BE INFORMED NETWORK BULLETIN D·B·H·D·D

IMPORTANT UPDATE

GAPS Transition to FieldPrint for Background Checks

Temporary Attestations

DBHDD is in the process of updating policies **Criminal History Record Check for DBHDD Network Provider Applicants, 04-104** and **Criminal History Record Check for Individual Provider Applicants, 04-111** to allow for temporary attestations due to challenges with the transition to FieldPrint from Thales. The required temporary attestation form will be added as an attachment to the above policies. DBHDD will notify you once they have been updated and the forms are available for use.

The attestation form is acceptable from May 1, 2023, to May 31, 2023. All employees that signed an attestation form during this transition will be required to complete the fingerprint background check no later than May 31, 2023.

If your agency uses agency billing in Gemalto and you have not heard from Fieldprint about your user login information and/or Fieldprint codes, please reach out to Fieldprint via email at **gacustomerservice@myfieldprint.com** or by phone at 888-472-8918 extension 2440.

You must set up agency billing with Fieldprint, as it will not transfer from Thales. Please have your agency ORI number available when you contact them.

Please see the April 19, 2023, Special Bulletin at the link below, for additional information regarding training, resources, and important dates for the transition.

> **April 19, 2023 - Special Bulletin**

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