


**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

3/17/2014 2

## 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

3/17/2014

3

## 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

3/17/2014

4




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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**

3/17/2014

5



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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.

3/17/2014

6

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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.

3/17/2014 7

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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.)

3/17/2014 8

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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

3/17/2014 9

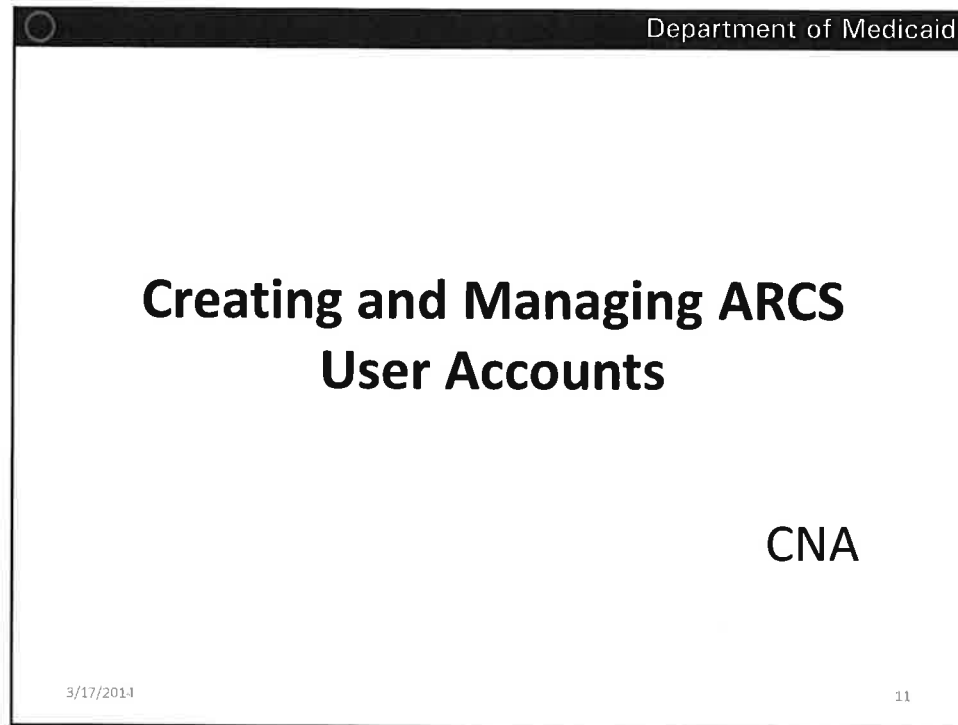
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## Proposed Vetting Process

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

3/17/2014 10



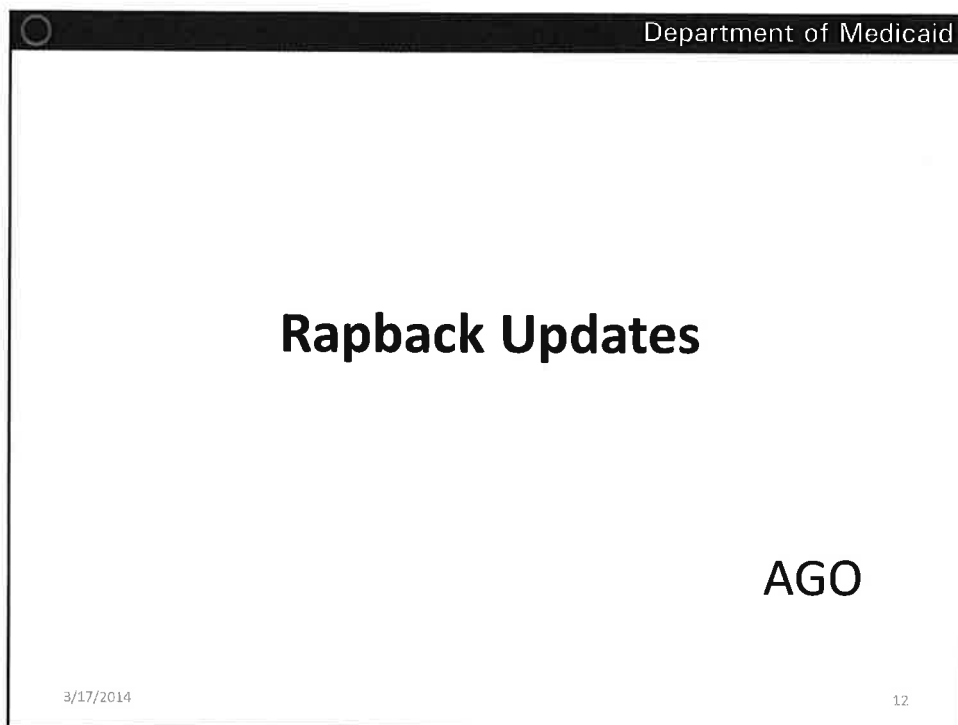
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## Creating and Managing ARCS User Accounts

CNA

3/17/2014 11

This slide is a presentation slide from the Department of Medicaid. It features a black header bar with the text 'Department of Medicaid' on the right. The main content area is white and contains the title 'Creating and Managing ARCS User Accounts' in a large, bold, black font. Below the title, the presenter's name 'CNA' is displayed in a smaller, bold, black font. At the bottom left, the date '3/17/2014' is shown, and at the bottom right, the slide number '11' is displayed.




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## Rapback Updates

AGO

3/17/2014 12

This slide is a presentation slide from the Department of Medicaid. It features a black header bar with the text 'Department of Medicaid' on the right. The main content area is white and contains the title 'Rapback Updates' in a large, bold, black font. Below the title, the presenter's name 'AGO' is displayed in a smaller, bold, black font. At the bottom left, the date '3/17/2014' is shown, and at the bottom right, the slide number '12' is displayed.




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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

3/17/2014

13



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## Rapback Time Line

- July/August - Pilot Testing with 20 Volunteer Providers
- September - Rapback goes live statewide

3/17/2014

14

## Questions/Discussion

For further information, contact

Jane Lengel @

[Jane.lengel@medicaid.ohio.gov](mailto:Jane.lengel@medicaid.ohio.gov)



# Initial User Registration

Self-managed account access and controls

Ohio Automated Registry Checking System (ARCS)

1



## 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 xxxxxx 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.

2

## Ohio Automated Registry Check System

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

3

## Ohio Automated Registry Check System

- 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

4



## Automated Registry Check System

- 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.

5



## Automated Registry Check System

- 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.

6



## Automated Registry Check System

### ARCS Home Page

After successfully logging into ARCS you will be taken to the home page.

Notice that at the bottom of the page "Ohio Hospice Care" is listed under providers. If this particular user had access to more than one provider all those facilities would be listed here.

At a Glance	
<b>Applications</b>	
Not Yet Submitted By Provider	13
Not Yet Submitted By Provider > 10 Days	12
Eligibility Determination In Process	15
Eligibility Determination Complete	1
Eligibility Determination Complete and Action Needed in - 1 Days	1
Applications Submitted But Fingerprints Not Completed	15
Determination Not Eligible Provisionally Hired	0
<b>Employees</b>	
Provisional Status Expiring (Within 5 Days)	0
Provisional Status Expired	0
Employee Verification Expiring (Within 30 Days)	0
Employee Verification Expired	0
New Background Check Needed (Within 30 Days)	0

Provider	Provider Status	Provider Contact
Ohio Hospice Care	Enabled	

7



## Automated Registry Check System

### Adding a Provider User

1. The new provider admin account has the ability to create both provider users and more provider admin accounts but **ONLY** for their assigned providers. To create a new provider user account go to **Admin > User Accounts** and click **Add New User**.
2. Fill out the required information. Provider users are **ONLY** able to create more provider users, so you will not be able to select anything other than **Provider** on the User Type dropdown.
3. To complete the new account setup, you must assign a provider. To assign a provider, click **Assign Providers**. Because we are logged in as ASmith, who only has access to the provider Ohio Hospice Care, it will be the only one that will appear with you search on the Assign Providers page. Click **Save** once you have assigned the provider, and click **Save** again on the User Account page to complete to new user set up.

8

## Ohio Automated Registry Check System

### 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.

The screenshots illustrate the process of editing or disabling a user in the Ohio Automated Registry Check System. The first screenshot shows the 'Administration: User Accounts' page with search criteria (Type: Provider, Status: Enabled, Is Pending: No) and a 'Search' button. The second screenshot shows the 'User Search Results' table with columns for Username, Name, Email, Type, Status, Is Pending, and Actions. The 'Actions' column for the user 'ASmith' shows 'Edit' and 'Disable' links. The third screenshot shows the 'Administration: User Accounts' page for editing a user, with fields for Username, Name, Email, Last Name, First Name, and a 'Save' button. Red arrows indicate the flow from the search results to the 'Edit' or 'Disable' action and then to the corresponding form.

9

## Ohio Automated Registry Check System

### 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.

The screenshots illustrate the process of resetting a forgotten password in the Ohio Automated Registry Check System. The first screenshot shows the 'Login' page with a 'Forgot Password' link. The second screenshot shows the 'Forgot Password' page with a 'Step 1' section where the user enters their username and clicks 'Next'. The third screenshot shows the 'Forgot Password' page with a 'Step 2' section where the user answers a security question and clicks 'Email New Password'. The fourth screenshot shows a green banner message: 'Your password was reset and emailed to 'Allison.Ducich@innovativetech.com''. The fifth screenshot shows the 'Login' page again, where the user is prompted to enter their new password.

10



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## Ohio Attorney General's **Information Technology Services**

Flexible services for your section's needs.  
We provide the best IT service and support.



- Analyze
- Research
- Develop
- Design
- Implement
- Maintain
- Train

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Rapback

ITS Call Center | 150 E. Gay St. | 20th Fl. | 614.387.7644 | [www.OhioAttorneyGeneral.gov](http://www.OhioAttorneyGeneral.gov)

# Rapback v2.0 Demonstration

March 4, 2014



**MIKE DeWINE**  
OHIO ATTORNEY GENERAL

# Agenda

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

## 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

# CUSTOMER ENROLLMENT



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OHIO ATTORNEY GENERAL

## 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: 43215-9461

\* County: Franklin

\* ☐ Current Webcheck Customer?

\* Self Identify: Health Care

\* Describe Organization and Business need for Rebate:  
We are a home healthcare agency required by Medicaid to rebadge our employees entering patients' homes.

\* Tax Information Number (TIN): 45-6115642

### *Customer's Overall Administrator*

\* First Name: Jana

\* Last Name: Miller

Middle Name or Initial:

\* Title: Administrator

\* Office Phone: (614)555-7894

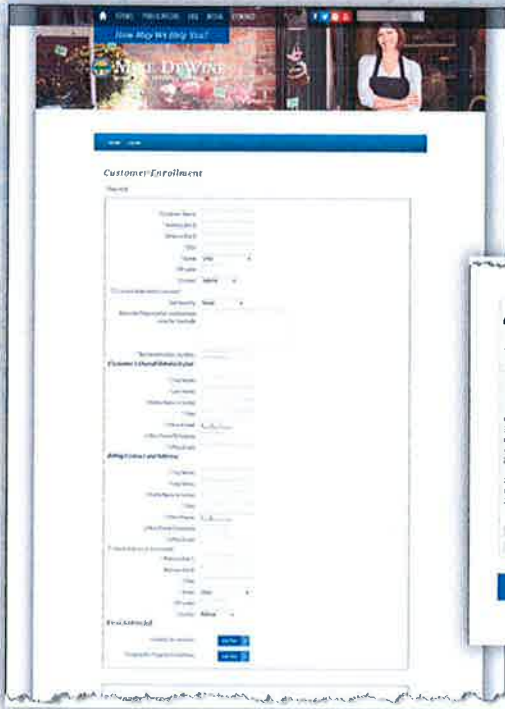
Office Phone Ext:

\* Office Email: Jane.miller@franklinhealthcare.org



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# Customer Enrollment Form



The screenshot shows a web-based form titled "Customer Enrollment". At the top, there is a banner image with the text "How do we help you?" and a photo of a woman. Below the banner, the form is divided into several sections with labels like "Personal Information", "Business Information", and "Contact Information". Each section contains various input fields for text, dates, and checkboxes. A "Submit" button is visible at the bottom right of the form.



The screenshot shows a "Customer Agreement" pop-up window. It contains the following text:

**Customer Agreement**

You must read and scroll to the bottom of the Agreement to enable the check box.

**Purpose**

1. A participating public office ("Office"), as that term is defined in Revised Code ("R.C.") 109.0721 (M.D.), may enroll individuals in the Ohio Attorney General's Bureau of Criminal Investigators ("BCI") Automated Applicant Fingerprint Database continuous criminal record monitoring service ("Applicant Service") to obtain criminal record checks. By using this service, the Office agrees to be bound by the provisions of these Terms of Use.

2. These Terms of Use identify the terms, conditions, duties, and responsibilities of each party regarding the use of the Applicant Service, and constitutes the entire agreement between the parties.

☐ By checking this box, I certify that I have the authority to bind the Organization written above to the terms set forth in this Agreement.

☐ I agree to the above terms and conditions.

**Submit** >

6



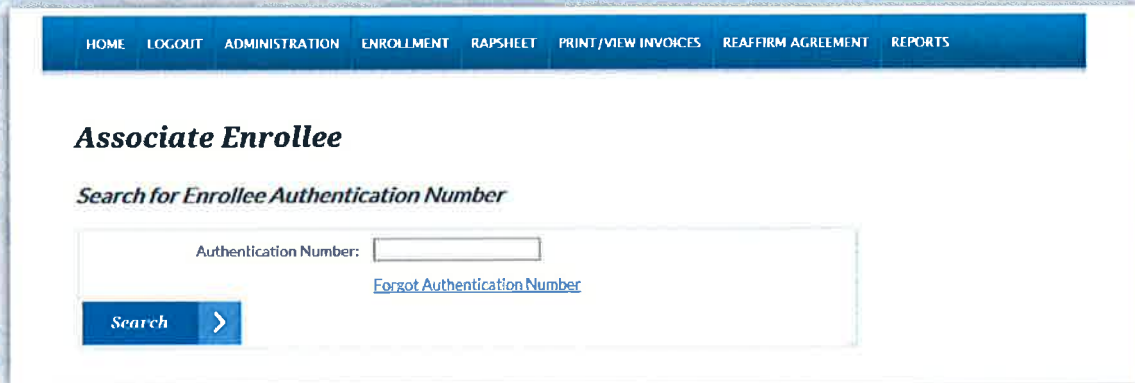
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## ENROLL EMPLOYEES



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# Enroll Employees with Auth. No.



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

**Associate Enrollee**

*Search for Enrollee Authentication Number*

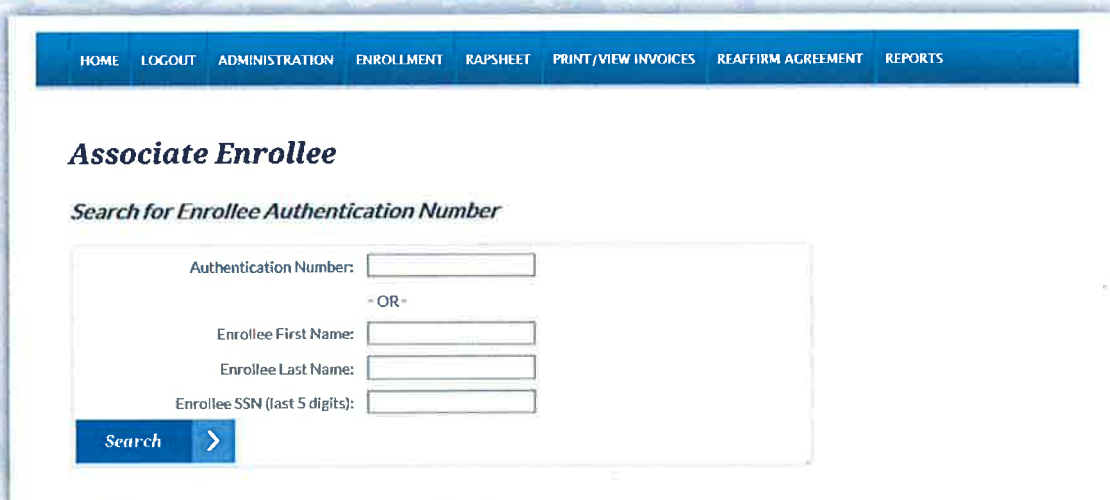
Authentication Number:

[Forgot Authentication Number](#)

**Search** >



# 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** >



# Confirm Enrollment

[HOME](#) [LOGOUT](#) [ADMINISTRATION](#) [ENROLLMENT](#) [RAP SHEET](#) [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: 895431

[Enroll](#) [Cancel](#)

# Enrollment Successful

[HOME](#) [LOGOUT](#) [ADMINISTRATION](#) [ENROLLMENT](#) [RAP SHEET](#) [PRINT / VIEW INVOICES](#) [REPORTS](#)

**Associate Enrollee**

**Search for Enrollee Authentication Number**

Authentication Number:

[Search](#) [Clear](#)

**CS00219098IE1723 successfully associated with Franklin Healthcare**

# 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

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

### Disassociate Enrollee

*Search for Enrollee Authentication Number*

Authentication Number:

- OR -

Enrollee First Name:

Enrollee Last Name:

Enrollee SSN (last 5 digits):

**Search** >

14



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# Confirm Un-enrollment

Navigation bar: HOME | LOGOUT | ADMINISTRATION | ENROLLMENT | RAPSHEET | PRINT/VIEW INVOICES | REPORTS

### Disassociate Enrollee

*Search for Enrollee Authentication Number*

Authentication Number: CS00591098JF0546

[Forgot Authentication Number](#)

**Search** > **Clear** >

---

### Un-Enroll Authentication Number

Authentication Number: CS00591098JF0546

Name: RONALD JR BORDERS

Additional Information:

**Unenroll** > **Cancel** >

15



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# Un-enrollment Successful

[HOME](#) [LOGOUT](#) [ADMINISTRATION](#) [ENROLLMENT](#) [RAP SHEET](#) [PRINT / VIEW INVOICES](#) [REPORTS](#)

**Disassociate Enrollee**

*Search for Enrollee Authentication Number*

Authentication Number:

Search >

Clear >

*CS00591098JF0546 successfully disassociated from Franklin Healthcare*



## "HIT" PROCESS



# Affirm/Disaffirm Entitlement to Rapsheet

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
C50011909890740-20140114-14-55.pdf	C50011909890740	HILLAN, JASON	fra2131	Franklin Healthcare	#56419	1/14/2014 2:55:00 PM	<a href="#">Affirm</a> <a href="#">Disaffirm</a>
C50021909891723-20140116-14-55.pdf	C50021909891723	TAYLOR IL CLYDE	fra2131	Franklin Healthcare	#95431	1/16/2014 2:55:00 PM	<a href="#">Affirm</a> <a href="#">Disaffirm</a>
C50056709892441-20140118-14-55.pdf	C50056709892441	OLDFIELD, KRISTINA	fra2131	Franklin Healthcare	#85413	1/18/2014 2:55:00 PM	<a href="#">Affirm</a> <a href="#">Disaffirm</a>
C50065709890220-20140122-14-55.pdf	C50065709890220	LARIC CIA, ANTHONY	fra2131	Franklin Healthcare	#789123	1/22/2014 2:55:00 PM	<a href="#">Affirm</a> <a href="#">Disaffirm</a>
C50086309890307-20140124-14-55.pdf	C50086309890307	ROCK, STEPHANIE	fra2131	Franklin Healthcare	#789123	1/24/2014 2:55:00 PM	<a href="#">Affirm</a> <a href="#">Disaffirm</a>

You are viewing page 1 of 1


18

## View Rapsheets


- Customer navigates to Entitled Rapsheets page and views rapsheets


### Entitled Rapsheets

#### Search for Rapsheet

Authentication Number:  Notification Date:  

- OR -

Enrollee First Name:  Start Date Range:  

Enrollee Last Name:  End Date Range:  


Customer Name:

Customer Number:

Additional Information:

[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
	C50056709890307	ROCK, STEPHANIE	fra2131	Franklin Healthcare	#789123	1/23/2014 2:55:00 PM
	C50065709890220	LARIC CIA, ANTHONY	fra2131	Franklin Healthcare	#789123	1/22/2014 2:55:00 PM
	C50056709892441	OLDFIELD, KRISTINA	fra2131	Franklin Healthcare	#85413	1/17/2014 2:55:00 PM

19

# View Rapsheets

HOME | LOGOUT | ADMINISTRATION | CHECK/MENT | RAP SHEET | PRINT/VIEW INVOICES | REPORTS

### Entitled Rapsheets

Search for Rapsheet

Authenticator Number:  Notification Date:

OR

Enrollee First Name:  Start Date Range:

Enrollee Last Name:  End Date Range:

Customer Name:

Customer Number:

Additional Information:

**Legend**

- ☐ Download Rapsheet
- ☒ Rapsheet is Viewed
- ☐ No view for complete additional information

Rapsheet	Authentication No.	Enrollee	Customer No.	Customer Name	Additional Information	Notification Date
<input type="checkbox"/>	C50030492007	ROCK STEPHEN	142001	Franklin Township	170328	5/27/2014 2:57:00 PM
<input type="checkbox"/>	C50030492007	LIFE CAL ANTHONY	142001	Franklin Township	170328	5/27/2014 2:57:00 PM
<input type="checkbox"/>	C50030492007	CLYDE L VIRGINIA	142001	Franklin Township	170328	5/27/2014 2:57:00 PM
<input type="checkbox"/>	C50030492007	BRIDGES CLAY	142001	Franklin Township	170328	5/27/2014 2:57:00 PM
<input type="checkbox"/>	C50030492007	HILLMAN JASON	142001	Franklin Township	170328	5/27/2014 2:57:00 PM
<input checked="" type="checkbox"/>	C50030492007	HILLMAN JASON	142001	Franklin Township	170328	5/27/2014 2:57:00 PM

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# REPORTS



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# Reports

- Enrollees Associated
- Enrollees Disassociated
- Hit Report
- Viewed Rapsheets Log Report

