

February 3, 2020

Dear Massachusetts Participant Directed Program Participant or Representative,

On behalf of the Department of Developmental Services and Public Partnerships, 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 direct services through the Participant Directed Program to complete a new fingerprint-based background check. All active qualified providers/staff members of Participant Directed Program participants will be subject to this additional requirement, as well as any new staff hired in the future. **You are receiving this letter to explain to you the process and timeline which must be followed by your staff member in order to comply with this law.** You do not have a responsibility for this process, other than to be informed.

Timeline and Important Dates:

Public Partnerships (PPL) will send two notification letters and emails to your active providers alerting them of the fingerprint requirement along with instructions on how to begin and complete the fingerprint process. The first notification will be sent on **March 2, 2020** and the second will be sent **April 2nd, 2020**.

Providers will have until June 1st 2020 to schedule and complete their fingerprint check. If your provider(s) do not complete the fingerprint background check by this date, they will not be permitted to continue providing services through the Participant Directed Program until they are able to complete the process.

Additionally, any new staff hired as of **March 2, 2020**, will be required to complete both the national fingerprint-based criminal background check in addition to the Massachusetts Criminal Offender Record Information (CORI) check.

How Does My Provider Complete the National Fingerprinting Background Check?

1. PPL will send a National Criminal Background Check Request Form to your provider along with the initial notification letter.
2. Your provider will fill out and return the completed form via email to mapplfax@pcgus.com.
3. PPL will process the National Criminal Background Check Request Form and provide your worker via email with a Personal Identification Number and instructions on how to register for a fingerprint appointment with IdentoGO. IdentoGO is the vendor chosen by DDS to administer the National Background Checks and has fingerprint check stations across the state of Massachusetts.
4. Your provider will be responsible for scheduling an appointment with IdentoGO within 10 days of receiving their personal identification number from PPL.

5. Your provider will arrive at their 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.
7. Your provider will return the receipt of their fingerprinting along with an invoice form to Public Partnerships who will process the \$45 reimbursement of their fee. The funds to pay this reimbursement will not be taken from your/the participant's annual budget.

Once your provider has had their 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.

Your provider will be notified via email of their suitability determination. If your provider receives a suitable determination, they will continue to be an approved provider and services will continue as previously planned. If your provider receives a not suitable determination, they may not have unsupervised contact with Individuals served by DDS and therefore will be unable to work at this time. In this case, your provider will have the opportunity to challenge 115 CMR 12.00 et seq by submitting information to the DDS Criminal Background Check Unit. Should your provider be found unsuitable after this process, they are no longer eligible to be a Qualified Provider/Staff Member and will be removed from the Self-Directed Qualified Provider List.

Questions or Concerns?

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

Thank you for your cooperation.

Sincerely,

The Department of Developmental Services and Public Partnerships