

# Texas Medicaid Provider Fingerprinting Requirement Frequently Asked Questions (FAQ)

## 1. Who is required to submit fingerprints for 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% or greater direct or indirect ownership interest, as a condition of enrollment in Texas Medicaid.

## 2. How do I know my provider risk category?

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. A provider's assigned Screen Risk Category can be found under the Screen Risk Category Reason Code on the Provider Information page within the Provider Enrollment and Management System (PEMS).

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

Providers that are required to submit proof of fingerprinting (see question 1) must upload proof when they submit their PEMS enrollment application. After the enrollment application is submitted, providers will receive a letter that contains a service code.

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

## 4. How do I schedule my fingerprinting appointment?

After 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 **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.*

## 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 \$10. Individuals fingerprinted 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.dps.texas.gov/sites/default/files/documents/administration/crime\\_records/docs/proveidforfingerprinting.pdf](https://www.dps.texas.gov/sites/default/files/documents/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 to TMHP. The letter must be on company letterhead and include the following information:

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

**Note:** *Fingerprinting for any other purpose (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% or more direct or indirect ownership interest, or to change ownership information for existing owners, you must complete a PEMS Maintenance – Ownership/Controlling Interest request. The Owners/Creditors/Principals section must be completed for each new owner.

## 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 upload a copy of this receipt to your PEMS enrollment application for each provider or individual who meets the ownership requirements. 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, the processing of your application will be delayed.

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

## 12. How do I submit proof of fingerprinting to TMHP?

You must use PEMS to upload the following documents as attachments during the enrollment process:

- Copies of the thermal receipts verifying that fingerprinting occurred for all required individuals
- Letter verifying the submission of fingerprints to Medicare
- Letter verifying the submission of fingerprints to another state's Medicaid program (list the specific state)

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

Newly enrolling, reenrolling, 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 reopened, subject to certain limitations.

## 14. How are rejected fingerprints handled, and how will I know whether one of my staff's fingerprints or my own fingerprints were rejected?

Sometimes the Texas Department of Public Safety (DPS) or the FBI rejects fingerprints. If this happens, the fingerprinting vendor will contact the person by phone or email to schedule a reprint. The person should not be charged a second time for fingerprinting. The person may schedule the reprint online or by phone.

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, the Texas Health and Human Services Commission-Office of the Inspector General (HHSC-OIG) 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-OIG is not notified of the second rejection within the 90-day time frame, the person will need 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, email the Office of the Inspector General at [oigfingerprints@hhsc.state.tx.us](mailto:oigfingerprints@hhsc.state.tx.us).*