

## Fingerprinting Procedures

All Direct Service Workers (DSW) and Representatives (Reps) are required by Florida law to pass a Level 2 background screening prior to service. Screenings expire every five (5) years (Florida Statutes 435.04, 408.809). The screening includes a criminal history record check. Please call our office at 877-270-9580 or UnitedHealthcare Toll-Free 800-791-9233; TTY/TTD 711 if you have any questions about this process. We are here to answer questions. We are happy to help.

### Process Overview

Fill out the “*Information Needed for Fingerprinting*” form. It helps us register you. The information below is needed for the form:

- Full Name.
- Date of Birth.
- Social Security Number.
- Place of Birth: Country, State, City.
- Gender.
- Race.
- Eye Color.
- Hair Color.
- Height.
- Weight.
- Country of Citizenship.
- Address: Street, City, State, Zip.
- Phone Number.
- Email.

Once registered, you will get a receipt and information by mail or email.

- The cost of finger printing is either \$76.25 or \$54.25. The price depends on which Live Scan vendor is used. The Health Care Plan or applicant pays. We will let you know if you have to pay.
- If you get a **Gemalto** receipt, you must go to a 3M Gemalto site. You do not need an appointment. You may want to check the site’s hours. Sites and hours are found online at [https://www.aps.gemalto.com/fl/index\\_ahca.htm](https://www.aps.gemalto.com/fl/index_ahca.htm). You **must** bring:
  - Your registration ID.
  - A state or federal-issued photo ID; a current driver’s license is an okay form of ID.
- If you get a **Fieldprint** receipt, an appointment has been made at a Fieldprint site. Bring the receipt and two forms of ID. The receipt lists forms of ID that are accepted. If you need to cancel or change the appointment, let them know at least 24 hours prior. If you do not, you must pay a \$15 fee.

### Results

Results will be sent to Consumer Direct. We will notify the participant when we have the results.

If you are cleared to work, you will receive an *Okay to Work* form with the date you can start.

If you are not cleared to work, there is an exemption process. Either Consumer Direct or the Health Care Plan will provide the exemption application and instructions to the participant. The application is sent to AHCA, not Consumer Direct. Please contact Consumer Direct for more information on how to file an exemption.

**\*\*A worker cannot be paid for work until notified of acceptable Level 2 background screening results.\*\***



UnitedHealthcare does not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs and activities

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call the toll-free member phone number listed on your health plan member ID card, TTY 711, Monday through Friday, 8:00 a.m. to 7:00 p.m.

ATENCIÓN: Si no habla inglés, hay servicios de asistencia con el idioma disponibles sin costo para usted. Llame al **1-800-791-9233, TTY 711**.

ATENÇÃO: Se não fala inglês, estão disponíveis serviços de assistência linguística sem nenhum custo para si. Ligue para o **1-800-791-9233, TTY 711**.