

March 2nd, 2020

Dear Massachusetts Participant Directed Program Provider,

On behalf of the Department of Developmental Services (DDS) and Public Partnerships (PPL), we hope this letter finds you well. We are writing you to inform you of a law amended by the Massachusetts Legislature that will now require all workers who provide services through the Participant Directed Program to complete a new fingerprint-based background check. All active qualified Providers, (Employees and Independent Contractors) of Participant Directed Program participants will be subject to this additional requirement, as well as any new Employees and Independent Contractors hired in the future. **You are receiving this letter to explain to you the process and timeline which you must follow in order to comply with this law.**

Timeline and Important Dates:

This is the first of two notifications you will receive from Public Partnerships (PPL) alerting you of the fingerprint requirement along with instructions on how to begin and complete the fingerprint process. Contained in this notification, **you will find enclosed a copy of the authorization form which you must complete and return to PPL by May 18th 2020 to initiate the process.** Once PPL receives the authorization form enclosed, you will receive an email with further instructions detailing how to schedule your fingerprinting appointment.

Starting on March 2nd, 2020, providers will have 90 days to schedule and complete a national background fingerprint check. If you do not complete the fingerprint background check by **June 1st 2020,** you will not be permitted to continue providing services through the Participant Directed Program until you are able to complete the check.

If you work for more than one individual enrolled in the Participant Directed Program or in any of the DDS participant directed programs, you will only be required to complete a fingerprint check once. That check will be valid for all individuals you serve within the programs.

How Do I Complete the National Fingerprinting Background Check?

1. Enclosed you will find a National Criminal Background Check Request Form. Please complete and return to PPL by **May 18th 2020.** Included at the bottom of the form are instructions for how to return the form to PPL.
2. PPL will process the National Criminal Background Check Request Form and provide you, via email, with a Unique Individual Number and instructions on how to register for a fingerprint appointment with Identigo (Identigo is the vendor chosen by DDS to administer the National Background Fingerprint Checks and has fingerprint check stations throughout the

state of Massachusetts). This email will also include a link to the Identogo Registration Guide hosted on the PPL website that directs you on how to schedule the appointment with Identogo, as well as approved fingerprinting locations.

3. You will be responsible for scheduling an appointment at a MorphoTrust USA Identogo™ location within 10 days of receiving your personal Unique Individual Number from PPL.
4. To schedule an appointment with Identogo, you can either call at **(866) 349- 8130** or via their website at <http://www.identogo.com/FP/Massachusetts.aspx>. (Please note: walk-in service to schedule an appointment is NOT available.) **When registering for your appointment, be sure to use your Unique Individual Number. The Unique Individual Number may not be used by any other individual when registering.**
5. You will arrive at your scheduled Identogo appointment and complete the fingerprinting check. The results will automatically be transmitted to PPL and DDS.
6. There is a \$45.00 application fee for fingerprinting that **may be paid either online via credit card or e-check or onsite via check or money order**. Identogo Centers accept Visa®, MasterCard®, American Express, and Discover credit cards. Cash is NOT accepted. **Please ensure to get a receipt for the \$45 fee as this will be used to request reimbursement.**
7. **You will be reimbursed for the \$45 application fee by PPL.** As stated above, please be sure to keep the receipt for the \$45 fee from Identogo. You do not need to submit the invoice to the broker for approval. You will follow the steps for reimbursement below in the section **Instructions for Submitting Your \$45 Identogo Receipt to PPL**.
8. Once you have had your fingerprints taken by Identogo, the fingerprints are transmitted to the Federal Bureau of Investigation (“FBI”) who then provides DDS with a criminal history record. The DDS National Criminal Background Check Unit is responsible for facilitating the fingerprint check process and issuing an interim (where needed) and final determination of suitability.
9. You will be notified in writing via email of DDS’s National Background Check suitability determination. If you receive a suitable determination, you will continue to be an approved provider for the program and you are able to continue providing services to its participants. If you receive a not suitable determination, you may not have unsupervised contact with DDS clients starting on the date of notification. In this case, you will have the opportunity to challenge this determination by submitting information to the DDS Criminal Background Check Unit in accordance with the procedures described in 115 CMR 12.00 et seq. Should you be found unsuitable after this process, you are no longer eligible to be a Qualified Provider/Staff Member and will be removed from the Self-Directed Qualified Provider List.

Instructions for Submitting Your \$45 Identogo Receipt to PPL

To receive reimbursement for your \$45 Identogo application fee, please scan and email your \$45 Identogo receipt along with the attached invoice form **directly to PPL** (Please do not send to your Support Broker) at: MA_PDP_Fax@pcgus.com; or fax the receipt and invoice form to: (877) 563-6438. **Please ensure your name and address are listed on the receipt/ invoice form.**

Your \$45 reimbursement payment will be sent to you within 14 days, per the PPL check run schedule.

Questions or Concerns?

If you have any questions or concerns, please contact Public Partnerships’ (PPL) Customer Service line at 1-888-866-0869, or email PPLMA_PDP@pcgus.com.

Thank you for your cooperation.

Sincerely,

The Department of Developmental Services and Public Partnerships