Care Provider Background Screening Clearinghouse

Managed Care Plan
User Registration Guide:
Access to Background Screening through the AHCA SSO Web Portal

Updated February 2015
Contents

User Registration

Portal Registration Overview ............................................................................................................................. 3
Provider New User Registration ......................................................................................................................... 4
  Add Provider ............................................................................................................................................................... 7
  Print User Registration Agreement .................................................................................................................. 9
Add Additional Facilities ................................................................................................................................... 10
Reprint User Registration Agreement .............................................................................................................. 11
Manage Your Account ..................................................................................................................................... 12
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 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.
Provider 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 7 to request access as an Agency for Health Care Administration Managed Health Care Plan provider.

After reading the authorization statement check the confirmation box and select **continue**.
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. Please ensure you enter a valid email address.

Once your user account is successfully created, select ‘Return to Login’ to request access to the Clearinghouse results website.
Enter the User ID and Password created in the previous steps. Select ‘Log In’.

From the drop down list select ‘Agency for Health Care Administration’ under Background Screening Clearinghouse. Select ‘Request Program Access’ to continue.
Add Provider

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

Select the ‘Provider/Company Type’ Medicaid Health Plan. Start typing the ‘Provider Name’ and select your provider from the list when it appears. Select ‘Add Provider’.
Review the requested Provider information to ensure you have selected the correct plan(s) and location(s). If correct, select "Submit Request and Generate User Agreement". If not, click ‘Delete’ and enter 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 DCF Tasks Page' in the upper left corner.

You may mail, email, or fax the agreement to the Background Screening Unit for approval. 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.
Add Additional Facilities
To add an additional facility after your initial registration please log in at https://apps.ahca.myflorida.com/SingleSignOnPortal.

Select Background Screening Clearinghouse – Agency for Health Care Administration.

This will bring you to the Background Screening Clearinghouse Program – AHCA – Access page.

Select Add Additional Facilities and follow the ‘Add Provider’ instructions in this document.
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 – Agency for Health Care Administration.

This will bring you to the Background Screening Clearinghouse Program – AHCA – 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.
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 password
  - Successfully answering your security question will be necessary if you ever need to reset your password

---

AHCA Portal - Portal Landing

Program Access

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

Background Screening Clearinghouse - Agency For Health Care Administration

Request Program Access

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

-- Select Program --

Request Program Access

Manage Account

- Edit User Information
- Change Password
- Update Security Question and Answer

Logout