

Texas Medicaid Provider Fingerprinting Requirement Frequently Asked Questions (FAQ)

1. Who is required to submit fingerprints for purposes of completing a criminal background check?

In accordance with Title 42 Code of Federal Regulations (CFR) §455.434 and §455.450(c), fingerprint-based background checks are required for all high categorical risk providers and their owners who have a 5 percent or greater direct or indirect ownership interest, as a condition of enrollment in Texas Medicaid.

2. How do I know my provider risk category?

Provider risk categories are included in the **Affordable Care Act (ACA) Provider Enrollment Frequently Asked Questions (FAQ)** that can be found on the Provider Enrollment page of this website. Federal regulations have assigned a risk category of limited, moderate, or high for specific provider types based on an assessment of risk for fraud, waste, and abuse.

3. When do I need to submit proof of fingerprinting?

Providers required to submit proof of fingerprinting (see question 1) must submit proof with their enrollment application. If proof of fingerprinting is not available at that time, a six-digit service code will be provided when an application is submitted.

Note: *This service code is required to schedule a fingerprinting appointment.*

If the provider is enrolling online, the service code will be displayed immediately upon submission of an application. If the provider is enrolling on paper, the service code will be sent with a deficiency letter.

4. How do I schedule my fingerprinting appointment?

Once you have received the required six-digit service code (see question 3), you may schedule a fingerprinting appointment. The website for Texas Medicaid's fingerprinting vendor is <https://uenroll.identogo.com>. You can schedule appointments online or by phone at **1-877-289-6114**. For online scheduling, we recommend using Google Chrome to access the vendor's website.

Note: *Being fingerprinted prior to receiving the service code will result in deficiencies, additional costs for fingerprinting, and overall increased processing time for enrollment.*

If you have misplaced your service code information, please contact the TMHP Contact Center at **1-800-925-9126** and the service code will be provided to you.

5. What is a UEID number?

The fingerprinting vendor assigns a unique Universal Enrollment Identification (UEID) number to each applicant. The UEID may be used for scheduling a fingerprinting appointment, checking the status of the appointment, or checking the status of the fingerprints to determine if they were processed or rejected.

6. How much does the fingerprinting cost?

The fee for each individual to be fingerprinted is \$11.50. Individuals printed outside of Texas may be required to pay an additional fee for out-of-state fingerprint processing.

7. How and when do I pay for fingerprinting?

Payment is expected during online scheduling or at the time services are rendered. The fingerprinting vendor accepts credit cards, business checks, and money orders. Personal checks are not accepted.

8. Can I schedule a fingerprinting appointment online for a person who does not have a driver's license or social security number?

Yes. The fingerprinting vendor does not require a driver's license number or social security number to schedule an appointment online. The applicant must provide valid identification at the time of the appointment. Valid identification includes:

- Driver's license issued by a state or U.S. territory
- Commercial driver's license issued by a state or U.S. territory
- Driver's license permit issued by a state or U.S. territory
- Commercial driver's license permit issued by a state or U.S. territory
- State or U.S. territory identification card
- Federal identification card
- Passport book or card
- Permanent Resident card (I-551)
- Enhanced Tribal Card (ETC)
- Foreign passport
- Temporary paper licenses issued by the state of Texas

For more information regarding valid identification, visit

https://www.txdps.state.tx.us/administration/crime_records/docs/proveidforfingerprinting.pdf

9. What if my fingerprints have already been submitted to Medicare or another state's Medicaid program?

If you submitted your fingerprints to Medicare or another state's Medicaid program as a requirement of enrollment or revalidation, we may be able to rely on the background check performed by Medicare or that state to meet this requirement. You must submit a letter containing the details on company letterhead to TMHP. The letter must include the following information:

- Document whether fingerprints were submitted to Medicare, or
- Document that fingerprints were submitted to a State Medicaid program (list the specific state)
- List of providers and/or owners whose fingerprints were submitted
- Date that the fingerprinting was completed

Note: *Fingerprinting for any other purpose (i.e., personal, gun permit, real estate license, etc.) does not meet this requirement.*

10. How do I add new owners or make changes to existing owners on file with TMHP?

To add new owners who have a 5 percent or more direct or indirect ownership interest, or to change ownership information for existing owners, you should submit a letter detailing the changes on company letterhead to TMHP. The letter must be signed by an authorized representative. Each new owner must also submit a Principal Information Form (PIF-2) to TMHP.

11. What are the guidelines for submitting proof of fingerprinting to TMHP?

The fingerprinting vendor will provide you with a thermal receipt verifying that fingerprinting occurred. You must send a copy of this receipt to TMHP Provider Enrollment for each provider and/or individual who meets the ownership requirements. You must include your application number with the submission of your thermal receipt. If you are a provider or owner at multiple locations, you must submit copies of the thermal receipt for each location.

If these guidelines are not met, your application will experience a delay in processing by TMHP.

Note: *Remember to keep the original thermal receipt for your records.*

12. How do I submit proof of fingerprinting or changes to owners to Texas Medicaid?

You must submit the following documentation to TMHP:

- Copies of the thermal receipts verifying that fingerprinting occurred for all required individuals
- Letters verifying the submission of fingerprints to Medicare
- Letters verifying the submission of fingerprints to another state's Medicaid program
- Letters regarding ownership changes

You can upload the required documentation as attachments during the enrollment process using PEP, or mail to:

Texas Medicaid & Healthcare Partnership
ATTN: Provider Enrollment
PO Box 200795
Austin, TX 78720-0795

13. What if my proof of fingerprinting is not submitted timely, or is not complete?

Newly enrolling, re-enrolling, and revalidating providers must submit proof of fingerprinting (thermal receipts) with their completed application. If the required proof is not submitted, the provider will receive a deficiency letter requesting the proof of fingerprinting. The provider will have 30 days to submit the requested information. The application will be closed if the deficiency is not addressed by the 30-day deadline. Applications may be re-opened subject to certain limitations.

14. How are rejected fingerprints handled, and how will I know if someone on my staff or my own fingerprints were rejected?

Sometimes DPS or the FBI rejects fingerprints. If this happens, the person will be contacted by phone or email by the fingerprinting vendor, based on the preferred method of contact entered when the background check was requested, to schedule a reprint. The person should not be charged a second time for fingerprinting. The person may go online or schedule by phone with the fingerprint vendor for a reprint.

The reprint must be completed within one year of the initial appointment. If the second set of fingerprints is also rejected and was completed within one year of the initial appointment, HHSC-IG can request a name-based search from the FBI. This search must be requested within 90 days of the second set of fingerprints. If HHSC-IG is not notified of the second rejection within the 90-day timeframe, the person will require a new set of fingerprints, and will be required to pay a new fingerprinting fee.

Note: *If your fingerprints have been rejected or you have questions regarding the fingerprint rejection process, please contact the Inspector General's office at oigfingerprints@hhsc.state.tx.us.*