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## ARCS and Rapback FAQs
by System Account at 11:46 AM in Background Checks

### Question 1: What is the difference between ARCS and Rapback?

**Answer:** ARCS and Rapback are two completely different systems which perform two different types of background checks.

**ARCS:** The Automated Registry Checks System (ARCS) is Ohio's software program that allows agency providers to complete the six registry checks required by DODD's background check rule. Instead of going to each of the six registries, an employer can use ARCS to check all six registries at one time.

Information on how to enroll in ARCS is on the DODD website - click on the tab for "Providers." From there, look under the heading of "Resources" and click on "Employment Background Checks" to read about ARCS and for instructions on how to enroll in ARCS.

**Rapback:** Rapback is a continuous search and reporting of Ohio arrests and Ohio convictions through the Bureau of Criminal Investigation (BCI) in the Office of the Attorney General. Rapback provides notification of subsequent criminal activity after a background check and enrollment into Rapback.

Information on how to enroll in Rapback is on the DODD website, click on tab "Providers." Next, look under the hearing "Resources" and click on "Employment Background Checks" to read about Rapback and instructions on how to enroll in Rapback.

### No. 2: How often does ARCS run reports?

**Answer:** Once a person is enrolled in ARCS, ARCS will continually check all names enrolled against all six registries. If a person's name later appears on one of three registries, ARCS will send you an alert so that you can confirm whether the name appearing on the registry is in fact your employee. On the 12-month anniversary of the date each employee was enrolled in ARCS, you will receive an email notice from the Ohio Department of Medicaid with the subject "*ODM Notification: Employment Verification.*" The email will state that employment verification dates are monitored by ODM Automated Registry Check System and that the employees listed

below have a verification date that is approaching or beyond 12 months. You will be directed to go to ARCS and update the employment status of each person listed in the email. If the person is no longer employed by you, then you are provide the date the employee left your employment. If the employee is still employed by you, you are to update the person's verification date. The purpose of the employment verification is to maintain an accurate ACRS database of current employees for the registry rechecks. The employment verification is a tool that reminds an employer once a year to verify that each employee is still employed.

## No. 3: Does Rapback check FBI records or out-of-state arrests and convictions?

**Answer:** No, Rapback does not check FBI records nor out-of-state arrests or arrests or convictions.

## No. 4: Is an employee's enrollment in Rapback automatic?

**Answer:** No, enrollment is not automatic. To enroll employees in Rapback, the employees must have had a background check from BCI within the last 12 months. The employer: (1) completes an application to enroll in Rapback; (2) enters its employees in Rapback and (3) pays a fee of $5 for each employee enrolled in Rapback. Once the employee is enrolled in Rapback, BCI stores fingerprints captured as part of the original background check in a separate database, known as the Retained Applicant Fingerprint Database. The prints in the Retained Applicant Fingerprint Database are searched against all new criminal prints submitted to BCI on a daily basis. When a match is found, BCI provides the rap sheet information back to the provider agency to determine the person's eligibility for continued employment.

## No. 5: How does an agency unenroll an employee from Rapback?

**Answer:** Within Rapback, go to Enrollment and click on "Disassociate Enrollee." Enter the Authentication Number (unique number assigned to each person with a fingerprint submission). If you do not have this, you can either

1. Search for the employee under "Manage Enrollees page" to obtain the Authentication number; or,
2. You can run a report of all the enrollees to obtain the Authentication Number; or,
3. Click on "Forgot Authentication Number" and enter the first name, last name and last five digits of the person's Social Security number and click search.

If a match is found, the system will display the name associated with the authentication number. If the name and authentication number matches that of your employee, click disenroll. If you have a problem

"disenrolling" a person from Rapback, it may be due to the failure to enter the employee's name exactly as it was entered at the time of enrollment. For example, if the name of "Catherine Smith" was enrolled, you cannot enter the name of "Cathy Smith" to disenroll her from Rapback. It is suggested that you run a report of your enrollees in order to get the names exactly as they were entered when enrolled in Rapback.

Every agency should periodically check its list of enrolled employees to make sure it is accurate and current.

## No. 6: After a criminal background check is completed by BCI for a new employee, how long does the agency have to enroll the employee in Rapback?

**Answer:** An agency may enroll an employee in Rapback up to 30 days after the employee begins work.

## No. 7: There is confusion regarding the process for larger agencies that have regional offices. Some providers are being told that they need to do separate enrollments for each office (which means going through the process numerous times). However, some providers are being told by the Ohio Department of Medicaid (ODM) that they only need one enrollment for the entire agency and providers should "just pick" one of their Medicaid numbers. Obviously, we would prefer the latter option.

**Answer:** It is up to the agency to determine if they want one account for the entire agency, or if they want each regional office that has a separate Medicaid number to have its own account. An agency may select one Medicaid number and create one administrator account. **After** the administrator account is set up, the agency can add its regional offices as users on the account. If an agency chooses to have just one account, while they can add as many people as they want to receive notifications about hits, everyone will receive all the hit notifications. So if an agency does not want the staff of one branch getting the hit notifications for the other branches, then they will need separate accounts, which may be set up by each regional office's Medicaid number. *See No. 8 below for a related question concerning multiple locations and only one Webcheck account.*

### No. 8: My office is a current Webcheck customer, and we have a machine in our office, but we share a Webcheck billing account with an office in another city (both Webcheck machines are listed under a single account number with BCI). Since that office signed up first, when we completed the enrollment form for Rapback and entered the billing number for our Webcheck machine, we were not allowed to use the same number.

**Answer:** BCI considers this one account. You tried to enroll in Rapback to establish a separate account (separate from your sister office) and provided the Webcheck billing account number assigned to your sister office. Your enrollment was declined because the billing number is currently assigned to another account, your sister office. BCI's system does not allow multiple agencies to be billed to one agency account number.

Per BCI, your options are to (1) be added to the already existing Rapback account as a User and have all the employees from the two facilities on the one account; or (2) fill out an application for Rapback and do not enter the billing number already in use. BCI's Finance Department will assign you a new billing number. Each billing number would have its own invoice.

### No. 9: During Compliance Reviews, what type of documentation do you want to see as proof of Rapback enrollment? The printouts from the AG's office don't provide much of information.

**Answer:** Rapback is designed to run a number of reports. It can run a report listing everyone that has been enrolled in Rapback. It can run a report on every "hit" (arrest or conviction) received, including everyone enrolled that has received a hit, who received the hit report, and who viewed the hit reports. Rapback also allows you to download and save the information in the hit report. The report can cover various time spans. You should be prepared to run any of these types of reports for compliance reviews.

### No.10: Some providers have begun enrolling current employees in Rapback. Even if BCIIs have been done in the past 12 months, the system is kicking it back saying that the report is beyond 12 months. Some of the reports do not

have authentication numbers associated with them (results are sent without the letterhead sheet, which includes the number). When providers hit the *Forgot Authentication Number* button, it does not work consistently. When it DOES work, you are given a number, but it doesn't indicate if the specific agency is associated with that number.

**Answer:** If the background check being used to enroll an employee in Rapback is an FBI background check result, Rapback does not run FBI Checks (agencies can still run FBI background checks on their employees, they just can't use that Authentication Number to enroll the applicant into Rapback), otherwise if the "Forgot Authentication Number" feature will not work, the agency should contact the Civilian Identification Department at 877-224-0043, explain that they are trying to enter an individual into Rapback and are in need the Authentication Number **from the last background check submitted by their agency. If your agency has not submitted an Ohio background check in the last year, they will not be able to get an Authentication Number.**

It does not matter if the Authentication Number you are enrolling an applicant under is from your last background check, what matters is that you have a background check on file that is less than one year old when enrolling an applicant into Rapback.

## No. 11: We have four staff (out of 65) who have repeatedly been unable to have their prints read electronically. Ink and paper can be done but the software/ hardware is unable to read the prints. Since Rapback requires electronic prints, what does DODD want us to do?

**Answer:** Employees who had their initial BCI background check with ink and paper prints can be enrolled in Rapback. However, if the background check result was only a name search, that employee cannot be enrolled into Rapback. An agency will receive a background check result titled Name Search – this should serve as their documentation that the applicant cannot be enrolled into Rapback.

## No. 12: If I enroll my employees in Rapback, am I still required to obtain a BCI criminal background check on the employees every five years?

**Answer:** No. Once you enroll your employees in Rapback, BCI stores fingerprints captured as part of the original background check in a separate database, known as the Retained Applicant Fingerprint Database. The prints in the Retained Applicant Fingerprint Database are searched against all new criminal prints submitted to BCI on a daily basis. However, you must maintain their enrollment by paying the annual fee for each employee.

## No. 13: Am I required to enroll all of my employees in Rapback at one time?

**Answer:** A provider can enroll its employees in Rapback as the employees are hired and enroll its existing employees once the employer completes the five-year background check required by the background check rule.

Or, a provider can elect to obtain new BCI background checks for any employees whose check was older than 12 months and enroll all employees at one time in Rapback.

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