



## 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.

### 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.\*\***



## Fingerprinting Procedures

You can reach Staywell Health Plan Member Services at **1-866-334-7927** (TTY **711**). We are here for you Monday-Friday, 8 a.m. to 7 p.m.

Staywell complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

**ATTENTION:** If English is your first language, we can translate for you. We can also give you info in other formats. That includes Braille, audio, large print and provide American Sign Language interpreter services. Just give us a call toll-free. You can reach us at **1-866-334-7927**. For TTY, call **711**.

**ATTENTION:** If Spanish is your first language, we can translate for you. We can also give you info in other formats. That includes Braille, audio, large print and provide American Sign Language interpreter services. Just give us a call toll-free. You can reach us at **1-866-334-7927**. For TTY, call **711**.

**ATTENTION:** If French Creole is your first language, we can translate for you. We can also give you info in other formats. That includes Braille, audio, large print and provide American Sign Language interpreter services. Just give us a call toll-free. You can reach us at **1-866-334-7927**. For TTY, call **711**.