
BE INFORMEDNETWORK
BULLETIN

IMPORTANT UPDATES

Background Check Transition

Fieldprint Account Set-up & Background Check Process



Account Set-up

DBHDD has been advised some information which migrated from Gemalto to Fieldprint may be inaccurate. If your agency has an existing account with Gemalto, and you have not received login credentials from Fieldprint, please have your point of contact email gacustomerservice@myfieldprint.com to establish the account with Fieldprint. If you have already emailed them, do not email again.

Make sure an accurate point of contact is associated with the Fieldprint account and they have Fieldprint login credentials. Then you can change/add your payment information.

Please note, response times from Fieldprint Customer Service are 24-48 hours.

Background Check Process

Applicants must do their own registration. They must create a scheduling site account at <https://fieldprintgeorgia.com/individuals> and register themselves for fingerprints.

If the agency is paying for the background check, give the applicant the correct Fieldprint Code which includes your ORI number (Agency ID), so DBHDD knows who the requesting agency is:

- Community providers use the FP Code ending in 37-1-28 (2)
- State hospitals and State Office use the FP Code ending in 37-1-28 (1)

If the applicant is paying for the background check, give the applicant the correct ORI number (Agency ID), so DBHDD knows who the requesting agency is.

Providers must email the signed Registration Forms to dbhdd.reg@dbhdd.ga.gov after the applicant has registered. DBHDD staff will review and approve registrations.

After the registration has been approved, the applicant will receive an email from Fieldprint informing them their registration was approved.

The applicant will need to login to Fieldprint and schedule a fingerprint appointment.

The applicant should take the appointment number and photo ID to the fingerprint site at the scheduled appointment date/time.

**Important DBHDD Policy
Updates Effective May 1, 2023**

**Criminal History Record Check for DBHDD Network
Provider Applicants, 04-104**

**Criminal History Record Check for Individual
Provider Applicants, 04-111**

**IN CASE YOU
MISSED IT ...**

EFFECTIVE MAY 1, 2023, fingerprint based criminal background checks will be processed via FieldPrint. To facilitate as smooth a transition as possible, providers who experience challenges getting applicants fingerprinted using the new system may utilize the *Attestation of Absence of Barrier Crimes Data*, Attachment F, in the above policies. It's imperative that providers continue to pursue completion of the fingerprint background check during this period. This allowance will be in place until May 31, 2023, at which time the transition issues may be reassessed.

If there are challenges getting an applicant who is subject to this policy fingerprinted due to the transition to FieldPrint, DBHDD's Provider Network must have the applicant complete Attachment F. The signed form must be submitted electronically to **DBHDD-CRS@dbhdd.ga.gov**, along with an explanation of the efforts that the provider has already made to complete the fingerprinting and the delays the provider has encountered. DBHDD will respond confirming or denying acceptance of the Attestation. **Applicants cannot begin working until DBHDD has approved the Attestation in writing.** The provider must maintain a copy of the Attestation and approval email from DBHDD in the applicant's personnel file.

All applicants who are subject to this policy and hired after May 1, 2023, using the Attestation, must complete the fingerprint-based background check by May 31, 2023.

The Individual Assessment process set forth in policies 04-104 and 04-111 do not apply during the Attestation but may become applicable once the applicant is fingerprinted.

Once applicants hired under an Attestation have been fingerprinted, if they are deemed ineligible, they must immediately stop working. If an applicant is deemed "under review," they must immediately stop working with individuals served until eligibility is determined as outlined in policies 04-104 and 04-111.

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