Care Provider Background Screening Clearinghouse

Florida Medicaid User Registration Guide: Access to Background Screening through the AHCA SSO Web Portal

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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 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 a Florida Medicaid 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 ‘**Florida Medicaid**’ under Background Screening Clearinghouse. Select ‘**Request Program Access**’ to continue.
Add Provider

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

Select the ‘**Provider Type**’ and ‘**Reason for Screening**’.

If you are a new applicant to Florida Medicaid enter your **Application Tracking Number** (ATN) and select ‘**Search**’. If you are a renewing applicant to Florida Medicaid, or seeking to update an existing provider, enter your **Medicaid Provider ID** and select ‘**Search Provider**’.
Review the provider information in the search result list. To add the provider to your request list select ‘Add’. To remove the result and search for a different provider select ‘Remove’.

Review the requested Provider information to ensure you have selected the correct provider(s). If correct, select “Submit Request and Generate User Agreement”. If not, click ‘Delete’ and search for a new provider.
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 email the agreement to Medicaid Provider Enrollment 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 Providers

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

Select Background Screening Clearinghouse – Florida Medicaid.

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

Select Add Additional Providers 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 – Florida Medicaid.

This will bring you to the Background Screening Clearinghouse Program – Florida Medicaid – 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](image)