Ohio | **Department of Medicaid**
John R. Kasich, Governor
John B. McCarthy, Director

Ohio Automated Registry Check System (ARCS) and Rapback Expansion Stakeholders Update

Jane Lengel
Clinical Operations
March 18, 2014

Department of Medicaid

Agenda

- **ARCS and Rapback Updates**

    - Goals
    - ARCS Priorities
    - Six Registries/Status
    - Proposed ARCS Required Information
    - Proposed ARCS Sign up Process
    - Proposed Vetting Process
    - Creating and Managing ARCS User Accounts (CNA)
    - Rapback Updates (AGO)
    - Time Lines
    - Questions/Discussion

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Goals

- Improve the safety and quality of services provided by an estimated 132,000 direct patient access workers .
- Implement new statutory requirements to ensure uniformity and consistency of background checks on home and community based (HCBS) providers
- Reduce administrative burden and cost to approximately 3000 participating agency providers by offering Rapback and registry checks
- Provide timely communication to providers regarding new policies and opportunities

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ARCS Priorities

- Provider Portal Entry and Security
  - Develop a uniform process to enter provider login information for ARCS
  - Implement Security privileges/policies for provider access to the portal
- Provider Portal Capabilities
  - To upload information for existing employees
  - Include reporting features that meet providers' needs
- Fingerprint Authorization Form
  - Assure web check agency received accurate provider type and reason codes to conduct appropriate background check
- Data Collection
  - For state agency monitoring and evaluation and CMS grant reporting

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The Six Registries

- iOIG LEIE – We have requested authorization to do a search by SSN, and are still awaiting a reply from CMS. If we cannot search by SSN, we will conduct a search by name.
- GSA/EPLS
- OH Sex Offender Registry
- DODD Abuser Registry
- OH Nurse Aide Registry
- ODRC Registry

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Registries Status

- Six registries are ready to go.
  - Awaiting iOIG LEIE decision
- CNA and DAS are building the infrastructure, and implementing technical and security requirements for ARCS.

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What's Next?

- Providers will need to be vetted by ODM through the MITS portal and placed on an Approved Provider List
- Only providers on the Approved List will have access to ARCS.

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Proposed ARCS Required Information

- Medicaid Provider Number
- National Provider Identifier (NPI) if you have one
- EIN or SSN
- ARCS Administrator –ONE person from each organization who will be the primary contact for ARCS. This administrator will have the ability to set up additional ARCS user accounts within their organization as needed.
- Basic demographic data (organization, email, street address, phone, etc.)

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Proposed ARCS Sign up Process

Provider will:

- Go to the Medicaid Information Technology System (MITS) portal
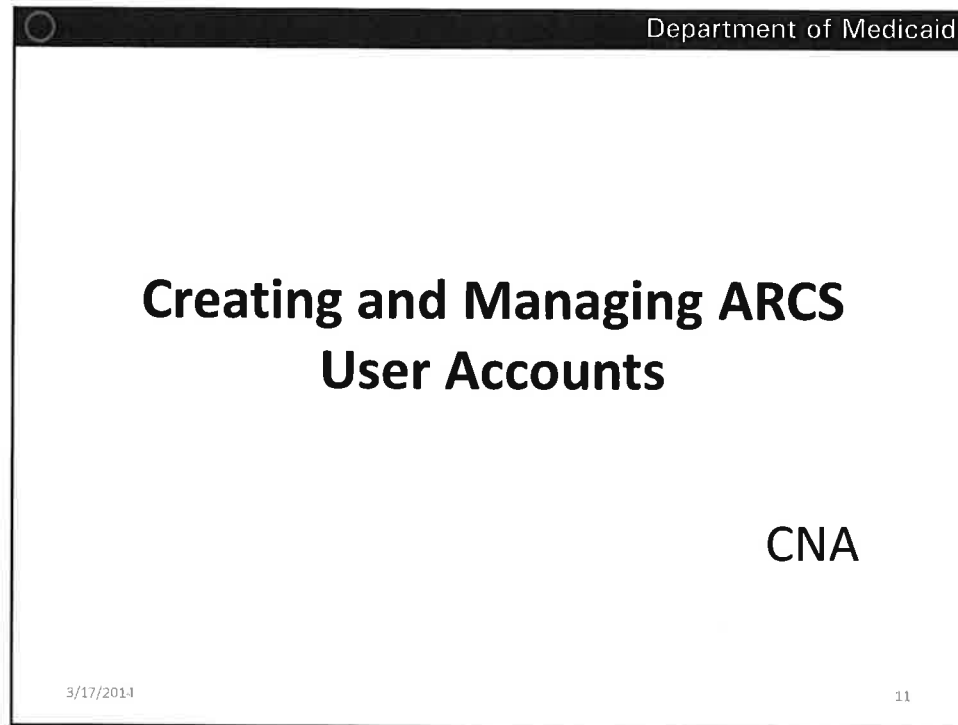- Update your profile in MITS with the required information

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Proposed Vetting Process

ODM will:

- Verify the providers' information in MITS and confirm that each provider is in good standing
- Create an Approved Provider List
- Submit the Approved Provider List to DAS for bulk upload
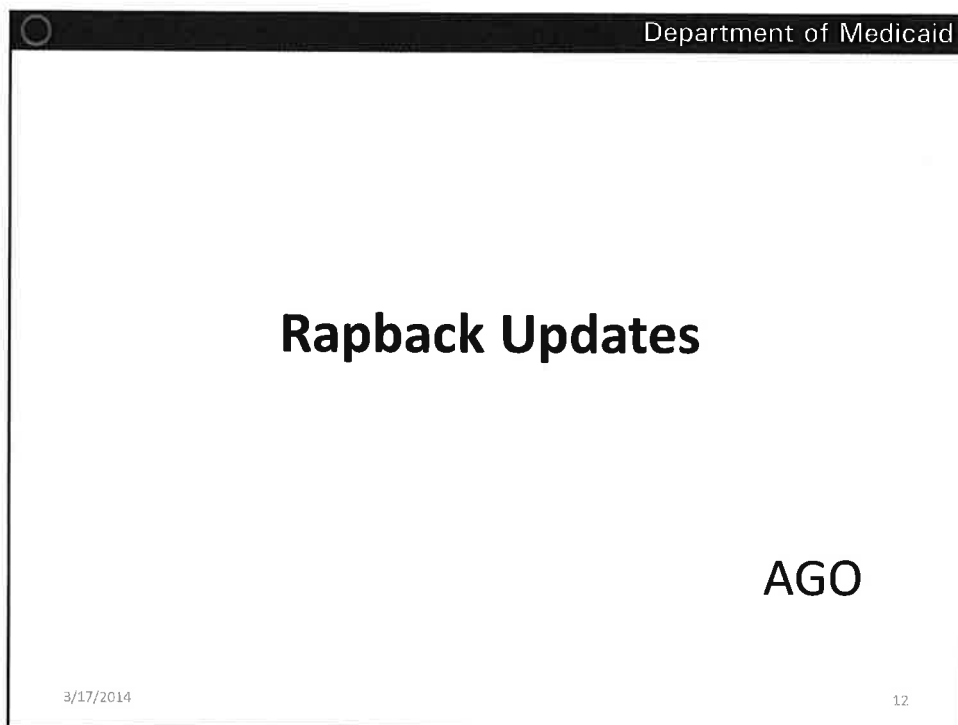- Add new providers periodically through the same process

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Creating and Managing ARCS User Accounts

CNA

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Rapback Updates

AGO

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ARCS Time Line

- April - User Acceptance Testing
- May - Pilot testing with 20 Volunteer Providers
- May/June - Pilot test and make adjustments
- July - ARCS goes live statewide

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Rapback Time Line

- July/August - Pilot Testing with 20 Volunteer Providers

- September - Rapback goes live statewide

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Questions/Discussion

For further information, contact
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Initial User Registration

Self-managed account access and controls

Ohio Automated Registry Checking System (ARCS)

1

Ohio | Automated Registry Check System

Before Logging into ARCS for the First Time

New users will receive an email from ARCS with their temporary password after their user accounts is created. The new user's username will be sent from outside of ARCS.

> You can now log into Ohio Automated Registry Check System (ARCS). This is a secure website that can be accessed at: xxxxxxxx . In order to login, you must enter a UserName and Password. Your auto-generated password is listed below.
>
> Password: SwLSKT7! ◄━━━━
>
> When you log into the system the first time, you will be prompted to change your password. You should have received a UserName in a separate communication. If you did not receive your UserName or have any questions, please contact the xxxxx at: 000-000-0000 or email xxxxxxxx .

NOTE: The content of the email will be slightly different from the one you see above. It will be expanded to include specific instructions for logging on and will provide a list of providers the new user will be associated with.

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The new provider user must type their username and temporary password into the login screen to start logging in for the first time.

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- New users must read and accept the terms and conditions of the End User License Agreement (EULA) before the system will allow them to continue into ARCS.

- This is the sample EULA – the actual OH language may change.

- By checking the box next to "I accept the Terms and Conditions of the End User License Agreement" and clicking Submit users are accepting responsibility on behalf of their company and should be aware of the importance of their compliance to these terms and conditions.

End User License Agreement

Terms and Conditions

The Ohio Automated Registry Check System (ARCS) is password protected. By logging into the web site with an authorized username and password, you are agreeing to the set of conditions below. You and your company will adhere to the following set of username and password policies.

1. You and your company are entirely responsible for maintaining the confidentiality of your usernames and passwords.

2. Usernames and passwords are not to be shared at any time.

3. You and your company are entirely responsible for all activities that occur on this site under your usernames.

4. You and your company are responsible for the management of your company's usernames. This would include disabling and enabling access to the web site pending the status of employees within your company. If an employee is no longer authorized due to change in employment status, role assignment or job function, access must be disabled immediately for that user.

5. The web site Administrator of your company will regularly audit the list of usernames associated with the company to ensure all accounts are up-to-date and accurate.

By accessing the Ohio Automated Registry Check System (ARCS), you are acknowledging you are accessing a restricted application. System usage will be monitored, recorded and subject to audit. Use of the system indicates consent to monitoring and recording. Unauthorized use of the system is prohibited and may be subject to criminal and/or civil penalties.

☐ I accept the Terms and Conditions of the End User License Agreement

Print | Cancel | Submit

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- After agreeing to the EULA, the user will be directed to a page that requires them to verify their identity by entering identification numbers associated with their providers. These numbers may include the Medicaid Provider Number, Employer Identification Number (EIN), and/or National Provider Identifier (NPI).
- Users will only be allowed access to the providers for which they are able to provide the correct identification numbers.

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- The first time user will then be prompted to change their temporary password to one which they choose.

- For this initial login, the Current Password is the password generated by the system and sent to the new user in the email. Complete the required information and click Submit to login to ARCS for the first time.

Update Login Information

* Required

* Current Password:
* New Password:
* Confirm New Password:
* Security Question:
* Security Answer:
* Confirm Security Answer:

[Cancel] [Submit]

Password Rules

Must be 8 - 16 characters.
One or more uppercase letters.
One or more lowercase letters.
One or more numbers.
One or more special characters.
Cannot reuse prior passwords.

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Editing/Disabling a Provider User

Provider administrators can edit and disable a user from the Admin: User Accounts screen.

1. Go to **Admin > User Accounts**.

2. Once you have filled in the relevant fields, click **Search**.

When the search results appear you have the option to either edit or disable a user. Disabling a user means that the user will no longer be able to log into ARCS. You will be able to edit the user's status back to enabled if you need to.

3. To disable a user, select **Disable** under the actions column, on the far right of the User Search Result.

4. To edit a user, select **Edit** under the actions column, on the far right of the User Search Result. You will be taken to the User Accounts page, where you will be able to edit the user's information, change their status, and assign new providers.

5. You must click **Save** to save the changes.

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Resetting a Forgotten Password

It is easy to reset a forgotten password from ARCS without needing to contact an administrator or help desk.

1. From the login screen, click **Forgot Password**.

2. Enter your username then click **Next**.

3. Once you have clicked **Next** you will be asked to enter the answer for your chosen security question. Correctly answer the question, then click **Email New Password**.

4. A green banner will appear on the login screen to let you know that your password has been reset and a new one has been emailed to you.

5. NOTE: When using the computer generated password for the first time after you request a new password, you will be prompted to set up your password as if you are a new user.

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- Maintain
- Train

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Rapback

ITS Call Center   150 E. Gay St.   20th Fl.   614.387.7644   www.OhioAttorneyGeneral.gov

Rapback v2.0 Demonstration

March 4, 2014

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OHIO ATTORNEY GENERAL

Agenda

➤ Process overview
➤ Customer requests participation
➤ Enroll employees to be Rapbacked
➤ Un-enroll employees
➤ Affirm entitlement to rapsheets
➤ View rapsheets
➤ Reports

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Rapback Process Overview

➤ Customer requests participation in Rapback via online form on public webpage*
➤ Customer Administrator sets up their account
- Creates users
- Manages email addresses for notices of fingerprint match
- Enrolls employees to be Rapbacked*
  ❖ Associate/Disassociate Enrollees
➤ Customer receives fingerprint match notices and views rapsheet
- Customer receives an email indicating to view activity
- User sees "hit" and affirms entitlement to view the rapsheet*
  ❖ Hit: fingerprint event matched an enrollee
- Rapsheet PDF made available to view*

*features demonstrated

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CUSTOMER ENROLLMENT

Customer Requests Participation

Customer Enrollment

*Required

* Customer Name:	Franklin Healthcare
* Address line 1:	100 Main Street
Address line 2:	
* City:	Columbus
* State:	Ohio
* ZIP code:	43215-8463
* County:	Franklin
* ☐ Current Webcheck Customer?	
* Self Identify:	Health Care
* Describe Organization and Business need for Rapback:	We are a home healthcare agency required by Medicaid to Rapback our employees entering patients' homes.
* Tax Information Number (TIN):	45-6115642

Customer's Overall Administrator

* First Name:	Jane
* Last Name:	Miller
Middle Name or Initial:	
* Title:	Administrator
* Office Phone:	(614)555-7894
Office Phone Ext:	
* Office Email:	Jane.miller@franklinhealthcare.org
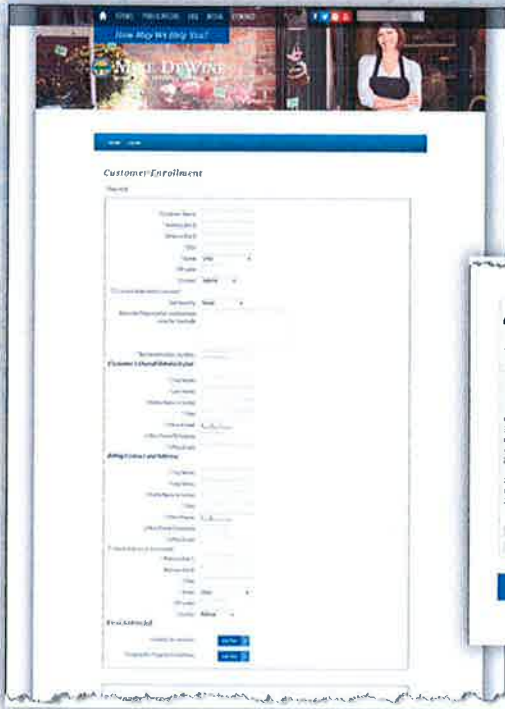
Customer Enrollment Form

ENROLL EMPLOYEES

Enroll Employees with Auth. No.

HOME LOGOUT ADMINISTRATION ENROLLMENT RAPSHEET PRINT/VIEW INVOICES REAFFIRM AGREEMENT REPORTS

Associate Enrollee

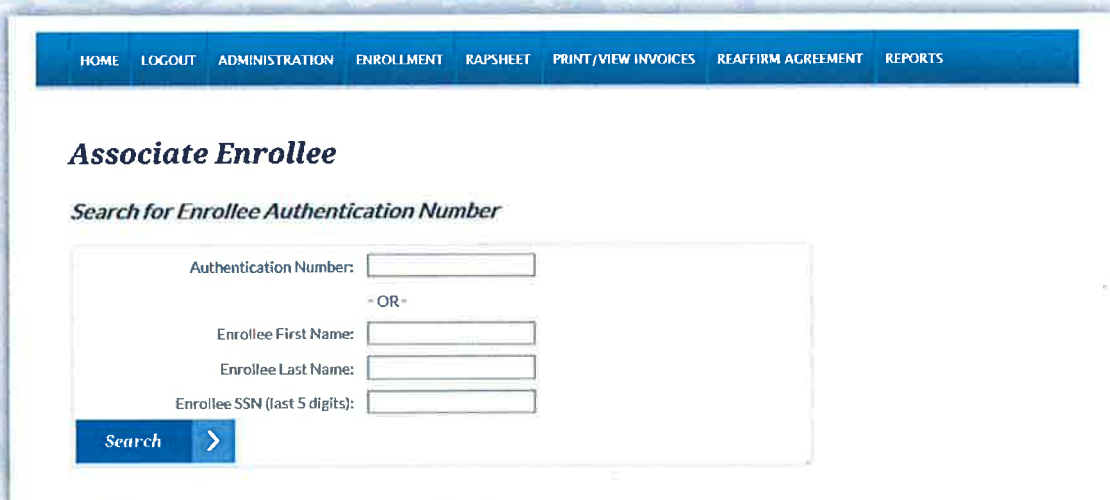### *Search for Enrollee Authentication Number*

Authentication Number: [   ]

Forgot Authentication Number

Search >

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Enroll Employees with LNFNSSN5

HOME LOGOUT ADMINISTRATION ENROLLMENT RAPSHEET PRINT/VIEW INVOICES REAFFIRM AGREEMENT REPORTS

Associate Enrollee

Search for Enrollee Authentication Number

Authentication Number: [   ]

- OR -

Enrollee First Name: [   ]

Enrollee Last Name: [   ]

Enrollee SSN (last 5 digits): [   ]

Search >

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Confirm Enrollment

HOME LOGOUT ADMINISTRATION ENROLLMENT RAPSHEET PRINT/VIEW INVOICES REPORTS

Associate Enrollee

Search for Enrollee Authentication Number

Authentication Number: CS00219098IE1723

Search > **Clear** >

Enroll Authentication Number

Authentication Number: CS00219098IE1723

Name: CLYDE TAYLOR II

Additional Information: #95431

Enroll > **Cancel** >

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Enrollment Successful

HOME LOGOUT ADMINISTRATION ENROLLMENT RAPSHEET PRINT/VIEW INVOICES REPORTS

Associate Enrollee

Search for Enrollee Authentication Number

Authentication Number:

Search > **Clear** >

CS00219098IE1723 successfully associated with Franklin Healthcare

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UN-ENROLL EMPLOYEES

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Un-enroll Employees with Auth. No.

| HOME | LOGOUT | ADMINISTRATION | ENROLLMENT | RAPSHEET | PRINT/VIEW INVOICES | REAFFIRM AGREEMENT | REPORTS |

Disassociate Enrollee

Search for Enrollee Authentication Number

Authentication Number: [   ]

Forgot Authentication Number

Search >

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Un-enroll Employees with LNFNSSN5

Confirm Un-enrollment

Un-enrollment Successful

Disassociate Enrollee

Search for Enrollee Authentication Number

Authentication Number: [　　　　　　]

[Search ›] [Clear ›]

CS00591098JF0546 successfully disassociated from Franklin Healthcare

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"HIT" PROCESS

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Affirm/Disaffirm Entitlement to Rapsheet

Slide content:

HOME   LOGOUT   ADMINISTRATION   ENROLLMENT   RAPSHEET   PRINT/VIEW INVOICES   REPORTS

Rapsheet Affirm/Disaffirm

Rapsheet	Authentication No.	Enrollee	Customer No.	Customer Name	Additional Information	Notification Date	Affirm/Disaffirm
CS00119098I90740-20140114-14-55.pdf	CS00119098I90740	HILLAN, JASON	fra2131	Franklin Healthcare	#56419	1/14/2014 2:55:00 PM	Affirm Disaffirm
CS00219098IE1723-20140116-14-55.pdf	CS00219098IE1723	TAYLOR II, CLYDE	fra2131	Franklin Healthcare	#95431	1/16/2014 2:55:00 PM	Affirm Disaffirm
CS00567098IE2441-20140118-14-55.pdf	CS00567098IE2441	OLDFIELD, KRISTINA	fra2131	Franklin Healthcare	#85413	1/18/2014 2:55:00 PM	Affirm Disaffirm
CS00657098J90220-20140122-14-55.pdf	CS00657098J90220	LARICCIA, ANTHONY	fra2131	Franklin Healthcare	#789123	1/22/2014 2:55:00 PM	Affirm Disaffirm
CS00863098J90307-20140124-14-55.pdf	CS00863098J90307	ROCK, STEPHANIE	fra2131	Franklin Healthcare	#789123	1/24/2014 2:55:00 PM	Affirm Disaffirm

You are viewing page 1 of 1

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View Rapsheets

➤ Customer navigates to Entitled Rapsheets page and views rapsheets

Slide content:

Entitled Rapsheets

Search for Rapsheet

Authentication Number: _____
- OR -
Enrollee First Name: _____
Enrollee Last Name: _____

Customer Name: _____
Customer Number: _____
Additional Information: _____

Notification Date: _____
- OR -
Start Date Range: _____
End Date Range: _____

[Search >]   [Clear >]

Legend
⬇ Download rapsheet
✓ Rapsheet has been viewed
ⓘ Hover over for complete additional information

Rapsheet	Authentication No.	Enrollee	Customer No.	Customer Name	Additional Information	Notification Date
⬇	CS00863098J90307	ROCK, STEPHANIE	fra2131	Franklin Healthcare	#789123	1/23/2014 2:55:00 PM
⬇	CS00657098J90220	LARICCIA, ANTHONY	fra2131	Franklin Healthcare	#789123	1/21/2014 2:55:00 PM
⬇	CS00567098IE2441	OLDFIELD, KRISTINA	fra2131	Franklin Healthcare	#85413	1/17/2014 2:55:00 PM

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View Rapsheets

REPORTS

Reports

> ➢ Enrollees Associated
> ➢ Enrollees Disassociated
> ➢ Hit Report
> ➢ Viewed Rapsheets Log Report

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