



Department of Elder Affairs

# Care Provider Background Screening Clearinghouse

***DOEA User Registration Guide:  
Access to Background Screening  
through the AHCA SSO Web Portal***

*Updated August 2015*

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## Portal Registration Overview

The Care Provider Background Screening Clearinghouse (Clearinghouse) website is maintained by the Agency for Health Care Administration (AHCA) and available through the AHCA web portal (Portal). If you are not enrolled on the Portal, you will need to create a Portal account before requesting access to background screening and submitting a user agreement. The user agreement for new accounts must be received and approved by agency staff before accessing the site.

The link to the Portal is <https://apps.ahca.myflorida.com/SingleSignOnPortal>. Once access is granted users may initiate a screening, search for screening results, connect to specified agency screenings, select a Livescan service provider and connect to the service provider's website to schedule appointments, and create and maintain an employee roster. Instructions for using the Clearinghouse results website can be found at [http://ahca.myflorida.com/MCHQ/Central\\_Services/Background\\_Screening/BGS\\_results.shtml](http://ahca.myflorida.com/MCHQ/Central_Services/Background_Screening/BGS_results.shtml).

## New User Registration

Select **New User Registration** from the Portal Login page (<https://apps.ahca.myflorida.com/SingleSignOnPortal>). If you have an existing account please skip to page 6 to request access as a Department of Elder Affairs provider.

### AHCA Portal - Login

This Portal Login page will allow an authorized user access to external systems maintained by the Agency for Health Care Administration (AHCA) for the purpose of viewing and maintaining information.


#### AHCA Portal Login

User ID:

Password:

[Forgot Your Password ?](#)

[Reset Password Instructions](#)


 [New User Registration](#)


After reading the authorization statement, check the confirmation box and select **continue**.

### AHCA Portal - Authorization

Welcome to the Agency for Health Care Administration's Portal. To continue with your request please read the **Authorization** statement below. Mark the check box to agree and select "Continue".

**Authorization:** I understand by accessing this site I am consenting and agreeing to follow the Agency for Health Care Administration's policies regarding acceptable use, protection of information resources and confidential health care information. I understand by submitting information I affirm the information is true, correct, and can be relied upon pursuant to Florida Statute.

  I understand and agree with the Authorization statement.



Enter all required information as indicated by the red asterisk (\*) and select 'Register' to continue.

**IMPORTANT – Please note the following items:**

- Each user must create their individual account. There is NO LIMIT on the number of users per facility/provider.
  - User names and passwords **CANNOT** be shared with other users.
- Important notifications and background screening updates will be sent to the email address on file with the Portal, including account registration notices, employee arrest notifications, and others. **Please ensure you enter a valid email address and ensure it is kept up-to-date.**

**AHCA Portal - Account Registration**

**User Information**

\* First Name:  \* Last Name:

Position Title:  \* Telephone Number:

\* Email Address:

\* Verify Email Address:

Employer's Company Name:

**Address Information**

\* Address Line1:  Address Line2:

\* City:  \* State:  \* Zip:

**Security Information**

You must register a User Name and create a Password. You will need to use these each time you access the Portal. As the account owner, you are responsible for all information accessed.

\* User Name:

\* Password:  (The password must be at least 7 characters and must contain at least one special character e.g., @, #)

\* Enter Password Again:

\* Security Question:


\* Security Answer:

**Verification:** For protection against spam, please type the letters, numbers and punctuation as seen in the box below. Please be sure to use proper case and spacing.

Once your user account is successfully created, select 'Return to Login' to request, access to the Clearinghouse results website.

## AHCA Portal - Account Registration

✔ User Account created successfully.



Enter the User ID and Password created in the previous steps. Select **Log In**.


## AHCA Portal - Login

This Portal Login page will allow an authorized user access to external systems maintained by the Agency for Health Care Administration (AHCA) for the purpose of viewing and maintaining information.

### AHCA Portal Login

User ID:

Password:



[Forgot Your Password ?](#)

[Reset Password Instructions](#)

[New User Registration](#)


From the drop down list, select **Department of Elder Affairs (DOEA)** under Background Screening Clearinghouse. Select **Request Program Access** to continue.


## AHCA Portal - Portal Landing

User ID: test.doea  
Email: [test.doea@flhca.com](#)

### Request Program Access

Choose from the list of programs below and select "Request Program Access".



- Select Program --
- Background Screening Clearinghouse
- Agency For Health Care Administration
- Vocational Rehabilitation
- Department of Elder Affairs 
- Department of Juvenile Justice
- Florida Medicaid
- Department of Children and Families
- Florida Hospital Uniform Reporting System
- Florida Hospital Uniform Reporting System
- Home Health Agency
- Home Health Quarterly Report
- Low Income Pool
- Low Income Pool System
- Online Licensure
- Online Licensure

## Add Provider

A role is necessary in order to obtain proper access. Select **'Provider'** from the drop down list.

**Background Screening Clearinghouse Program - Department of Elder Affairs - Request for Program Access** User ID: test.doea  
Email: [redacted]

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**Select Role/Provider Information**


A role is necessary in order to obtain proper access. Select the role that best describes your affiliation.

**Provider** - As defined in Section 430.0402(1)(b), I am a direct service provider through the Department of Elder Affairs' programs:

Section 430.0402(1)(b): For purposes of this section, the term "direct service provider" means a person 18 years of age or older who, pursuant to a program to provide services to the elderly, has direct, face-to-face contact with a client while providing services to the client and has access to the client's living areas, funds, personal property, or personal identification information as defined in s. 817.568. The term includes coordinators, managers, and supervisors of residential facilities and volunteers.

Select the most appropriate role from the drop down list below. After you have made your role selection, you will need to select a Provider Type.

\* Role:   
 



Select the **'Provider Type.'** After selecting 'Aging Network Provider,' start typing the 'Provider Name' in the next field.

**Background Screening Clearinghouse Program - Department of Elder Affairs - Request for Program Access** User ID: test.doea  
Email: [redacted]

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**Select Role/Provider Information**

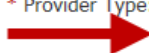
A role is necessary in order to obtain proper access. Select the role that best describes your affiliation.

**Provider** - As defined in Section 430.0402(1)(b), I am a direct service provider through the Department of Elder Affairs' programs:

Section 430.0402(1)(b): For purposes of this section, the term "direct service provider" means a person 18 years of age or older who, pursuant to a program to provide services to the elderly, has direct, face-to-face contact with a client while providing services to the client and has access to the client's living areas, funds, personal property, or personal identification information as defined in s. 817.568. The term includes coordinators, managers, and supervisors of residential facilities and volunteers.

Select the most appropriate role from the drop down list below. After you have made your role selection, you will need to select a Provider Type.

\* Role:

\* Provider Type:   
  Start typing the name of your Provider and select it from the list below when it appears.

Provider Name:

Start typing the 'Provider Name' associated with your DOEA account. Select your provider from the list when it appears. **Select 'Add Provider'**.

**Background Screening Clearinghouse Program - Department of Elder Affairs - Request for Program Access** User ID: test.doea  
Email: [redacted]

---

**Select Role/Provider Information**

A role is necessary in order to obtain proper access. Select the role that best describes your affiliation.

**Provider** - As defined in Section 430.0402(1)(b), I am a direct service provider through the Department of Elder Affairs' programs:

Section 430.0402(1)(b): For purposes of this section, the term "direct service provider" means a person 18 years of age or older who, pursuant to a program to provide services to the elderly, has direct, face-to-face contact with a client while providing services to the client and has access to the client's living areas, funds, personal property, or personal identification information as defined in s. 817.568. The term includes coordinators, managers, and supervisors of residential facilities and volunteers.

Select the most appropriate role from the drop down list below. After you have made your role selection, you will need to select a Provider Type.

\* Role:

\* Provider Type:

Start typing the name of your Provider and select it from the list below when it appears.

Provider Name:

- NORTHWEST FLORIDA LEGAL SERVICES : PENSACOLA
- LA EDAD DE ORO DAY CARE : MIAMI
- ALEYDA HOME CARE : MIAMI BEACH
- COUNCIL ON AGING OF WEST FLORIDA : PENSACOLA
- JEWISH COMMUNITY CENTER OF SOUTH BROWARD INC./DAVID POSNACK JEWISH COMMUNITY CENTER : DAVIE
- SENIOR CENTER INC/DANIEL D. CANTOR SENIOR CENTER : SUNRISE
- WEST FLORIDA AREA HEALTH EDUCATION CENTER INC. : CRESTVIEW
- EASTER SEAL SOCIETY OF DADE COUNTY : MIAMI
- JEWISH COMMUNITY SERVICES OF SOUTH FLORIDA : NORTH MIAMI BEACH
- LEGAL SERVICES OF DADE COUNTY : MIAMI
- MIAMI DADE COMMUNITY ACTION AND HUMAN SERVICES DEPT. : MIAMI

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Review the requested Provider information to ensure you have selected the correct provider(s) and location(s). If correct, select “**Submit Request and Generate User Agreement.**” If not, click ‘Delete’ and enter the appropriate "Provider Name.”

**Background Screening Clearinghouse Program - Department of Elder Affairs - Request for Program Access** User ID: test.doea  
Email: [REDACTED]

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**Select Role/Provider Information**

A role is necessary in order to obtain proper access. Select the role that best describes your affiliation.

**Provider** - As defined in Section 430.0402(1)(b), I am a direct service provider through the Department of Elder Affairs’ programs:

Section 430.0402(1)(b): For purposes of this section, the term “direct service provider” means a person 18 years of age or older who, pursuant to a program to provide services to the elderly, has direct, face-to-face contact with a client while providing services to the client and has access to the client’s living areas, funds, personal property, or personal identification information as defined in s. 817.568. The term includes coordinators, managers, and supervisors of residential facilities and volunteers.

Select the most appropriate role from the drop down list below. After you have made your role selection, you will need to select a Provider Type.

\* Role:

\* Provider Type:

Start typing the name of your Provider and select it from the list below when it appears.

Provider Name:

---

**Requested Provider:**


Requested Provider:

Provider Name	City
<a href="#">Delete</a> MORNING STAR	MIAMI

If the requested Provider is correct, select “Submit Request and Generate User Agreement”. If not, click [Delete](#) and choose the appropriate "Provider Name".

## Print User Registration Agreement

The User Registration Agreement will display in a viewing window. To open a printable copy of the agreement, please select the link in the upper right corner. Please print and sign the user registration agreement. Once you have printed the user registration agreement, select 'Return to Portal Landing' or 'Return to DOEA Tasks Page' in the upper left corner.



**Return to DOEA Tasks Page** To open a printable copy of the User Agreement, click [here.](#)

**Background Screening (BGS)**  
**Provider User Registration Agreement**

**Mail To:** Department of Elder Affairs  
Background Screening Unit  
4040 Esplanade Way, Suite 335U  
Tallahassee, FL 32399-7000

**Scan and E-Mail To:** doeanetwork@elderaffairs.org  
**Subject Line:** BGS Provider User Agreement

**FaxTo:** (850) 617-6595

**ATTACH A COPY OF A GOVERNMENT ISSUED IDENTIFICATION CARD WITH THIS FORM**

**User Information:**

**User Name:** [REDACTED] **User ID:** [REDACTED]

**Employer Name:** [REDACTED]

**Address:** [REDACTED]

**E-Mail Address:** [REDACTED] **Phone Number:** [REDACTED]

**Selected Provider:**

**Provider Name:** DOEA TEST PROVIDER

**Address:** 4040 ESPLANADE WAY, TALLAHASSEE, FL 32399

**Phone Number:** [REDACTED] **Fax Number:** [REDACTED]

**Contact Name:** [REDACTED] **Provider Type:** AGING NETWORK PROVIDER

You may mail, email, or fax the agreement for approval. DOEA providers send their user agreements to the address, email, or fax number on the agreement. Your request for access to the Clearinghouse results website will be in **Pending status until staff receives and processes your user registration agreement.**

**IMPORTANT – Please note that an email will be sent to the address on file once your request for access has been approved.**


**Background Screening Clearinghouse Program - Department of Elder Affairs - Access Page** User ID: test.doea  
Email: [redacted]

Select Your Desired Task Below  
[Add Additional Providers](#)

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**List of Providers**  
 If you need to reprint a user agreement, select the checkbox next to the appropriate provider(s), and select Reprint Registration Agreement.  
 If you select Reprint Registration Agreement without identifying a specific provider below, all agreements will be printed.

Provider Name	City	Status
<input type="checkbox"/> [redacted]	MIAMI	Pending




## Add Additional Providers

To add an additional facility after your initial registration please log in at <https://apps.ahca.myflorida.com/SingleSignOnPortal>.

Select Background Screening Clearinghouse – Department of Elder Affairs

**AHCA Portal - Portal Landing** User ID: test.doea  
Email: [redacted]

**Program Access**  
 Select the appropriate link below to be directed to the Program's access page.

[Background Screening Clearinghouse - Department of Elder Affairs](#)   
 Department of Elder Affairs

**Request Program Access**  
 Choose from the list of programs below and select "Request Program Access".

-- Select Program --

**Manage Account**

[Edit User Information](#)  
[Change Password](#)  
[Update Security Question and Answer](#)


This will bring you to the Background Screening Clearinghouse Program – Department of Elder Affairs – **Access page**.

Select **Add Additional Facilities** and follow the 'Add Provider' instructions in this document.

**Background Screening Clearinghouse Program - Department of Elder Affairs - Access Page** User ID: test.doea  
Email: [mailto:backgroundscreening@floridadoea.com](mailto:mailto:backgroundscreening@floridadoea.com)

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**Select Your Desired Task Below**

[Add Additional Providers](#) 

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**List of Providers**

If you need to reprint a user agreement, select the checkbox next to the appropriate provider(s), and select Reprint Registration Agreement. If you select Reprint Registration Agreement without identifying a specific provider below, all agreements will be printed.

Provider Name	City	Status
<input type="checkbox"/> [REDACTED]	MIAMI	Pending

## Reprint User Registration Agreement

To reprint your user registration agreement after your initial registration please log in at <https://apps.ahca.myflorida.com/SingleSignOnPortal>.


Select Background Screening Clearinghouse – Department of Elder Affairs.

**AHCA Portal - Portal Landing** User ID: test.doea  
Email: [mailto:backgroundscreening@floridadoea.com](mailto:mailto:backgroundscreening@floridadoea.com)

---

**Program Access**

Select the appropriate link below to be directed to the Program's access page.

[Background Screening Clearinghouse - Department of Elder Affairs](#)   
Department of Elder Affairs

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**Request Program Access**

Choose from the list of programs below and select "Request Program Access".

-- Select Program --

---

**Manage Account**

[Edit User Information](#)  
[Change Password](#)  
[Update Security Question and Answer](#)


This will bring you to the Background Screening Clearinghouse Program – Department of Elder Affairs – **Access page**.

Check the boxes for the agreements you wish to reprint and then select 'Reprint Registration Agreement' and follow the 'Print User Registration Agreement' instructions in this document.

**Background Screening Clearinghouse Program - Department of Elder Affairs - Access Page** User ID: test.doea  
Email: test.doea@flhsmv.com

Select Your Desired Task Below  
[Add Additional Providers](#)

**List of Providers**  
If you need to reprint a user agreement, select the checkbox next to the appropriate provider(s), and select Reprint Registration Agreement. If you select Reprint Registration Agreement without identifying a specific provider below, all agreements will be printed.

**Reprint Registration Agreement** 

Provider Name	City	Status
<input type="checkbox"/>	MIAMI	Pending

## Manage Your Account

From the Portal Landing you may complete the following:

- Edit your user information (i.e. email address, phone number)
  - **It is very important that you maintain an up to date email address so that you will be able to reset your password if necessary and receive important notifications about background screening changes**
- Change your password, and
- Update your security question and answer
  - Successfully answering your security question will be necessary if you ever need to reset your password

**AHCA Portal - Portal Landing** User ID: test.doea  
Email: test.doea@flhsmv.com

**Program Access**  
Select the appropriate link below to be directed to the Program's access page.  
[Background Screening Clearinghouse - Department of Elder Affairs](#)  
Department of Elder Affairs

**Request Program Access**  
Choose from the list of programs below and select "Request Program Access".  
-- Select Program --

**Manage Account**  
[Edit User Information](#)  
[Change Password](#)  
[Update Security Question and Answer](#) 