questions**

NC DHHS – Criminal Background Check Unit  
Phone: 919-814-6420  
Email: [DHHS.CBC.DHSR@dhhs.nc.gov](mailto:DHHS.CBC.DHSR@dhhs.nc.gov)

ABCMS – Help Desk  
Email: [ABCMSsupport@Improving.com](mailto:ABCMSsupport@Improving.com)  
Hours of Operation: Monday-Friday (8am-6pm)

NC SBI – Access Agreement

[NC SBI Website](#)

Phone: 919-582-8639

Email: [AIUhelp@ncsbi.gov](mailto:AIUhelp@ncsbi.gov)