

# Automated Background Check Management System (ABCMS)

## Frequently Asked Questions

- 1. What is the process for submitting a background check through the ABCMS?**
  - a. The process would be to:
    1. Submit an application in ABCMS
    2. Upon submission, you'll see a fingerprint form you can print for your applicant to take to the Law Enforcement Agency to get fingerprinted
    3. After fingerprints are taken, the law enforcement agency then sends the fingerprints electronically to the SBI
    4. Once the SBI processes these results, they should automatically sync up with the application in ABCMS – You can then view the results under the applicant's *Documents* tab
- 2. Where can I get fingerprints taken?**
  - a. You can find a law enforcement agency nearest to your location and schedule fingerprint appointments at the link here:  
<https://www.nbinformation.com/locations/lawEnforcement/byCounty/NC.php>
- 3. How long does it take to receive Background Check results electronically?**
  - a. After fingerprints have been taken, the results typically take anywhere between 3-7 days to be received by the ABCMS. However, this turnaround time does NOT apply to fingerprint cards that have been mailed in. Mailed in fingerprint cards can take up to 3 weeks for results to display in ABCMS.
  - b. Other factors can also delay results, like misspelled names, or wrong SSN or DOB. Please ensure all information is correct before submitting your application.
- 4. I have an applicant who had fingerprints taken and I've been waiting on their results for over 7 business days – What should I do?**
  - a. It is possible that the ABCMS has results for your applicant, but they may not be synced to their application yet. If this applies to you, please send an email to [ABCMSsupport@improving.com](mailto:ABCMSsupport@improving.com) and include the Applicant's First & Last name and Application Number. The ABCMS Support team will investigate further and sync the results, if they're in the ABCMS.
- 5. I have an application status showing "Waiver Pending" – What do I need to do?**
  - a. You will need to *Download the DHHS Waiver Form* from ABCMS, have the applicant *sign the form*, then *Upload* the signed copy to ABCMS. The DHHS will then process this waiver within 2-7 days. Once processed, you will see the application's status change to "Waiver Received" and the option to hire the applicant will be available for selection.
- 6. What kinds of background checks can I run? How much does it cost to submit a background check?**
  - a. There are 3 different background checks available to select within the ABCMS:
    1. Name Based Check - \$10
    2. Fingerprint Based Check - \$14
    3. Out of State Check - \$38

These fees are per application and invoiced directly from the SBI. No actual payments are taken within ABCMS, and there is no cost to use the ABCMS

**7. I entered my applicant's information incorrectly when submitting their application in ABCMS – How do I correct it?**

- a. If any of the application's info was entered incorrectly, you can edit the information and save it as an *alias*. Otherwise, you can withdraw the application and submit a new one.

**8. What registries are checked through the ABCMS:**

- a. The following registries are required to be checked in the ABCMS:
  1. NC Nurse Aide I Registry
  2. NC Medication Aide Registry
  3. NC Geriatric Aide Registry
  4. NC Health Care Personnel Registry
  5. OIG List of Excluded Individuals/Entities

You can also perform additional registry checks through manual entry into the system for the following registries:

1. North Carolina Sex Offender Registry
2. National Sex Offender Public Website
3. GSA System for Award Management (SAM)
4. National Practitioner Data Bank

Note: If an applicant had a previous address from another state, then ABCMS will also require that state's Nurse Aide Registry is checked.

**9. How do I sign up to use the ABCMS?**

- a. The sign-up process is very quick! Simply send an email to [ABCMSsupport@improving.com](mailto:ABCMSsupport@improving.com) containing the following information:
  1. Facility Name
  2. Facility ID
  3. License Number
  4. Contact Phone Number
  5. SBI Number (AKA: an ORI number)

If there are multiple facilities you need to be connected to, please make sure to provide the above details for **each location**. If you do not have an SBI Number, please reach out to [AIUhelp@ncsbi.gov](mailto:AIUhelp@ncsbi.gov) at the NCSBI to obtain an access agreement (AA). Additionally, you can now apply for an Access Agreement online. For further details, please view the NC SBI information below:

**NC SBI Access Integrity Unit:**

**Online AA Application:** <http://docs.ncsbi.gov/Agency-Access-Agreement>

(You must know your statutory authority)

**Phone:** 919-582-8639

**Email:** [AIUhelp@ncsbi.gov](mailto:AIUhelp@ncsbi.gov)

**Status Checks:** [CIIShelp@ncsbi.gov](mailto:CIIShelp@ncsbi.gov)