



For more information, please check online at [www.miltcpartnership.org](http://www.miltcpartnership.org)



### Check out Quick Check

Quick Check is a new feature of the

Workforce Background Check system that allows providers and applicants to do a quick check of the online registries.

This process does not replace the required fingerprint-based check, but gives employers a chance to preview the publicly available information quickly and conveniently.

Go to [www.miltcpartnership.org](http://www.miltcpartnership.org) and click on 'Quick Check'.

## Frequently Asked Questions

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Bureau of Community and Health Systems  
PO Box 30664  
Lansing, Michigan 48909



# Authorizing Legislation

- Sections 20173a and 20173b of the Michigan Public Health Code
- Section 134a of the Michigan Mental Health Code
- Sections 34b and 34c of the Michigan Adult Foster Care Licensing Act
- Public Law 92-544

## Do I have authorization to conduct a background check on all of my employees?

No. The laws authorize a state and federal fingerprint-based criminal history record check for employees, independent contractors, and individuals granted clinical privileges who have direct access to patients or residents and are under your facility's control.

Volunteers are NOT covered by the background requirement, except for certain positions in a hospice facility.

"Direct access" means access to a resident or resident's property, financial information, medical records, treatment information, or any other identifying information.

### FACILITY CONTACT INFORMATION

Click on 'Contact Us' at  
[www.miltcpartnership.org](http://www.miltcpartnership.org)

Nursing homes, county medical care facilities, hospices, home health agencies, psychiatric facilities and hospitals with swing beds:  
1-877-718-5547

Adult foster care and homes for the aged:  
1-877-718-5542

## Log on/Access to the online system

### 1. I didn't receive an ID and password. Whom do I contact?

Letters containing a User ID and password are sent by mail to facility owners or licensees by the Department of Licensing and Regulatory Affairs. If you did not receive a letter or if you need to have the information resent, contact the Michigan Workforce Background Check.

### 2. I tried to log on to the system using the ID and password in the letter, but it doesn't work. I am getting an error message that says "Username or password is incorrect. Password is case sensitive". How do I log on?

Make sure your [CAPS LOCK] is off and try again. If you still can't log on, click on [Forgot your password] to reset the password. A new password will be sent to the email address on record immediately. If you can't remember the User ID, click on 'Contact Us' at [www.miltcpartnership.org](http://www.miltcpartnership.org).

### 3. I am a new administrator and need to change the contact information in the system. How do I do this?

If you have the ID and password, log on and select [User Settings] to change the administrator name or email address. If you don't have the log on information, mail or fax a request for a new ID and password, on company letterhead, to your licensing department.

### 4. Do I have to request a background check on contracted staff or temporary staff?

Ultimately, the responsibility for compliance with the background check requirements lies with the facilities. However, staffing agencies and independent contractors are authorized to request background checks for their employees through the Michigan Workforce Background Check. You can register contracted staff and immediately download a letter of employability and initiate continuous monitoring through RAPback.

## Fingerprinting

### 1. What is a 'shared result'?

If a prospective employee was fingerprinted within 12 months of the date of application, your facility may 'share' the employability decision without paying for a new background check. The system will determine when sharing is allowed and give immediate access to the result.

### 2. My applicant's prints have been pending for longer than usual. Why?

About 83% of background checks are completed within 48 hours of fingerprinting. In some cases, the fingerprint image quality must be enhanced or manually processed. Fingerprint images that are rejected by the FBI may take six weeks to process. If you haven't received a result within 30 days, contact the Michigan Workforce Background Check.

### 3. Why am I getting notifications for employees who don't work here anymore?

To stop receiving notifications, you must update your system record when an employee quits or his or her employment is terminated.

### 4. I received an 'Overdue Prints' notice, what do I do?

You must schedule the applicant for fingerprinting or withdraw the application. If the applicant has submitted fingerprints and you are receiving the notice in error, contact your licensing agency.

### 5. I got a notice that an applicant's fingerprints were rejected, what do I have to do?

Send the applicant for re-fingerprinting with the original confirmation ID and you will not be charged.