



State of Missouri Department of Health and Senior Services

Family Care Safety Registry

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Welcome to the Family Care Safety Registry (FCSR) Background Screening and Employment Eligibility System (BSEES)

Instructions for Online Users

**Revised
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Family Care Safety Registry Background Screening and Employment Eligibility System

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Introduction

Missouri's Family Care Safety Registry (FCSR) was established by law to promote family and community safety. The registry helps to protect children, seniors, and the disabled by providing background information. Families and eligible employers can contact the registry to request background information on registered child care, elder care and personal care workers or to request licensure status information on licensed child care and elder care providers. This service is intended to provide information to help families and employers make informed decisions when hiring employees to work with children, the elderly, and the disabled.

The FCSR automates this service through an Internet-based application called the Background Screening and Employee Eligibility System (BSEES). Applicants and employees will use BSEES to register for the FCSR without worrying about logging in. Staff employed by eligible organizations can request individual access to log into BSEES to access additional features. With a BSEES log-in you can check to see if individuals are already registered, request background screenings, manage notifications made electronically through the new print queue feature, and ensure your information on file with the FCSR is up to date.

These instructions will demonstrate:

- The main page and its active parts and how to log in
- How to check if an applicant or employee has already registered with the FCSR
- How to check if a registrant has been approved for a Good Cause Waiver
- How to request a background screening and the possible responses the system will generate
- How to manage the Print Queue of electronically delivered notifications
- How to check the information about your organization on file with the FCSR

Instructions for how an individual can use BSEES to register with the FCSR are not included.

This document will describe how an individual approved to use the FCSR online system will navigate in FCSR-BSEES. Approved users will use the ID and password already provided for the FCSR online system. If you do not have a personal user ID and password but would like to request one, find out how by visiting our website at <https://health.mo.gov/safety/fcsr/forms.php> or calling toll-free (866) 422-6872.

Main Page and Log In

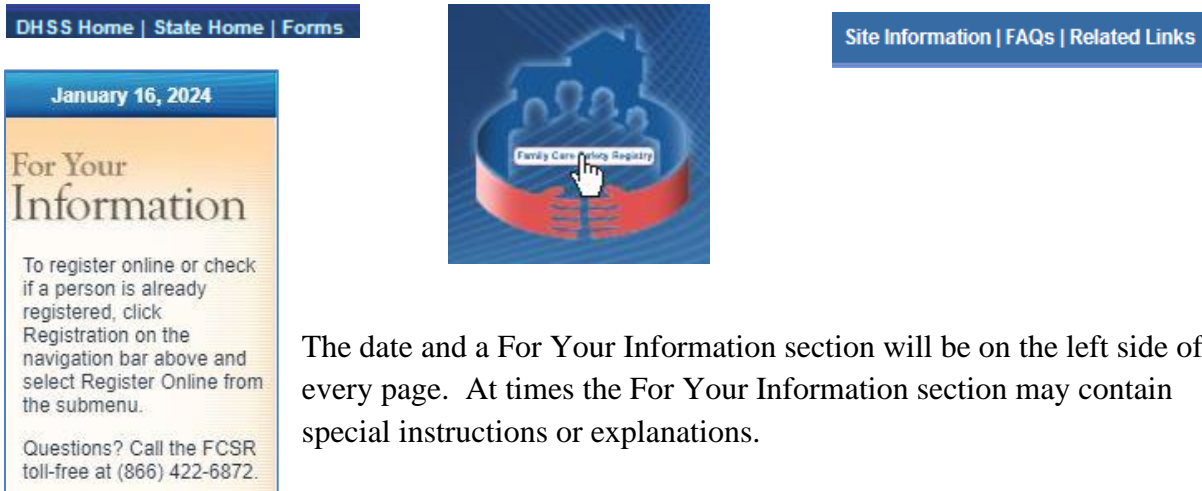
The web address for FCSR-BSEES is: <https://healthapps.dhss.mo.gov/bsees/main.aspx>.

Page Features

When you go to that web address, you will see the main page.



Like many web pages, there are links at the top and bottom of the page that will direct you to other sources of information.



The date and a For Your Information section will be on the left side of every page. At times the For Your Information section may contain special instructions or explanations.

A row of navigation buttons can be found near the top of the page.



Before you log in, please read the information in the body of the page.


APPLICATION MAIN

Welcome to the Family Care Safety Registry Background Screening and Employment Eligibility System.

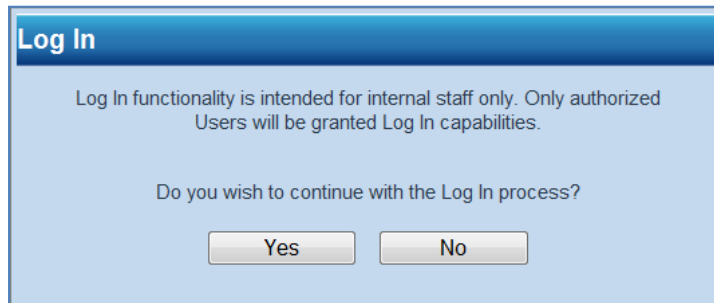
Individuals may use this system to register with the Family Care Safety Registry, or to check whether or not a person is registered. Eligible employers may use this system via secure user accounts to request background screenings on current or potential employees.

You are about to gain access to a Missouri Department of Health and Senior Services application. By proceeding, you are agreeing to keep confidential all information made available to you through this application. Any unauthorized access, use and/or disclosure of information may result in loss of access privileges, an action for civil damages, and/or an action for criminal charges.

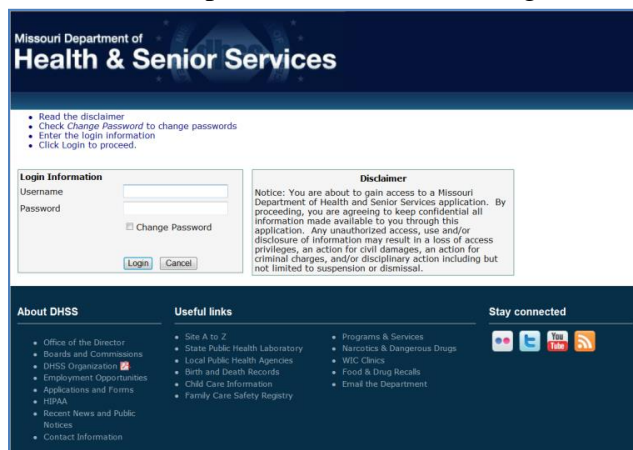
Logging In

Click the link in the upper right corner to log in. 

A dialog box will appear noting log in functionality is for authorized users. If you have a personal user ID and password for the FCSR web-based system, click the Yes button.

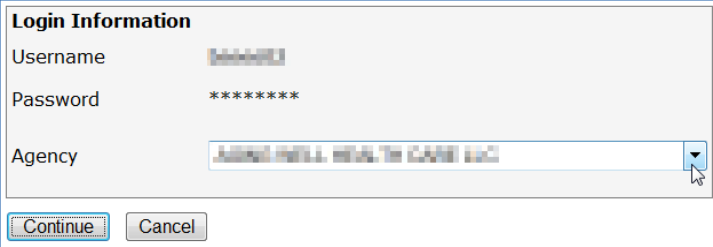


Enter your personal FCSR user ID and password in the following screen.



Family Care Safety Registry Background Screening and Employment Eligibility System

If you have approval to access FCSR-BSEES for more than one business or site, choose the appropriate Agency from the drop-down list before clicking the Continue button on the next screen.



The form is titled "Login Information" and contains three input fields: "Username" with a masked value, "Password" with asterisks, and "Agency" with a dropdown menu showing "JENNIFER HILL, MISSOURI CARE SERVICES". Below the fields are "Continue" and "Cancel" buttons.

Click the Continue button to proceed.

After logging in, you'll notice:

- The Log In link has now become a Log Out link.
- Your identifying information can be viewed below the Log Out link.
- There is a new button on the top row navigation for Background Screening.
- The body of the page has changed. In addition to informative text there are tabs to access functions for requesting background screenings, accessing your print queue of electronic notifications, and updating your information as a provider organization.



The screenshot shows the dashboard for the Family Care Safety Registry. At the top, it says "State of Missouri Department of Health and Senior Services" and "Family Care Safety Registry". The date is "January 16, 2024". The navigation bar includes "FCSR-BSEES Home", "Registration", "Good Cause Waiver", and "Background Screening". Below the navigation bar, there are tabs for "APPLICATION MAIN", "Background Screening", "Application Main", "Print Queue", and "Provider". The main content area features "FCSR - BSEES Announcements" with a list of updates and a "Welcome to the Family Care Safety Registry Background Screening and Employment Eligibility System." message. The footer includes "v3.0.15.0.232201629" and "Site Information | FAQs | Related Links".

The body of the page will be the dynamic working section, and will change based on the top row navigation button or tab selected. Let's look at what you can do using the Top Row Navigation.



[Click here for frequently asked questions on the main page and logging in.](#)

Top Row Navigation

The top row buttons will be stable ways to move through BSEES and will always be shown, no matter where you have navigated. Once you have logged in, the choices for top row navigation are FCSR-BSEES Home, Registration, Good Cause Waiver, and Background Screening.

FCSR-BSEES Home

FCSR-BSEES Home will take you to the main page. If you are not sure where you are at, or want to clear partially entered information, “go home.”



Registration

While you are logged in with your user ID, the only registration function available is **Is A Person Registered** to check an individual’s registration status.

When you hover over the Registration button, a submenu will appear. The choices on the submenu are:



- Register
- How to Register
- Registration Forms

The last two choices – How to Register and Registration Forms – will take you to other web pages for more information on the particular topic. Click Register from the submenu to access the **Is A Person Registered** function.

A Note about Registration:
Online registration is designed to be used by individuals without a user ID and password.

Is A Person Registered?

After clicking Registration-Register from the Top Row Navigation, you will be directed to a Welcome screen. Click the tab to the right for **Is A Person Registered** to check if an individual’s Social Security Number is on file with the FCSR. An individual must be registered before you can request a background screening.

Family Care Safety Registry Background Screening and Employment Eligibility System

Enter the Social Security Number (SSN) twice and click the Search button to confirm FCSR registration.

The screenshot shows the homepage of the Family Care Safety Registry. At the top, there is a navigation bar with links for 'FCSR-BSEES Home', 'Registration', 'Good Cause Waiver', and 'Background Screening'. The main content area is titled 'SEARCH BY REGISTRATION' and contains a form with two input fields for 'Social Security Number' and 'Confirm Social Security Number', both marked as required. A 'Search' button is located below the fields. To the left of the search area, there is a sidebar with 'For Your Information' and contact details. The footer includes the version number 'v3.0.5.0.213140851' and links for 'Site Information', 'FAQs', and 'Related Links'.

After clicking the Search button, you will see one of two messages in the body of the page.

This screenshot shows a message box with a light blue background. The text reads: 'Social Security Number: [redacted] was **NOT** found in the database.' Below this, it states: 'The individual with this Social Security Number is NOT registered with the Family Care Safety Registry (FCSR). NOTE: This is not a background screening. A background screening cannot be processed until the individual has completed registration with the FCSR.' It then provides instructions: 'If you believe an error has been made and this individual has registered with the FCSR, please provide either the check/money order number used for payment of the registration fee, or the registration number assigned to the individual by the FCSR.' At the bottom, there is a 'Search' button and a note: 'Internet users logged into the Background Screening and Employment Eligibility System (BSEES) cannot complete an FCSR registration.'

or

This screenshot shows a message box with a light blue background. The text reads: 'Social Security Number: [redacted] was found in the database.' Below this, it states: 'This individual is registered with the Family Care Safety Registry (FCSR). Individuals need to register only one time. **This is not a background screening.**' It then provides information: 'Eligible employers may obtain current background screening results on registered individuals, at no charge, via the Internet. To learn about requesting background screenings via the Internet, click on the following links: **Internet Background Screening: How to Become a FCSR Internet User.** Employers may also request background screening results by calling the FCSR toll-free access line at 866-422-6872 between 8 a.m. and 3 p.m., Monday through Friday; or by completing and submitting an **Employer Background Screening Request Form.**' At the bottom, there is a 'Search' button and a note: 'To search for another Social Security Number:'

To leave this page, “go home.”

[FCSR-BSEES Home](#)

Good Cause Waiver

As with the Registration button in top row navigation, when you hover over the Good Cause Waiver button, a submenu will appear. The choices on the submenu are:

- Waiver Status
- How to Apply
- Waiver Process
- Waiver Forms



The last three submenu items – How to Apply, Waiver Process, and Waiver Forms – will take you to other web pages for more information on each topic. Clicking **Waiver Status** from the submenu will begin the process to check whether a Good Cause Waiver has been submitted for a registrant.

A Note about Good Cause Waiver:

An approved Good Cause Waiver lifts the hiring restriction for an individual working in long term care. Learn more at www.health.mo.gov/safety/goodcausewaiver.

When you click Waiver Status you will notice the light blue bar at the top of the screen reads Waiver Status. Enter the SSN of the registrant (twice) and click the Search button.

A screenshot of the 'WAIVER STATUS' search page. At the top, there is a navigation bar with 'FCSR-BSEES Home', 'Registration', 'Good Cause Waiver', and 'Background Screening'. Below the navigation bar, the page title 'WAIVER STATUS' is displayed. The main content area contains the following text: 'To search Department of Health and Senior Services database to identify if a Good Cause Waiver has been submitted, enter the Social Security Number as noted below.' There are two input fields for the Social Security Number, each with three boxes. The first is labeled '*Social Security Number:' and the second is labeled '*Confirm Social Security Number:'. Below the input fields is a red 'Search' button. At the bottom of the page, there is a red asterisk indicating a required field and a 'Messages' section.

After clicking the Search button, you will see one of two results messages in the body of the page.

A screenshot of the 'WAIVER STATUS RESULTS' page. The page title is 'WAIVER STATUS RESULTS'. The main content area contains the following text: 'Social Security Number [redacted] did not submit an application for Good Cause Waiver.' Below this text, there are two buttons: a red 'Waiver Process' button and a red 'Search' button. The text 'To access Information on Good Cause Waiver Process:' is positioned above the 'Waiver Process' button, and 'To search for another Social Security Number:' is positioned above the 'Search' button.

or . . .

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WAIVER STATUS RESULTS

Social Security Number [REDACTED] submitted an application for Good Cause Waiver.

This DOES NOT mean that a Good Cause Waiver has been approved.

To request an update on the status of this individual's Good Cause Waiver application, click here for [More Info](#)

To access Information on the Good Cause Waiver Process: [Waiver Process](#)

To search for another Social Security Number: [Search](#)

Clicking the Waiver Process button will navigate you to a web page that will describe the process.

Clicking the Search button will allow you to conduct a new search to check if a Good Cause Waiver has been submitted for someone else.

Click the **More Info** button to access an online form to inquire whether a Good Cause Waiver application has been approved.

WAIVER INFORMATION REQUEST

Employer Information

*Employer Name:

*Address Line 1:

Address Line 2:

*City:

*State: MISSOURI

*Zip Code:

*Contact Person:

*Telephone:

Fax:

Email:

Applicant / Employee Information

*Applicant / Employee Name Inquiring Upon:

*What Information are you requesting (Confirmation of Good Cause Waiver, Status of Pending Application, etc.):

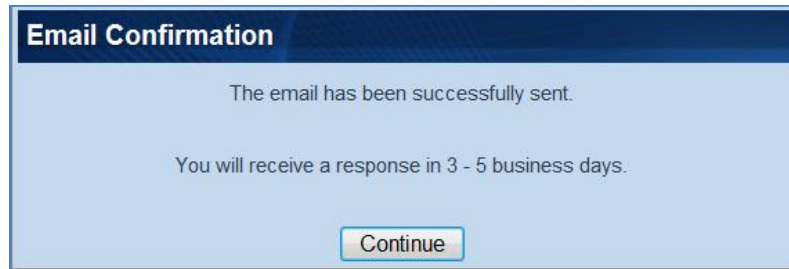
[Submit](#)

[Back to Top](#)

Complete all required fields. Required fields are noted with an asterisk (*) and click the Submit button.

Family Care Safety Registry Background Screening and Employment Eligibility System

After submitting the online form, you should receive the following confirmation.

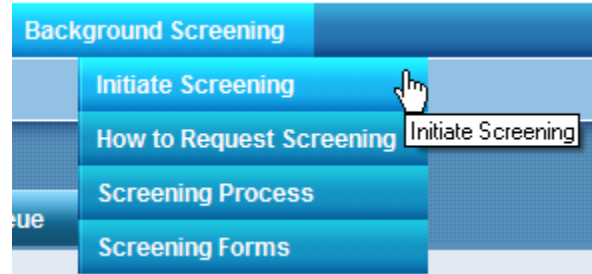


The Good Cause Waiver functions are available regardless of your log-in status. However, when logged out, you will be presented with CAPTCHA code boxes.

Background Screening

As with the Registration and Good Cause Waiver buttons in top row navigation, when you hover over the Background Screening button, a submenu will appear. The choices on the submenu are:

- Initiate Screening
- How to Request Screening
- Screening Process
- Screening Forms



The last three submenu items – How to Request Screening, Screening Process, and Screening Forms – will take you to other web pages for more information on each topic. Clicking Initiate Screening from the submenu will begin the process to request a background screening for an applicant or employee. This process is identical to the process for Background Screening through Tab Navigation. For more information, see [Tab Navigation - Background Screening](#).

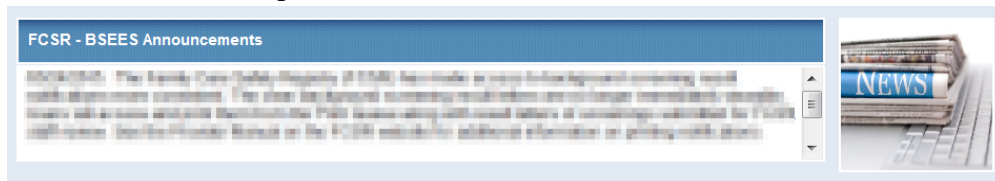
Tab Navigation

Tabs open different pages for different tasks in BSEES. As an FCSR Internet user, you have access through tab navigation activities related to Application Main, Background Screening, Print Queue, and Provider.

Application Main

Application Main is your BSEES home page. You can “go home,” by clicking either the Application Main tab or by clicking the FCSR-BSEES Home button on the top row navigation. Navigating home will clear out partially entered information on another page.

Occasionally the FCSR will post an announcement to the Application Main page. The announcement box will only appear if there is a current announcement. A scrollbar will appear if multiple announcements are posted.



Background Screening

Click on the tab for Background Screening, and you'll notice:

- The light blue bar shows the page name is Background Screening.
- The tab has turned red to indicate it is the active tab.
- There's a section at the bottom of the page for **Messages**. Messages are a new feature you'll see on other pages.

A Note about Messages:
Informational messages are in **black** font. Error messages are in **red** font.

The screenshot shows a web interface for background screening. At the top, there is a blue header bar with the text "BACKGROUND SCREENING". Below this, there is a navigation bar with three tabs: "Background Screening" (highlighted in red), "Application Main", "Print Queue", and "Provider". The main content area is titled "Responsibility Statement" and contains the following text: "To Proceed with your request for a background screening, read and respond to the following: I certify that my request for background information on the individual is for employment purposes only. For purposes of the Family Care Safety Registry, "employment purposes" includes direct employer-employee relationships, prospective employer-employee relationships, and screening and interviewing of persons or facilities by those persons contemplating the placement of an individual in a child care, elder care or personal care setting. I understand I cannot request background information on former employees. I have read and understand the following: 1) Registry information provided consists only of information relative to the state of Missouri and does not include information from other states or information that may be available from other states; 2) any person who uses the information obtained from the Family Care Safety Registry for any purpose other than that specifically provided for in sections 210.900 to 210.936 et seq, RSMo, is guilty of a class B misdemeanor; and 3) when any Registry information is disclosed pursuant to section 210.921.1 (2),RSMo, the Department of Health and Senior Services will also notify the registrant of the name and address of the person making the request." Below the text are two buttons: "Agree" and "Exit". At the bottom left, there is a red asterisk and the text "*Indicates a Required Field". At the bottom right, there is a red "Messages" link.

The first page you'll see is the Responsibility Statement. Click the Agree button after reading the statement certifying your screening request will be made for the purposes of employing a caregiver.

After you agree to the responsibility statement, you'll notice the page now has:

- A link to access Is A Person Registered [please click here.](#)
- A Social Security Number entry field (required)
- A Date of Birth entry field
- A Last Name field (required)
- A First Name field (required)

The screenshot shows a web interface for background screening. At the top, there is a blue header with the text "BACKGROUND SCREENING" and a red button labeled "Background Screening". Below this is a navigation bar with three tabs: "Application Main", "Print Queue", and "Provider". The main content area contains a note: "NOTE: If you want to check to see if an employee is already registered before requesting a background screening, please click [here](#)." Below the note are several input fields: a Social Security Number field (three boxes), a Date of Birth field (MM, DD, CCYY), a Last Name field, and a First Name field. There are two red buttons at the bottom: "Run Inquiry" and "Reset Inquiry". A red asterisk indicates required fields. At the bottom, there is a "Messages" section.

Enter at a minimum the SSN, Last Name, and First Name of the individual to be screened in the respective fields. Click the Run Inquiry button to request the screening.

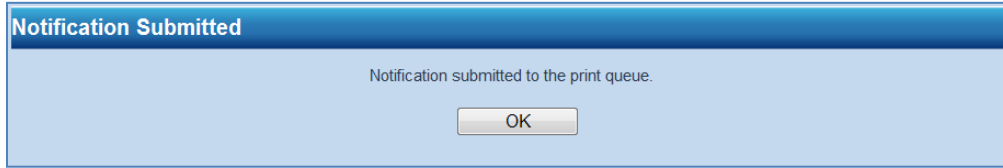
Screening Responses

After entering the applicant/employee information on the Background Screening page and clicking the Run Inquiry button, you can expect one of three responses:

- A dialog box noting a notification was submitted to your Print Queue.
- A dialog box stating your request was submitted to FCSR for review because information needs to be examined further.
- A dialog box stating your organization has already submitted a screening request on the same individual within a designated time period, and the duplicate entry was not submitted to FCSR for review.
- A dialog box stating FCSR is unable to process the screening because the information as entered was not found.

Notification Submitted

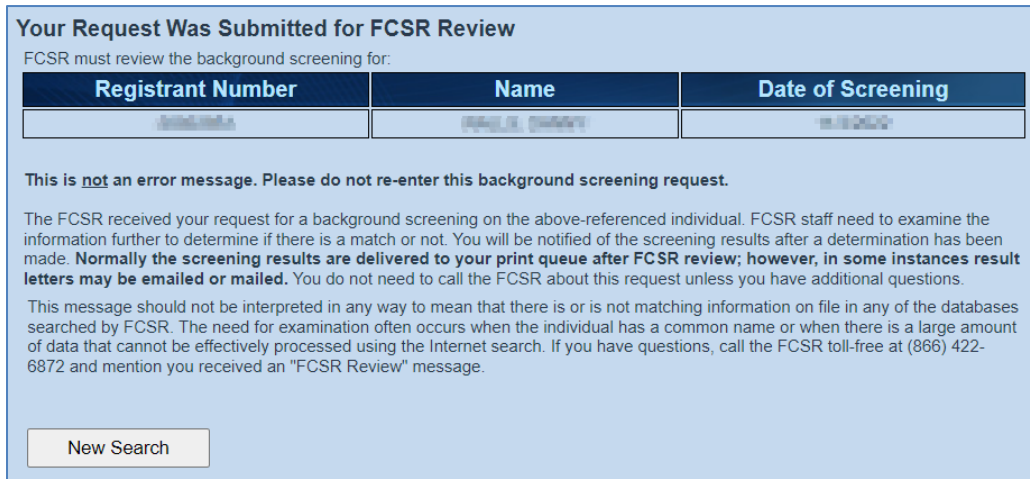
If it can be immediately determined that this individual is registered and has no matching findings with any of the data sources checked by the FCSR, you will receive a notification submitted dialog box.



After clicking the OK button in the Notification Submitted dialog box, you will be navigated back to the Responsibility Statement of the Background Screening page.

Submitted for FCSR Review

If the individual's registration information was found in our database but it cannot be immediately determined if there is a finding in his or her background screening, you may receive a message that FCSR staff will examine information from the request.



Click the New Search button to return to the Responsibility Statement to start a new online background screening request.

Notifications that can be submitted to your Print Queue will be submitted to your Print Queue electronically, after FCSR staff complete their review of the screening information.

Already Requested

If anyone from your organization has previously entered an online background screening request on the same individual within the last 21 days and that screening was submitted for FCSR review, you will receive a notification that the duplicate request was not submitted to the FCSR.

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This message will only appear after receipt of the “Submitted for FCSR Review” message on an earlier background screening request for the same individual.

Already Requested

Your organization has submitted a background screening request on this registrant to the Family Care Safety Registry within the last 21 days. This duplicate request has **not** been submitted for review. FCSR staff will process your original request in the order received, and the results will be delivered to your print queue or in some instances by mail.

OK

Click the OK button to return to the Responsibility Statement to start a new online background screening request.

Unable to Process (Information Not Found)

If the individual is not registered with the FCSR, recently submitted a registration that has not been reviewed and completed, or if the information entered for SSN, Date of Birth, Last Name, or First Name does not match our records, you may receive the Unable to Process (Information Not Found) dialog box.

The Unable to Process (Information Not Found) message may contain a tailored message in some situations. Tailored information will be in bold/red font, and can be found in instances where the person to be screened:

- Has submitted a registration online, but the registration has not yet been reviewed by FCSR staff for correctness.

Unable to Process (Information Not Found)

FCSR was unable to process your background screening for:

Social Security Number	Date of Birth	Name
999-99-9999	MM/DD/YYYY	LAST, FIRST

The registration is pending FCSR staff review and will be reviewed in the order received.

To confirm that an individual's Social Security Number is found in the FCSR database, click [here](#). If you feel that there is an error or if you have any questions, call the FCSR toll-free at (866) 422-6872.

After the individual's registration is completed or updated, you must resubmit your request for a background screening.

New Search Download Forms Return

OR

A Note about Processing Times:
Visit the FCSR website at <https://health.mo.gov/safety/fcsr> to find current processing times for online registrations.

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- Has submitted a registration reviewed by FCSR staff, but verification of personal information is needed.

Unable to Process (Information Not Found)

FCSR was unable to process your background screening for:

Social Security Number	Date of Birth	Name
XXXXXXXXXX	MM/DD/YYYY	XXXXXXXXXX, XXXXXXXXX

The registration has been reviewed and a request for verification of identifying information was sent to the email address on record.

To confirm that an individual's Social Security Number is found in the FCSR database, click [here](#). If you feel that there is an error or if you have any questions, call the FCSR toll-free at (866) 422-6872.

After the individual's registration is completed or updated, you must resubmit your request for a background screening.

OR

- Has submitted a registration reviewed by FCSR staff, but the registration could not be completed immediately. This can happen when Information Technology staff must be consulted or when the registration was found to be a duplicate.

Unable to Process (Information Not Found)

FCSR was unable to process your background screening for:

Social Security Number	Date of Birth	Name
XXXXXXXXXX	MM/DD/YYYY	XXXXXXXXXX, XXXXXXXXX

The registration has been reviewed but may require additional follow up by FCSR staff.

To confirm that an individual's Social Security Number is found in the FCSR database, click [here](#). If you feel that there is an error or if you have any questions, call the FCSR toll-free at (866) 422-6872.

After the individual's registration is completed or updated, you must resubmit your request for a background screening.

OR

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- Has a partially completed registration, possibly interrupted by power failure or other causes. In some cases this message can be presented when verification of identifying information was requested but never received.

Unable to Process (Information Not Found)

FCSR was unable to process your background screening for:

Social Security Number	Date of Birth	Name
XXXXXXXXXX	MM/DD/YYYY	XXXXXXXXXX, XXXXX

The registration has been reviewed but processing could not be immediately completed.

To confirm that an individual's Social Security Number is found in the FCSR database, click [here](#). If you feel that there is an error or if you have any questions, call the FCSR toll-free at (866) 422-6872.

After the individual's registration is completed or updated, you must resubmit your request for a background screening.

OR

- Has a completed registration but FCSR staff have learned an update is needed in any part of the registration profile, such as the name, date of birth, valid Social Security Number, address, or email address. This message may also be displayed if FCSR staff need to verify the correct reporting of a match to one of the databases checked during an FCSR screening.

Unable to Process (Information Not Found)

FCSR was unable to process your background screening for:

Social Security Number	Date of Birth	Name
XXXXXXXXXX	MM/DD/YYYY	XXXXXXXXXX, XXXXX

The registration requires information to be updated or verified.

To confirm that an individual's Social Security Number is found in the FCSR database, click [here](#). If you feel that there is an error or if you have any questions, call the FCSR toll-free at (866) 422-6872.

After the individual's registration is completed or updated, you must resubmit your request for a background screening.

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A generic Unable to Process (Information Not Found) message may be received for other reasons, such as when information entered does not exactly match the registration profile or no registration has been submitted for the person to be screened.

Unable to Process (Information Not Found)

FCSR was unable to process your background screening for:

Social Security Number	Date of Birth	Name
999-99-9999	MM/AA	XXXXXXXXXX, XXXXX

Common reasons that information is not found include:

- * All or part of the registrant name entered does not match the primary name on file with the FCSR. The registrant must contact the FCSR to update their information.
- * The individual is not registered with the FCSR. The quickest way to register is through our website at www.health.mo.gov/safety/fcsr.

To confirm that an individual's Social Security Number is found in the FCSR database, click [here](#). If you feel that there is an error or if you have any questions, call the FCSR toll-free at (866) 422-6872.

After the individual's registration is completed or updated, you must resubmit your request for a background screening.

In all instances when the Unable to Process (Information Not Found) message is presented, the screening request must be resubmitted after any issues have been resolved.



[Click here for frequently asked questions on background screenings.](#)

Print Queue

The Print Queue contains your organization’s electronically delivered notifications of background screening results. You can expect to receive the following notifications electronically:

- Notifications of no findings in an individual’s screening
- Notifications of findings in an individual’s screening without specific information after FCSR staff have reviewed the screening information
- Notifications of findings in an individual’s screening with specific information after FCSR staff have reviewed the screening information for the following sources only:
 - Criminal History
 - Sex Offender
 - Child Abuse and Neglect
- Good Cause Waiver confirmations, if applicable, that you have requested

Notifications of findings in an individual’s screening with specific information for the Department of Health and Senior Services Employee Disqualification List (EDL), Department of Mental Health’s Employee Disqualification Registry (EDR), Child Care licensure records, or Foster Parent licensure records must be completed manually and **mailed or emailed**. These notifications will not be found in your Print Queue.

When you click on the Print Queue tab you will notice:

- The light blue bar shows the page name is Print Queue.
- The tab has turned red to indicate it is the active tab.
- There are two selection criteria choices. Pending Notification(s) is pre-selected.



Pending Notification(s)

Selection Criteria

Pending Notification(s)

Queue Notification(s)

Search

Print Queue Search Results

<input type="checkbox"/>	Inquirer/Provider	Registrant Name	Social Security Number	Inquiry Number	Notification Type
<input type="checkbox"/>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	BKG SCREENING RE:
<input type="checkbox"/>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	BKG SCREENING RE:
<input type="checkbox"/>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	BKG SCREENING RE:
<input type="checkbox"/>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	BKG SCREENING RE:
<input type="checkbox"/>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	GCW CONFIRMATION
<input type="checkbox"/>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	BKG SCREENING RE:
<input type="checkbox"/>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	BKG SCREENING RE:
<input type="checkbox"/>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	BKG SCREENING RE:
<input type="checkbox"/>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	BKG SCREENING RE:
<input type="checkbox"/>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	CAN INQUIRER

Back to Top

With Pending Notification(s) selected, click the Search button to see **ALL** notifications for your organization with a Pending status – meaning they have not been marked as Printed.

Scroll to the right to see additional information about your notifications. Note that the Print Status is Pending (not printed).

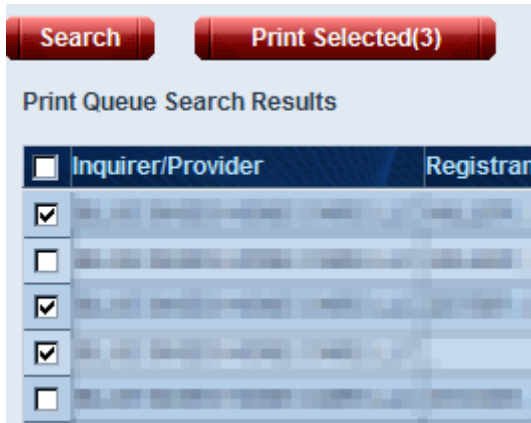
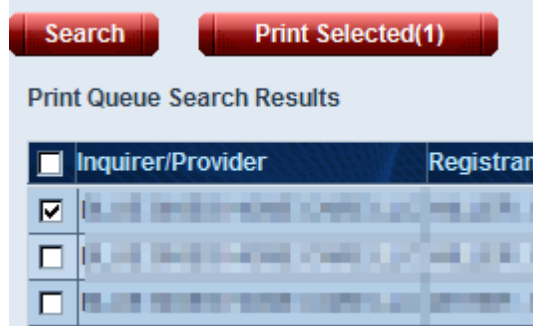
Notification Type	Create Date/Time	Print Date/Time	Print Status	Action
BKG SCREENING RESULTS INQUIRER	06/29/2012 04:04:03 PM		PENDING	View
BKG SCREENING RESULTS INQUIRER	06/26/2012 11:08:45 AM		PENDING	View
BKG SCREENING RESULTS INQUIRER	06/13/2012 04:46:40 PM		PENDING	View
BKG SCREENING RESULTS INQUIRER	06/13/2012 04:41:34 PM		PENDING	View
GCW CONFIRMATION INQUIRER	06/13/2012 04:41:34 PM		PENDING	View
BKG SCREENING RESULTS INQUIRER	06/13/2012 04:39:50 PM		PENDING	View
BKG SCREENING RESULTS INQUIRER	06/01/2012 10:32:01 AM		PENDING	View
BKG SCREENING RESULTS INQUIRER	06/01/2012 10:31:12 AM		PENDING	View
BKG SCREENING RESULTS INQUIRER	05/24/2012 04:17:33 PM		PENDING	View
CAN INQUIRER	05/18/2012 04:54:10 PM		PENDING	View

Click the View link in the Action column only if you **do not** want to change the Print Status. The View link is most often used to view notifications already printed that were found through [Queue Notification\(s\)](#).

Printing Selected Notifications

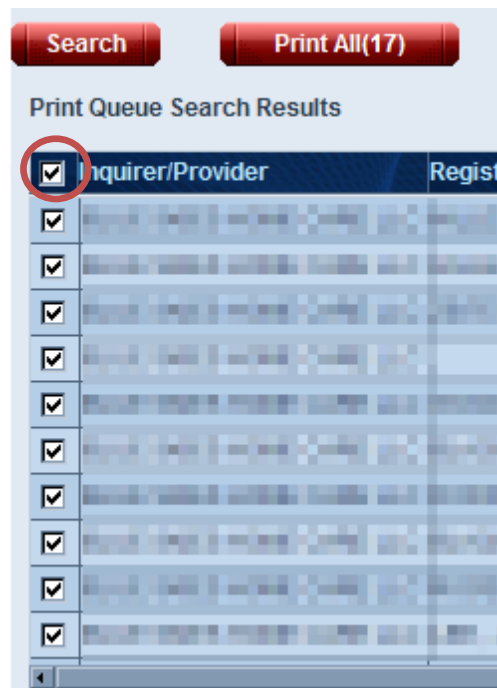
After generating print queue search results, click the checkbox(es) to the left of the notification(s) to be printed. All checkboxes selected at any time will print a “batch” containing those letters.

Clicking one checkbox next to a notification will allow you to print a “batch” with a single letter. Click the Print Selected(1) button to create the batch for printing.



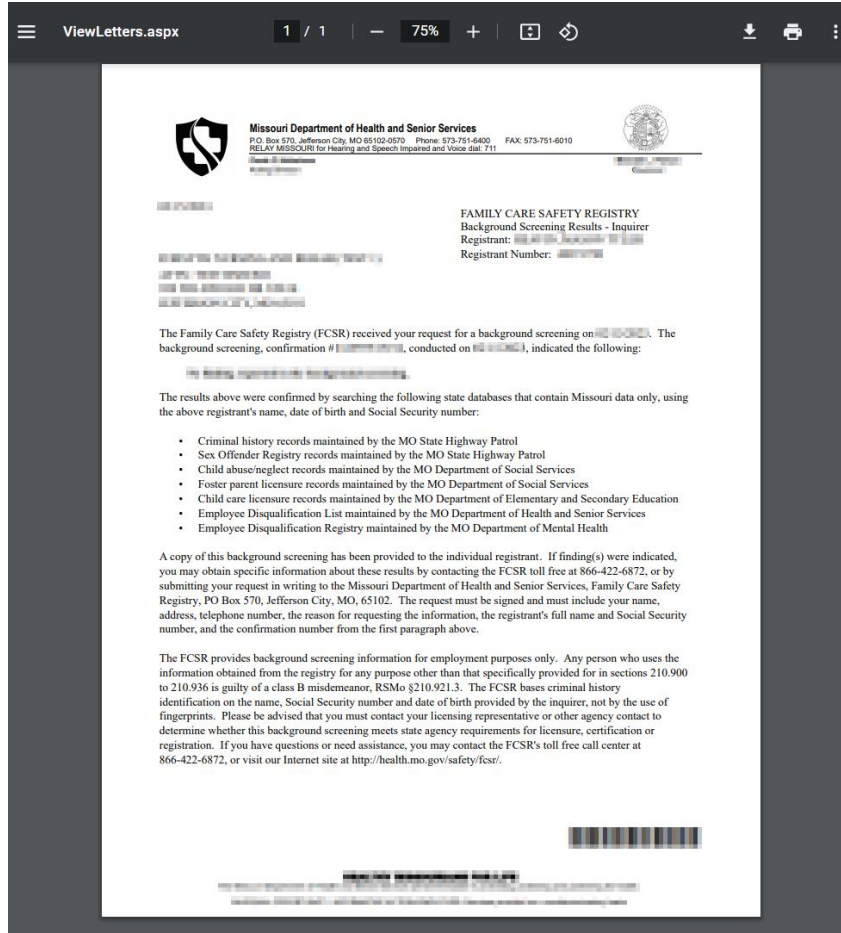
Click as many checkboxes as you would like. In this example, you will have created a batch of three letters. Click the Print Selected(3) button to create a batch for printing.


Save time by clicking the top left checkbox (in the heading) to select all available letters for printing. Click the Print All(#) button to create a batch of all letters for printing.



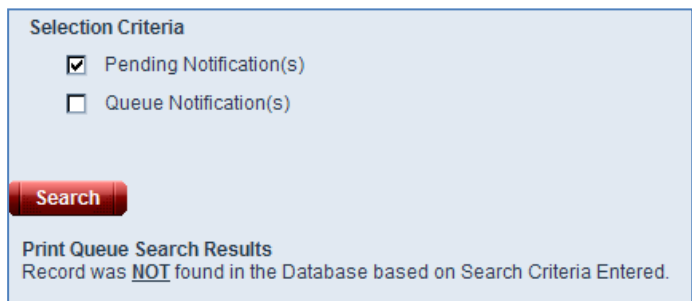
Family Care Safety Registry Background Screening and Employment Eligibility System

After clicking the Print Selected or Print All button, your batch will be generated as an Adobe Acrobat document.



The notifications have now been marked as Printed. Click the Print button (or press CTRL+P) to complete the printing process. Click the  in the uppermost right corner of the tab containing the notifications to close the batch after a successful printing.

Clicking again on the Search button after printing your batch should confirm there are no more Pending (not printed) letters.



Maximum Printing Limit

The maximum batch size ranges from 100 to 200 notifications. If specific information letters—with multiple pages per notification—make up a batch, please do not exceed more than 100 letters in a batch. The Print All button will not count more than 200 notifications. Print your organization’s notifications on a regular basis to ensure batch sizes stay within a printable range.

Queue Notification(s)

While the Pending Notification(s) selection criterion presents you with all electronically delivered notifications that have not been printed, Queue Notification(s) allows you to search for a particular electronically-delivered notification, or types of electronically delivered notifications, even if already printed.

Click the checkbox next to Queue Notification(s) and you will see an array of criteria by which to search.

Selection Criteria

Pending Notification(s)

Queue Notification(s)

Select Date Type

*Date Criteria **Select** Date Range From **11** **15** **2014** To **11** **21** **2014** (7 Days or Less)

Notification Type

Group Notification Type

Print Status

Registrant Specific

Search **Reset Search**

*Indicates a Required Field

Messages

Date Criteria contains two required fields. Select Date Type provides a drop-down box to choose the Date Created, the Date Printed, or Both to find a notification that was either created or printed within the Date Range.

Select Date Type

*Date Criteria **Select**

- Select
- Date Created
- Date Printed
- Both

The Date Range is limited to a 7-day time period. You may use any 7-day time period, not just the most recent 7 days. (For example, if today is July 2, 2022, you can search for notifications in a 7-day window of April 9 – 14, 2022.) You can enter a date range fewer than 7 days—even enter the same date in the *From* and *To* fields to search within a one-day timeframe.

As an example, if you select Date Type as “Both” and a Date Range of 01/02/2012 to 01/09/2012 and click the Search button now, you will receive a list of all electronically delivered

notifications for your organization either created or printed during that range of time, if any are available fitting that criterion.

You may further refine your search by selecting another filter or combination of filters, including Notification Type or Group Notification Type, Print Status, and/or Registrant Specific. The choice of any or all of the remaining filters is optional, but may help you narrow down a search for past notifications delivered electronically.

Search for Notifications by Type

After you have chosen to Queue Notification(s), selected the Date Type and the Date Range, you may decide to add an optional filter to search for all notifications of a particular type. There are different choices under “Notification Type” than there are under “Group Notification Type.” Please select only one of these choices at a time. Selecting both a Notification Type and a Group Notification Type may produce no search results.

Under Notification Type the drop-down list contains selections for:

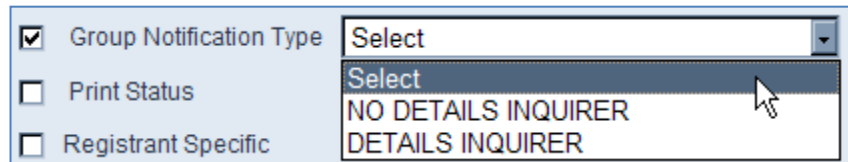
- BKG SCREENING RESULTS INQUIRER (Notifications of no findings)
- CAN INQUIRER (Specific information for Child Abuse/Neglect findings)
- CRHX INQUIRER (Specific information for Criminal History findings)
- EDL INQUIRER (Specific information for Employee Disqualification List findings)
 - EDL notifications are not fully automated. This search will only provide a cover letter and blank form for each notification. Refer to the emailed or mailed copy for specific information on the finding.
- EDR INQUIRER (Specific information for Employee Disqualification Registry findings)
 - EDR notifications are not fully automated. This search will only provide a cover letter and blank form for each notification. Refer to the emailed or mailed copy for specific information on the finding.
- FP INQUIRER (Specific information for Foster Parent licensure findings)
 - FP notifications are not fully automated. This search will only provide a cover letter and blank form for each notification. Refer to the emailed or mailed copy for specific information on the finding.

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- GCW CONFIRMATION INQUIRER [*Not pictured*] (Confirmation provided, when requested, that an individual’s Good Cause Waiver is in good standing, if applicable) Refer to [Good Cause Waiver](#) for information on requesting this notification.
- SCCR INQUIRER (Specific information for Child Care licensure findings)
 - *SCCR notifications are not fully automated. This search will only provide a cover letter and blank form for each notification. Refer to the emailed or mailed copy for specific information on the finding.*
- SOR INQUIRER (Specific information for Sex Offender Registry findings)

If you choose to filter Queue Notifications by Group Notification Type, your choices are:

- NO DETAILS INQUIRER (Background screening result notifications that do not have specific information)



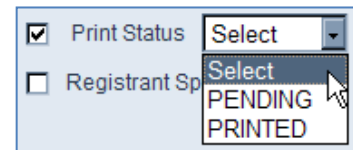
A screenshot of a web application filter menu. On the left, there are three checkboxes: 'Group Notification Type' (checked), 'Print Status' (unchecked), and 'Registrant Specific' (unchecked). To the right of these is a dropdown menu currently showing 'Select'. The dropdown menu is open, displaying two options: 'NO DETAILS INQUIRER' and 'DETAILS INQUIRER'. A mouse cursor is pointing at the 'NO DETAILS INQUIRER' option.

- DETAILS INQUIRER (All specific information background screening result notifications—a combination of any CAN, CRHX, EDL, EDR, FP, SCCR, and SOR specific information notification sent to your organization electronically.)
 - *As a reminder, EDL, EDR, FP, and SCCR notifications are not fully automated. This search will only provide a cover letter and blank form for each of those types of notifications. Refer to the respective emailed or mailed copy for specific information on any findings.*

After making a selection from one of either notification types, you may also choose another filter to narrow down your search, if desired.

Search for Notifications by Print Status

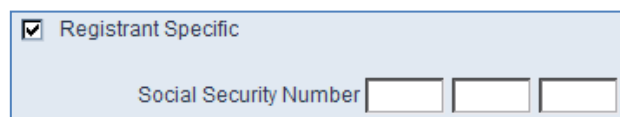
You may select the optional filter for Print Status by itself or in combination with a notification type search or a search for a notification regarding a particular registrant. The choices for print status are Pending and Printed. Use one of these selections if you want to limit your search results to include either notifications not yet marked as printed (Pending) or notifications that had previously been printed.



A screenshot of a web application filter menu. On the left, there are two checkboxes: 'Print Status' (checked) and 'Registrant Sp' (unchecked). To the right of these is a dropdown menu currently showing 'Select'. The dropdown menu is open, displaying two options: 'PENDING' and 'PRINTED'. A mouse cursor is pointing at the 'PENDING' option.

Search for Notifications for a Particular Registrant

You may select the optional filter for a Registrant Specific search by itself or with a notification type search or a print status search.



A screenshot of a web application filter menu. On the left, there is a checked checkbox labeled 'Registrant Specific'. To the right of this checkbox are three empty text input fields for entering a Social Security Number.

Click the checkbox next to Registrant Specific, and entry fields for a Social Security Number

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will appear. Entering an SSN here will limit your search to only the notifications produced for a particular employee or applicant (i.e., registrant).



[Click here for frequently asked questions on receiving notifications.](#)

[Click here for frequently asked questions on the print queue.](#)

Provider

The Provider tab is where you'll check information about your organization on file with the FCSR. Some of the information in this page was provided by a member of your organization. Some information may have been assigned by the FCSR, such as an identifying number. You will have access to make changes to some types of information. For other changes you will contact the FCSR.

Click on the Provider tab and you'll notice:

- The light blue bar shows the page name is Provider.
- The tab has turned red to indicate it is the active tab.
- Below the FCSR contact information is your organization's information.

PROVIDER

Background Screening

Application Main Print Queue **Provider**

Receive timely information from the Family Care Safety Registry by keeping your information updated.
Click on the name of your organization in the Provider Name(s) field below. Enter or correct the telephone number and contact person.
To add or correct other information, call the FCSR at (866) 422-6872, send a fax to (573) 522-6981, or send a letter to the Missouri Department of Health and Senior Services, Family Care Safety Registry, PO Box 570, Jefferson City, Missouri 65102.

Provider Name(s)	Parent Company Name	Provider Address	Provider Type(s)
COLUMBUS CARE CENTER		829 TANNER ST SIKESTON, MO 63801 SCOTT	LONG TERM CARE / PERSONAL CARE - SKILLED

g your information updated.
Telephone number and contact person.

To add or correct other information, call the FCSR at (866) 422-6872, send a fax to (573) 522-6981, or send a letter to the Missouri Department of Health and Senior Services, Family Care Safety Registry, PO Box 570, Jefferson City, Missouri 65102.

Internet User(s)	Internet User List	Party ID	Provider Identifier Type(s)	Provider Identifier Number(s)
NURSING FACILITY	BSEES02, TEST	321777	MEDICAID MEDICAID PROVIDER NUMBER NPI	123456789 294806203 1871630590

A Note about Internet User(s):
Scroll to the right to review the Internet User List for the names of staff members with your organization who have access to request background screenings and print letters. Contact the FCSR if users listed are no longer employed.

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If you hold your cursor over your organization's name in the Provider Name(s) field, it becomes a link you can click on. Click on the link for your organization's name. An overlay screen will appear. On this screen you'll notice:

- The navy blue bar at the top shows the page name is Provider Information.
- A scroll bar to the right allows you to move down the overlay page.
- Headings on the left correspond to information to the right.
- If you move your cursor over the headings on the left, some of them will become links you can click on. The headings that become clickable links contain information you can update.

Provider Information

Party ID: 321777
Provider Name: COLUMBUS CARE CENTER
Parent Company Name:
Other Provider Names:

Provider Type(s): **Provider Type(s)**
LONG TERM CARE / PERSONAL CARE - SKILLED NURSING FACILITY (Primary)

Provider Identifier(s):

Identifier Type(s)	Identifier Number(s)
MEDICAID	123456789
MEDICAID PROVIDER NUMBER	294806203
NPI	1871630590

Licensing Agency:
Contact Information: 829 TANNER ST
SIKESTON, MO 63801
SCOTT
Telephone (111) 111-1111
Fax (111) 111-1111

Main Contact Information: JOHN DOE, MANAGER
Telephone (555) 111-1111, Extension 1111
JOHN.DOE@YAHOO.COM

Employee(s) Current Employees
Past Employees
Potential New Hires

Return

A Note about Email Addresses:
If you enter an email address here, the FCSR may use it to deliver correspondence to your business via [encrypted email](#).

This example contains both actual and improvised data.

Only long term care providers will see a section on this page for Employee(s).

The left-column heading for Main Contact Information allows you to view and update information on your organization. The information heading for Employee(s), if available, allows you to view and update hiring status information about job applicants or employees you have screened through the FCSR. The entry of employee hiring status information is not required.

Updating Information about Your Organization

From the Provider Information overlay page, click on the left-column information heading for Main Contact Information. You will be navigated to a new page for data entry. On this page you'll notice:

- You entered the page focused on the information corresponding to the heading link you clicked—Main Contact Information.
- You can scroll and see other areas of the page, but fields you cannot edit are in gray text.
- Fields you can edit show in black text once an entry is made.
- The light blue bar at the top shows the name of the page is Provider Maintenance.
- There are no tabs showing below the page name for this secondary page that is part of the Provider tab. (You'll use buttons at the bottom of the screen.)

A screenshot of a web form titled "Contact Information". The form is divided into two main sections: "Business Information" and "Main Contact Information".
The "Business Information" section includes:
- "Street Address:" with a text box containing "829 TANNER ST".
- "Zip Code:" with a text box containing "63801".
- "City:" with a dropdown menu showing "SIKESTON".
- "State:" with a dropdown menu showing "MISSOURI".
- "County:" with a dropdown menu showing "SCOTT".
- "Telephone:" with three text boxes containing "111", "111", and "1111".
- "Fax:" with three text boxes containing "111", "111", and "1111".
The "Main Contact Information" section includes:
- "Name:" with a text box containing "JOHN DOE".
- "Title:" with a text box containing "MANAGER".
- "Telephone:" with three text boxes containing "555", "111", and "1111".
- "Extension:" with a text box containing "1111".
- "Email:" with a text box containing "JOHN.DOE@YAHOO.COM".
At the bottom right of the form, there is a red "Internal Use Only" label and two red buttons: "Update Provider" and "Return".

This example contains both actual and improvised data.

The next page displays an example of the full Provider Maintenance Page.

Family Care Safety Registry Background Screening and Employment Eligibility System

PROVIDER MAINTENANCE

Provider View
Party ID: 321777

*Provider Name:

Parent Company Name:

*Provider Type(s)

- CHILD CARE / PLACEMENT
- LONG TERM CARE / PERSONAL CARE
 - ADULT DAY CARE
 - ASSISTED LIVING FACILITY
 - SKILLED NURSING FACILITY
 - NURSING FACILITY
 - RESIDENTIAL CARE FACILITY
 - INTERMEDIATE CARE FACILITY
 - INTERMEDIATE CARE FACILITY / MR
 - CDS / CIL
 - IN-HOME SERVICES
 - HCY / PDW / DDD OR OTHER
 - HOME HEALTH AGENCY
 - HOSPICE
 - HOSPITAL (LTAC / SWING BED UNIT)
 - EMPLOYEE PLACEMENT AGENCY
 - OTHER LONG TERM CARE SERVICE PROVIDER
- HEALTH CARE
- OTHER EMPLOYER TYPES

*Primary Provider Type

Provider Identifier(s)

Identifier Type	Identifier Number
MEDICAID	123456789
MEDICAID PROVIDER NUMBER	294806203
NPI	1871630590

Contact Information

Business Information:

*Street Address:

*Zip Code: *City: *State:

*County:

Telephone:

Fax:

Main Contact Information:

Main Contact Information:

Name: Title:

Telephone: Extension:

Email: (Internal Use Only)

[Back to Top](#)

*Indicates a Required Field

Messages

If corrections are needed for any information in gray text, contact the FCSR for changes. This includes:

- Organization (Provider) Name
- Provider Type(s) (including which type is considered primary)
- Provider Identifiers (if any)
- Business address

You can update fields in black text, including:

- Main Contact Person Name and Title
- Telephone
- Fax
- Email (Optional)

Click the Update Provider button to save changes. Clicking the Return button will navigate you back to the Provider Information Overlay without saving any changes.

This example contains both actual and improvised data.

Family Care Safety Registry Background Screening and Employment Eligibility System

After leaving the Provider Maintenance page by either clicking the Update Provider button to save any changes or clicking the Return button without making or saving changes, you are navigated back to the Provider Information Overlay.



Provider Information

Provider Type(s): **Provider Type(s)**
LONG TERM CARE / PERSONAL CARE - SKILLED NURSING FACILITY
(Primary)

Provider Identifier(s):

Identifier Type(s)	Identifier Number(s)
MEDICAID	123456789
MEDICAID PROVIDER NUMBER	294806203
NPI	1871630590

Licensing Agency:
Contact Information: 829 TANNER ST
SIKESTON, MO 63801
SCOTT

Telephone (111) 111-1111
Fax (111) 111-1111

Main Contact Information: JOHN DOE, MANAGER
Telephone (555) 111-1111, Extension 1111
JOHN.DOE@YAHOO.COM

Employee(s) **Current Employees**
Past Employees
Potential New Hires

This example contains both actual and improvised data.

Click the Return button on the Provider Information Overlay if you are ready to leave this screen.



[Click here for frequently asked questions on BSEES provider information.](#)

Frequently Asked Questions

The following answers to frequently asked questions (FAQs) may clarify the instructions presented in this user guide. The questions have been sorted by topic.

General FAQs

What if I don't have my own user ID and password?

Go to <https://health.mo.gov/safety/fcsr/forms.php> and scroll down the page to the section on Online Access for Providers to find the form(s) needed to request access to BSEES, or call FCSR toll-free at (866) 422-6872 to request the form(s). **Never use a user ID or password that was issued to someone else.** (Never let anyone else use *your* user ID or password, either.)

Which web browsers can I use with BSEES?

BSEES works best with Google Chrome or Microsoft Edge. If you use a different web browser, you may not be able to successfully navigate to all the BSEES pages.

Why don't I get the Continue button when I start a registration?

BSEES was designed for the individual to submit their own registration information. When the system recognizes that you are logged in as an employer, you will not be able to complete a registration. Feel free to call the FCSR toll-free at (866) 422-6872 with any questions about this.

Why does the BSEES screen “flash” when I open it?

A “flashing” BSEES screen indicates you have BSEES open in more than one browser window, which could cause loss of information. Close all browser windows, then open your web browser again and navigate back to BSEES.

[Go to the Main Page and Log In section.](#)

Notification FAQs

Will notifications with no findings show the name of my organization?

Yes. In BSEES letters are consistently formatted and show the name of the organization and the individual who requested the screening.

If I receive the FCSR Review message after running a screening, how will I receive the notification?

The notification will be delivered electronically to your Print Queue after an FCSR staff member has processed it, *except* in the case of specific information letters for the following non-automated findings to be emailed or mailed:

- Child Care Licensure (SCCR) or Foster Parent Licensure (FP)
- Employee Disqualification List (EDL) or Employee Disqualification Registry (EDR)

[Go to the Print Queue section.](#)

Print Queue FAQs

Will I be able to print or view notifications for screenings run by a coworker?

Yes. As long as both employees have an FCSR user ID and password, each can view or print notifications delivered electronically to your organization. For example, if Jane Doe and John Smith each have access to BSEES as employees of XYZ Nursing Facility, John can log in and print notifications of screenings results for employees or job applicants with XYZ Nursing Facility while Jane is on vacation.

Can I find notifications in the Print Queue that you sent me in the mail?


You will not find notifications that were sent by mail prior to the date your organization was transitioned to BSEES or was granted online access to BSEES. Call the FCSR toll-free at (866) 422-6872 if you have questions about notifications sent to your organization prior to the date your organization was added to BSEES.

You will find incomplete notifications if you use [Queue Notification\(s\)](#) to search for background screening result notifications for Employee Disqualification list (EDL), Employee Disqualification Registry (EDR), Child Care Licensure (SCCR), or Foster Parent Licensure (FP) findings.

Why won't my notification or batch of notifications open up to print?

There may be a setting on your computer interfering with the generation of a notification.

Before contacting the FCSR, check the following items:

- Ensure you have the latest version of the free Adobe Acrobat Reader software. If needed, go to www.adobe.com to download it again.
- Disable Pop-up Blockers for the BSEES website. If you use Google Chrome (recommended), click the three stacked dots in the upper right corner of the window.  Click "Settings" from the menu.
 - From the left side of the Settings window, click "Privacy and Security."
 - Find and click the rectangle in the main part of the page for "Site Settings."

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- Scroll down and click the rectangle for “Pop ups and redirects.”
- Scroll until you see “Allowed to send pop-ups and use redirects” and click the Add button.
- In the “Add a site” dialog box, type **healthapps.dhss.mo.gov** and click the Add button again.

Close and re-open all Chrome browser windows, return to BSEES, and try the notification again. (You may need to search for it using [Queue Notification\(s\)](#).) If you are still having problems opening notifications, call the FCSR toll-free at (866) 422-6872.

Why do I have 200 notifications in my Print Queue? (I found this number by clicking the checkbox in the corner of the list to Select All Pending Notifications.)

You may actually have more than 200 pending notifications, since the BSEES PrintAll or PrintSelected buttons don't count past 200. BSEES keeps the status as Pending until you go to the Print Queue, search for notifications, select the checkbox(es) next to the notification(s) to be printed, click the print button, and a “batch” is generated. If you viewed copies of notifications without going through this process, the Print Status did not get changed. To reduce the number of pending notifications, go through the print process now with 200 or fewer notifications in a batch. Refer to [Printing Selected Notifications](#) to refresh your memory, if needed.

[Go to the Print Queue section.](#)

Background Screening FAQs

Why do I receive an Information Not Found message after requesting a background screening for a person I'm sure is registered?

The information you entered may not match what we have on file for that person. First check that the information was correctly entered in the appropriate fields on the Background Screening page. If that is not the problem, call the FCSR toll-free at (866) 422-6872. Many times the person has not informed the FCSR of a name change, and may need to do so before a screening can be conducted. An Information Not Found message can also be received when a registration has been submitted but not yet reviewed and completed by FCSR staff.

Why do I receive a Submitted for FCSR Review message after requesting a background screening for a person I'm sure is registered?

Some background screening requests have to be submitted to FCSR for staff review. The person being screened may have a name that almost matches a record on file. Or the connection to one of the screening databases could have been interrupted. If you receive “Submitted for FCSR Review” message, the screening request went to a worklist and will be processed in the order received. Rest assured that this was not an error message, and there is no need to re-enter the same background screening request.

Why do I receive an Already Requested message after requesting a background screening for a person I'm sure is registered?

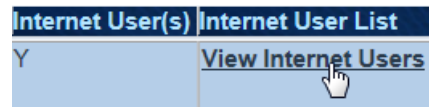
You will receive an Already Requested message if someone from your organization with access to BSEES has requested a screening on that individual within the past 21 days and at that time received a "Submitted for FCSR Review" message. FCSR staff will process the earlier background screening request in the order received, and send the background screening results notification to your print queue or by mail.

[Go to the Background Screening section.](#)

Provider FAQs

How do I see who from my organization currently has a user ID and password to access BSEES?

Log into BSEES and click the Provider tab. Scroll to the right to view the Internet User List. You may need to click on the "View Internet Users" link to see all the names. Notify the FCSR if access should be deleted.



[Go to the Provider section.](#)

