

Background Check Process Q&A

Background Check Timeline

Q. How long does it take for an employee's background check to be approved?

A. The amount of time it takes for a potential employee's background check to be approved is approximately two to six weeks. This timeline can vary based on the potential employee's background, the completeness and timeliness of required documents, and the volume of background checks scheduled to be processed.

Q. What is required for a background check to be processed?

A. For a background check to be processed, Veridian Fiscal Solutions (VFS) needs the following items:

- Consumer Choices Option (CCO) member's Program Start Date, which is provided by the member's Managed Care Organization (MCO) or Iowa Medicaid Enterprise (IME), as appropriate
- Completed* member packet
- Completed* employee packet

* A form completed incorrectly may or may not cause a delay in the processing of the background check. To help prevent delays in the background check processing, be sure to review forms for completeness and accuracy prior to submitting the employee and member packets to VFS.

Q. Do background check forms expire?

A. Yes, the Department of Human Services (DHS) background check form that requires four dated signatures from the potential employee is only valid for 30 days after the signature date. If the form expires prior to the background check being processed by VFS, an updated form will be required before the background check can be processed.

To help prevent delays in background check processing, be sure to submit the employee packet to VFS as soon as possible after the DHS background check form is signed by the potential employee.

Q. Why hasn't my background check been run yet?

A. The extended wait time after the employee packet was submitted to VFS may be due to:

- Expired or missing background check forms
- A high volume of background checks scheduled to be processed
- The CCO member doesn't have a Program Start Date

Q. Why is it taking longer to run this background check than others I have had?

A. The timeline for a background check can vary based on many factors. With the number of factors that exist, it is quite common that the amount of time it takes one employee to be approved will differ from another employee.

Q. Who do I contact about the status of my background check?

A. If an employee is applying to work with a member that is with a MCO: VFS can be contacted by phone at 319-226-4692, Option 1 or by email at ccoowa@veridiancu.org.

If an employee is applying to work with a Fee for Service member: Iowa Medicaid Enterprise Provider Services can be contacted at 800-338-7909, Option 2.

Q. IME says they don't have my background check, why is that?

A. In the event that IME states your background check has not been received, it is likely that the background check has not been submitted. If you have received confirmation from VFS that the background check has been submitted to IME and IME states it hasn't been received, please contact VFS and we will reach out to IME for confirmation that the background check has been received.

Further Research

Q. What does further research mean?

A. Further research means there is a hit on the potential employee's background check that will require him/her to fill out additional documentation to proceed with the background check. When this occurs, the additional documentation will be mailed directly to the potential employee with a deadline for submission.

Please note: Any additional documentation requested from a potential employee is time sensitive, so it is important that the potential employee fills out and submits the additional documentation as soon as it is received. In the event that the potential employee has moved and the address VFS has on file is no longer correct, the potential employee should notify VFS immediately so we can ensure the documentation is sent to the current address.

Q. If I know there is a hit on my potential employee's background check, can I send in my explanation preemptively?

A. The additional documentation required for a background check with a hit on it must be completed on specific forms that are only available after the hit is confirmed. Therefore, any additional documentation should not be turned in prior to the potential employee receiving the request in the mail.



Q. If my employee has further research, what additional information will be required for a decision to be made on his/her background check?

A. If an employee has further research, they will need to complete the evaluation packet sent directly to them via postal mail. The packet will contain an instructional document titled "How to Explain your Criminal or Abuse History," which will thoroughly cover the information your potential employee should provide in order for the Department of Human Services Evaluator to make a decision regarding the potential employee's approval or denial.

Please note: If the DHS Evaluator deems the information provided by the potential employee insufficient for making a decision, the potential employee will be sent a letter that outlines the additional information required to make a decision.

Q. Why was my employee denied?

A. A DHS Evaluator reviews the charges and potential employee responses. DHS may deny a potential employee because the charges have a connection to the services you are asking the employee to provide. It may be likely that the employee will repeat the actions, the employee's rehabilitation is inadequate and/or the time since the charges may be a factor. In the event a potential employee is denied, information about how to appeal the decision will be provided to him/her by DHS.

General

Q. Can I send in my employee packet before the member sends in his/her member packet?

A. VFS is unable to perform a background check on any potential employees until the member has completed and returned the member packet. He/she must also have a confirmed Program Start Date. For this reason, it is recommended that the member packet is sent to VFS prior to or at the same time the employee applies.

Q. If I get the email that my employee is approved, can he/she begin working?

A. When you receive an email stating that your employee is approved, this means he/she has passed the background check as of the date in the email. However, if there is any missing, incomplete or incorrectly completed paperwork in the employee packet, VFS still needs to receive this documentation to make the employee to be eligible for payment from the CCO program.

Online Web Entry

Q. What is an employee number?

A. An employee number is a generated 4 or 5 digit number used to create and login to the employee's online account.

Q. Where is an employee number found?

A. The member can find the employee number:

- In the email notifying him/her the background check was approved.
- By logging into his/her online account, clicking on "My Account", selecting "Employee" and looking under the "Emp #" column.

An employee can find his/her employee number on any check stub or direct deposit stub.

Q. I'm approved to be an employee but I cannot register for an online account.

A. If there is any missing, incomplete or incorrectly completed paperwork in your employee application, you will be unable to register for an online account until the required paperwork is received by VFS. Please allow 48 hours from the time the required paperwork was submitted to VFS for the information to be updated. Once everything is updated, you will be able to register online.

Q. I've registered for an online account, but cannot enter hours because the service codes are not showing.

A. If service codes are not showing in the code drop-down menu, you may not have been added to your member's current monthly budget. To confirm if you have been added to the monthly budget or not, you should reach out to your member. If the member has submitted a budget to VFS and it lists you as able to provide services, it can take a payroll or two before your codes will show. During this time, it is recommended that paper timesheets be used to ensure hours are submitted within the 30-days-of-service payment timeline.