

Provider Frequently Asked Questions

Why is this changing?

This is changing to allow for better communication with the applicants. Currently 70% of our certified letters are being returned. This is to improve the speed and accuracy of communication with the applicants to allow them to have immediate access to letters and documents from CCHSP as well as another option to submit their own documents to CCHSP.

Is this mandatory for the employees to do this or can the company still do it? There are applicants like in our case caregivers who don't speak English and or don't have computer skills.

Facilities are still welcome to help their applicants in the system however they will still need to provide their email and will need to have access to their applicant sign-in.

Why is background screening now required for a user when their primary account is under the agency they work for, and the agency itself is ultimately liable for their actions? Shouldn't the agency's vetting and accountability extend to any users working under their organization?

This change and User Initiated Website are for applicants to enter their application information and be able to see live updates on their application. The process for users with provider accounts has not changed. (NMAC 8.370.5/NMSA 29-17-5)

Is this only for individuals who will be working in a nursing home or home care agency? Does this apply to COR registry check only? Do I need to go through this process with our new employees since we already go through CYFD background checks?

This change will apply if you run background checks through CCHSP if you run checks through the CYFD background check process with your applicants, there is no need to submit a background check through CCHSP. Providers who only run registry checks will not need to change their process. This process only applies when an applicant needs a criminal history background check. (NMAC 8.370.5/NMSA 29-17-5)

What is the provider code?

The provider code will be a unique code given to each provider so that applicants can connect their account to the provider and the application.

Will there be an instruction sheet for applicants?

An instruction sheet and FAQ have been created for providers to give to applicants. The sheet will include a space for the provider code.

What if the applicant does not have an email address, is not tech savvy or does not speak English?

Most employers now hire through online applications and most of those systems not only require more from the applicant, but they also require email addresses. If your applicant really has no email address, they will need to create one.

What if the applicant does not complete their sign-up? Can providers remove applicants who don't move forward with the application?

If the applicant does not create an account, they will be unable to move forward with the process. Providers will not have the application until the applicant has created their account so they will have no additional steps in the portal.

Will this be available to do on a cell phone? A lot of people do not have access to laptops or a desktop computer.

The site can be used on mobile phones. The new site will not require a lot of technical knowledge, the applicant will just need to enter their requested information to begin the process and ensure that we have good contact information for the applicant, the provider will still be the one to submit the application to CCHSP.

Does the agency still have to do the scheduling for the applicants to get fingerprinted? Or does the applicant do that now?

Both the applicant and the provider will receive access to the fingerprint form when the application is submitted. The scheduling for the fingerprints can be done based on your policies. You will need to let your applicants know what your process is and how to move forward once the authorization is available.

Why wouldn't the middle name be required if it is on their ID? Real ID requires what name is on their birth certificate.

CCHSP does not require a middle name as not everyone has a middle name on their birth certificate or ID. The uploaded ID will still have this information.

Many applicants don't have the ability or know-how to upload a file. Can the Provider do the application once the individual has created their account?

The provider is welcome to help the applicant with the process. However, the applicant's log in info should remain private and available only to the applicant.

Provider Frequently Asked Questions Continued

Can provider add an alias?

Providers will be able to add aliases and verify information after the applicant finishes and before submitting it to CCHSP.

Out of state/hard copy process

Providers can continue to have applicants who are out of state or who need to submit fingerprint cards proceed according to their own procedures.

After the individual's application has been completed and they are ready for fingerprinting, do they receive their Fingerprint Authorization and instructions to be printed, or do we need to complete that on our end?

Both the applicant and the provider will receive access to the fingerprint form when the application is submitted. The scheduling for the fingerprints can be done based on your policies. You will need to let your applicants know what your process is and how to move forward once the authorization is available.

How long will it take to issue an eligibility determination?

Most determinations are made within 24-48 hours of receipt of the criminal history records. If further review is needed a determination will be made within 10 to 15 business days or a letter will be available on the portal with additional instructions. While these are the timeframes most determinations are made there can be delays in receiving the criminal history record back from the Department of Public Safety (DPS)

When the applicants get the letters, will there be some kind of document explaining what the letters mean for the applicant? Such as what they need to do.

Applicants will now receive communications immediately through the portal. The communications will still be the same as they were, will just be delivered through the portal. The letters the applicant receives from CCHSP will include their next steps.

If an applicant was determined ineligible is that where they would upload like court docs etc.?

Yes, this user site will allow the applicants to submit those documents to us directly through the portal.