



PO Box 570
Jefferson City, MO 65102
Toll-Free (866) 422-6872
Fax: (573) 522-6981

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

Instructions for Internet Users

January 2012



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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 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. If you previously had access to FCSR's Internet-based system, you will use the same user ID and password to access BSEES. 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 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, and will be provided separately at a later date.

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 <http://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://webapp01.dhss.mo.gov/bsees/Main.aspx>. If you've used the FCSR online system before, you'll notice a very different look to the pages.

Page Features

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

DHSS Home | State Home | Forms Log In

State of Missouri Department of Health and Senior Services
Family Care Safety Registry

January 09, 2012 | FCSR-BSEES Home | Registration

For Your Information
Questions? Call the FCSR toll-free at (866) 422-6872.

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.

Site Information | FAQs | Related Links

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

DHSS Home | State Home | Forms

Site Information | FAQs | Related Links

January 09, 2012

For Your Information

Questions? Call the FCSR toll-free at (866) 422-6872.

The date bar 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.

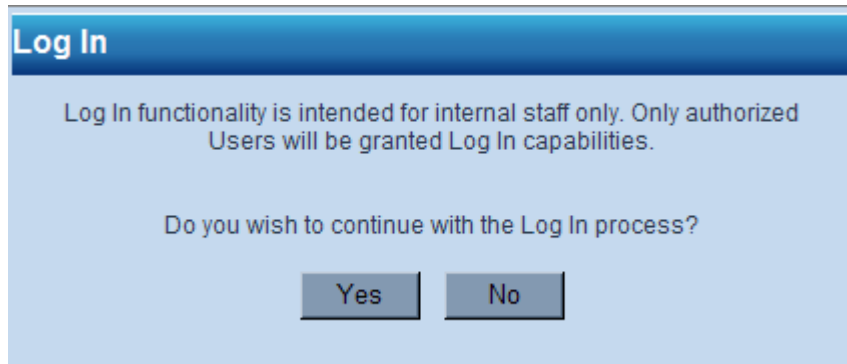
Individuals may use this system to register with the Family Care Safety Registry, or to check whether or not a person is registered. Eligible employers may use this system via secure user accounts to request background screenings on current or potential employees.

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. [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 FCSR user ID and password in the following screen.

Family Care Safety Registry Background Screening and Employment Eligibility System

State of Missouri
DEPARTMENT OF HEALTH AND SENIOR SERVICES

Login

1. Enter Login Information 2. Select Agency

- Read the disclaimer
- Check *Change Password* to change passwords
- Enter the login information
- Click Login to proceed.

Login Information

Username

Password

Change Password

Disclaimer

Notice: 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 a loss of access privileges, an action for civil damages, an action for criminal charges, and/or disciplinary action including but not limited to suspension or dismissal.

Login Cancel

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.

Login Information

Username

Password

Agency

Continue Cancel

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. There are working tabs in addition to informative text.

DHSS Home | State Home | Forms Log Out

State of Missouri Department of Health and Senior Services
Family Care Safety Registry

January 09, 2012 FCSR-BSEES Home Registration Background Screening

APPLICATION MAIN

Background Screening

Application Main Print Queue Provider

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

User accounts (IDs and passwords) are issued to individual staff members of eligible employers, and may not be shared. If additional user accounts are needed, please click [here](#) to access the appropriate request forms.

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.

Site Information | FAQs | Related Links

Family Care Safety Registry Background Screening and Employment Eligibility System

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 in the Top Row Navigation.

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, 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

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.



Is A Person Registered?

After clicking Registration-Register from the Top Row Navigation, you will be directed to 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.

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

Family Care Safety Registry Background Screening and Employment Eligibility System

The screenshot shows the homepage of the Family Care Safety Registry. At the top, there is a navigation bar with links for 'DHSS Home', 'State Home', and 'Forms'. The main header features the State of Missouri Department of Health and Senior Services logo and the title 'Family Care Safety Registry'. Below the header is a secondary navigation bar with 'FCSR-BSEES Home', 'Registration', and 'Background Screening'. The main content area is titled 'SEARCH BY REGISTRATION' and includes a 'Welcome to Registration Information' message and a red button labeled 'Is A Person Registered'. The search form contains two input fields for Social Security Numbers, a 'Search' button, and a red asterisk indicating a required field. A 'Messages' section is visible at the bottom of the page.

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

This screenshot shows the search results for a Social Security Number that was not found in the database. The message reads: 'Social Security Number: [redacted] was **NOT** found in the database.' It includes a note that the individual is not registered with the FCSR and that this is not a background screening. It also provides instructions on what to do if an error has been made and offers a 'Search' button to find another Social Security Number.

or

This screenshot shows the search results for a Social Security Number that was found in the database. The message reads: 'Social Security Number: [redacted] was found in the database.' It informs the user that the individual is registered with the FCSR and provides instructions on how to obtain background screening results, including links to 'Internet Background Screening: How to Become a FCSR Internet User' and 'Employer Background Screening Request Form'. A 'Search' button is also present at the bottom.

To leave this page, “go home.”

[FCSR-BSEES Home](#)

Background Screening

As with the Registration button 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

Working 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 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 information on another page.

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.

BACKGROUND SCREENING

Background Screening

Application Main | Print Queue | Provider

Responsibility Statement

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 ID 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 person or facilities by those personal contemplating the placement of an individual in a child care, elder care or personal care setting. 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, 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.

Agree | Exit

*Indicates a Required Field

Messages

The first page you'll see is the Responsibility Statement. Click the Agree button after reading the statement. 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)

BACKGROUND SCREENING

Background Screening

Application Main | Print Queue | Provider

NOTE: If you want to check to see if an employee is already registered before requesting a background screening, please click [here](#). To request a background screening, complete all fields below. All information must be provided. Partial information will not be processed.

*Social Security Number :
Month Day Year

Date of Birth :
MM DD CCYY

*Last Name :

*First Name :

Run Inquiry | Reset Inquiry

*Indicates a Required Field

Messages

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 stating FCSR is unable to process the screening because the information as entered was not found.
- A dialog box stating FCSR is unable to process the screening immediately because information needs to be examined further, and you can expect a response in 3 to 5 business days.
- A dialog box noting a notification was submitted to your Print Queue, and asking whether you'd like to see a copy now.

Unable to Process (Information Not Found)

If the individual is not registered with the FCSR or if the information for SSN, Last Name, or First Name entered does not match our records, you may receive the Unable to Process (Information Not Found) dialog box. To confirm an individual is registered, click the [here](#) link to navigate to Is A Person Registered. If you are sure the individual is registered, click the Return button to check for data entry errors. Contact the FCSR if you have any questions.

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

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 is registered with the FCSR, 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](#)

Unable to Process (3 - 5 Business Days)

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 and respond in 3 to 5 business days.

Unable to Process (3 - 5 Business Days)
FCSR was unable to process your background screening for:

Registrant Number	Name	Date of Screening
[REDACTED]	[REDACTED]	1/9/2012

The FCSR needs to examine the information further to determine if there is a match or not. Your request will be routed electronically to FCSR staff and you may expect the result by mail in 3-5 business days. Please do not resubmit your request, as duplicate requests may cause delays in processing.

This message should not be interpreted in any way to mean that there is or is not matching information on file in any of the databases searched by FCSR. The need for examination often occurs when the individual has a common name or when there is a large amount of data that cannot be effectively processed using the Internet search. If you do not receive the information within the stated time or if you have any questions, call the FCSR toll-free at (866) 422-6872. Mention that you received a 3-5 day message.

Click either the New Search button to return to the Responsibility Statement to start a new search, or click the Return button to navigate back to the previous page with previous screening request information displayed.

Notifications will be submitted to your Print Queue electronically within the 3-5 business day timeframe, after FCSR staff complete their review of the screening information.

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.

Notification Submitted

Notification submitted to the print queue.

Do you wish to view notification ?

If you do not wish to view a copy of the notification immediately, click the No button. If you do wish to view a copy, click the Yes button. An Adobe Acrobat version of the letter will appear.



Missouri Department of Health and Senior Services

P.O. Box 570, Jefferson City, MO 65102-0570 Phone: 573-751-6400 FAX: 573-751-6010
RELAY MISSOURI for Hearing and Speech Impaired 1-800-735-2966 VOICE 1-800-735-2466

Margaret T. Donnelly
Director



Jeremiah W. (Jay) Nixon
Governor

01/09/2012

**FAMILY CARE SAFETY REGISTRY
Background Screening Results - Inquirer**

Registrant: [REDACTED]

Registrant Number: [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]


The Family Care Safety Registry (FCSR) received your request for a background screening on 01/09/2012. The background screening, confirmation # [REDACTED], conducted on 01/09/2012, indicated the following:

No finding reported in the background screening.

The results above were confirmed by searching the following state databases that contain Missouri data only, using the above registrant's name, date of birth and Social Security number:

- Criminal history records maintained by the MO State Highway Patrol
- Sex Offender Registry records maintained by the MO State Highway Patrol
- Child abuse/neglect records maintained by the MO Department of Social Services
- Foster parent licensure records maintained by the MO Department of Social Services
- Child care licensure records maintained by the MO Department of Health and Senior Services
- Employee Disqualification List maintained by the MO Department of Health and Senior Services
- Employee Disqualification Registry maintained by the MO Department of Mental Health

A copy of this background screening has been provided to the individual registrant. If finding(s) were indicated, you may obtain specific information about these results by contacting the FCSR toll free at 866-422-6872, or by submitting your request in writing to the Missouri Department of Health and Senior Services, P.O. Box 570, Jefferson City, MO 65102-0570.

If you click the Print button from here, the notification is not recognized by FCSR-BSEES as having been printed, and will remain in your Print Queue. If you opened a copy of the notification, you may close it by clicking the  in the uppermost right corner of the window surrounding the letter.

Upon either clicking the No button in the Notification Submitted dialog box or clicking the Yes button to view the notification and closing that window, you will be navigated back to the Responsibility Statement of the Background Screening page.

Print Queue

The Print Queue contains your 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

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. 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.

PRINT QUEUE

Background Screening

Application Main **Print Queue** Provider

Selection Criteria

Pending Notification(s)

Queue Notification(s)

Search

Indicates a Required Field

Messages

Pending Notification(s)

Click the Search button with Pending Notification(s) selected to see **ALL** notifications with a Pending status – meaning they have not been marked as Printed.

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"/>	BKG SCREENING RESULT
<input type="checkbox"/>	BKG SCREENING RESULT
<input type="checkbox"/>	BKG SCREENING RESULT
<input type="checkbox"/>	BKG SCREENING RESULT
<input type="checkbox"/>	BKG SCREENING RESULT
<input type="checkbox"/>	BKG SCREENING RESULT
<input type="checkbox"/>	BKG SCREENING RESULT
<input type="checkbox"/>	BKG SCREENING RESULT
<input type="checkbox"/>	BKG SCREENING RESULT
<input type="checkbox"/>	BKG SCREENING RESULT

Back to Top

Scroll to the right to see additional fields. Note that the Print Status is Pending (not printed).

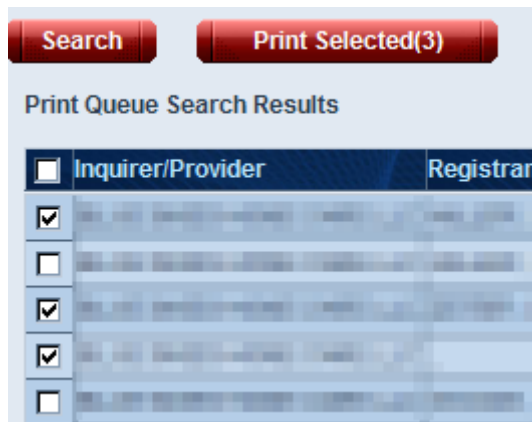
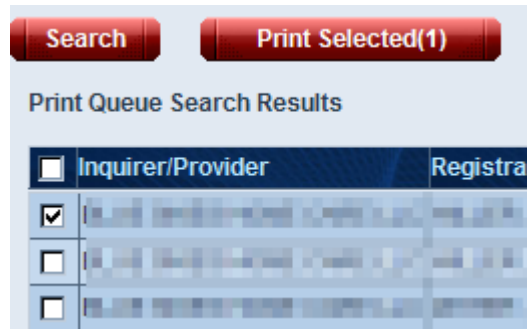
Notification Type	Create Date/Time	Print Date/Time	Print Status	Action
BKG SCREENING RESULTS INQUIRER	1/6/2012 4:20:54 PM		PENDING	View
BKG SCREENING RESULTS INQUIRER	11/29/2011 1:28:04 PM		PENDING	View
BKG SCREENING RESULTS INQUIRER	11/22/2011 11:50:40 AM		PENDING	View
BKG SCREENING RESULTS INQUIRER	11/22/2011 11:49:54 AM		PENDING	View
BKG SCREENING RESULTS INQUIRER	11/22/2011 11:49:27 AM		PENDING	View
BKG SCREENING RESULTS INQUIRER	11/22/2011 11:48:57 AM		PENDING	View
BKG SCREENING RESULTS INQUIRER	11/22/2011 11:48:24 AM		PENDING	View
BKG SCREENING RESULTS INQUIRER	11/22/2011 11:47:58 AM		PENDING	View
BKG SCREENING RESULTS INQUIRER	11/22/2011 11:47:31 AM		PENDING	View
BKG SCREENING RESULTS INQUIRER	11/22/2011 11:44:37 AM		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 found through [Queue Notification\(s\)](#).

Printing Selected Notifications

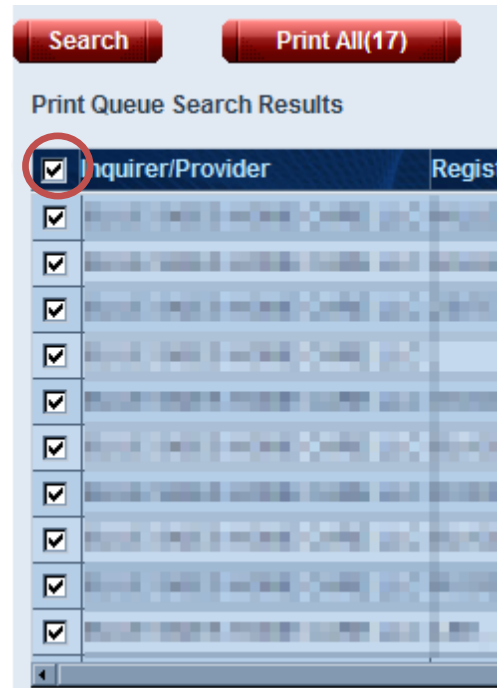
After generating print queue search results, click the checkbox(es) to the left of the notification(s) to be printed. All checkboxes selected at any time will print a “batch” containing all letters.

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.



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



Missouri Department of Health and Senior Services
P.O. Box 570, Jefferson City, MO 65102-0570 Phone: 573-751-8400 FAX: 573-751-8010
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Margaret T. Donnelly
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Governor

01/09/2012

FAMILY CARE SAFETY REGISTRY
Background Screening Results - Inquirer
Registrant: [REDACTED]
Registrant Number: [REDACTED]

[REDACTED]


The Family Care Safety Registry (FCSR) received your request for a background screening on 01/09/2012. The background screening, confirmation # [REDACTED], conducted on 01/09/2012, indicated the following:

No finding reported in the background screening.

The results above were confirmed by searching the following state databases that contain Missouri data only, using the above registrant's name, date of birth and Social Security number:

- Criminal history records maintained by the MO State Highway Patrol
- Sex Offender Registry records maintained by the MO State Highway Patrol
- Child abuse/neglect records maintained by the MO Department of Social Services
- Foster parent licensure records maintained by the MO Department of Social Services
- Child care licensure records maintained by the MO Department of Health and Senior Services
- Employee Disqualification records maintained by the MO Department of Health and Senior Services
- Employee Disqualification records maintained by the MO Department of Mental Health

A copy of this background screening has been provided to the individual registrant. If finding(s) were

The notifications have now been marked as Printed. Click the Print button from Adobe Acrobat to complete the printing process. Click the  in the uppermost right corner of the window surrounding 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.



Selection Criteria

Pending Notification(s)

Queue Notification(s)

Search

Print Queue Search Results
Record was NOT found in the Database based on Search Criteria Entered.

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, do not exceed more than 100 letters in a batch. The Print All button will not count more than 200 notifications. Print 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)

*Date Criteria Select Date Type Select Date Range From Month Day Year Month Day Year (7 Days or Less)

01 02 2012 To 01 09 2012

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

Notification Type

Group Notification Type

Print Status

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 1, 2012, you can search for notifications in a 7-day window of April 9 – 14, 2012.) 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 either created or printed during that range of time, if any are available fitting that criteria.

Select Date Type

*Date Criteria Both Date Range From Month Day Year Month Day Year (7 Days or Less)

01 02 2012 To 01 09 2012

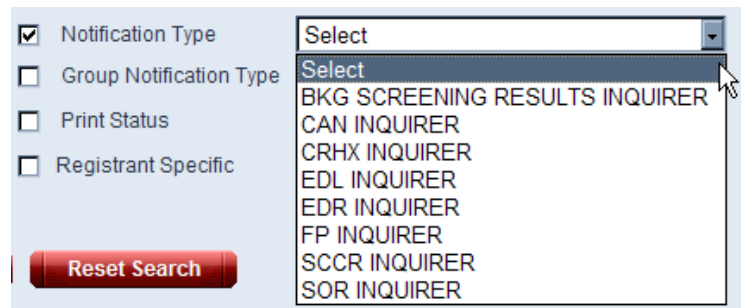
You may further refine your search by selecting another filter or combination of filters, including Notification Type or Group Notification Type, Print Status, and/or Registrant Specific. The choice of any or all of the remaining filters is optional, but may help you narrow down a search for past notifications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

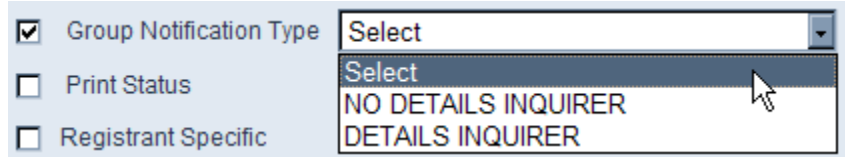
- BKG SCREENING RESULTS INQUIRER (Notifications of no findings)
- CAN INQUIRER (Specific information for Child Abuse/Neglect findings)
- CRHX INQUIRER (Specific information for Criminal History findings)
- EDL INQUIRER (Specific information for Employee Disqualification List findings)
 - *EDL notifications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



The screenshot shows a search filter interface with a light blue background. On the left, there are four checkboxes: 'Notification Type' (checked), 'Group Notification Type' (unchecked), 'Print Status' (unchecked), and 'Registrant Specific' (unchecked). Below these is a red 'Reset Search' button. On the right, a dropdown menu is open, showing a list of notification types: 'Select', 'BKG SCREENING RESULTS INQUIRER', 'CAN INQUIRER', 'CRHX INQUIRER', 'EDL INQUIRER', 'EDR INQUIRER', 'FP INQUIRER', 'SCCR INQUIRER', and 'SOR INQUIRER'. A mouse cursor is pointing at the 'BKG SCREENING RESULTS INQUIRER' option.

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)
- **DETAILS INQUIRER** (All specific information background screening notifications—a combination of any CAN, CRXH, 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 mailed copy for specific information on any findings.*

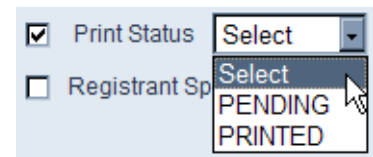


Group Notification Type Select
 Print Status
 Registrant Specific

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

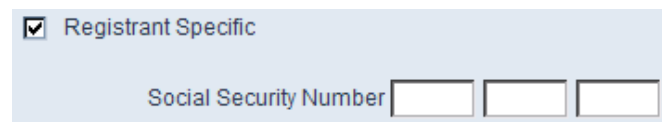
You may select the optional filter for Print Status by itself or in combination with a notification type search or a search for a notification regarding a particular registrant. The choices for print status are Pending and Printed. Use one of these selections if you want to limit your search results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



Print Status Select
 Registrant Sp Select
PENDING
PRINTED

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. Click the checkbox next to Registrant Specific, and entry fields for a Social Security Number will appear. Entering an SSN here will limit your search to only the notifications produced for a particular employee or applicant (i.e., registrant).



Registrant Specific
Social Security Number

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. If you hold your cursor over your organization's name, it becomes a link you can click on.

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

This example contains both actual and improvised data.

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): **Provider Information**

Licensing Agency:
Contact 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

Return

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

This example contains both actual and improvised data.

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 information about job applicants or employees you have screened through the FCSR. Information in the Employee(s) section assists the FCSR in reporting generalized long term care provider hiring information to federal agencies.

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.)



Contact Information

Business Information:

*Street Address:
829 TANNER ST

*Zip Code: 63801 *City: SIKESTON *State: MISSOURI

*County: SCOTT

Telephone:
111 111 1111

Fax:
111 111 1111

Main Contact Information:

Name: JOHN DOE Title: MANAGER

This example contains both actual and improvised data.

Name: JOHN DOE Title: MANAGER

Telephone: 555 111 1111 Extension: 1111

Email: JOHN.DOE@YAHOO.COM *Internal Use Only*

Update Provider **Return**

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:

Country:

Telephone:

Fax:

Main Contact Information:

Name: Title:

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 Identifier(s) (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.

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.

The screenshot shows a web form titled "Provider Information". It contains several sections: "Provider Type(s)" with a dropdown menu showing "LONG TERM CARE / PERSONAL CARE - SKILLED NURSING FACILITY (Primary)"; "Provider Identifier(s)" with a table listing "MEDICAID", "MEDICAID PROVIDER NUMBER", and "NPI" with their respective numbers; "Licensing Agency: Contact Information" with address, phone, and fax details; "Main Contact Information" with name, phone, and email; and "Employee(s)" with radio buttons for "Current Employees", "Past Employees", and "Potential New Hires". A "Return" button is at the bottom left.

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

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.

However, if your organization is a long term care provider, before leaving the Provider Information Overlay, you may update hiring information on job applicants or employees you have screened through the FCSR.

Updating hiring information is not required at this time.

A Note about Long Term Care Providers:

Long Term Care Providers include:

- Nursing Facilities (including skilled nursing, assisted living, intermediate care, and residential care)
- Home Health Agencies or Providers
- Hospices
- In-Home Care Agencies or Providers, including Consumer Directed Services
- Adult Day Care
- Mental Health Intermediate Care Facilities
- Hospitals with Long Term Acute Care (LTAC) facilities

Updating Information about Applicants/Employees Screened (Long-Term Care Providers Only)

Instructions for updating hiring information on job applicants or employees whom long term care providers have screened through the FCSR will be provided at a later date.

Frequently Asked Questions

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

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 that requested the screening.

If I receive the 3-5 day 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 (in the 3-5 business day timeframe), except in the case of specific information letters for the following non-automated findings to be mailed:

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

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?

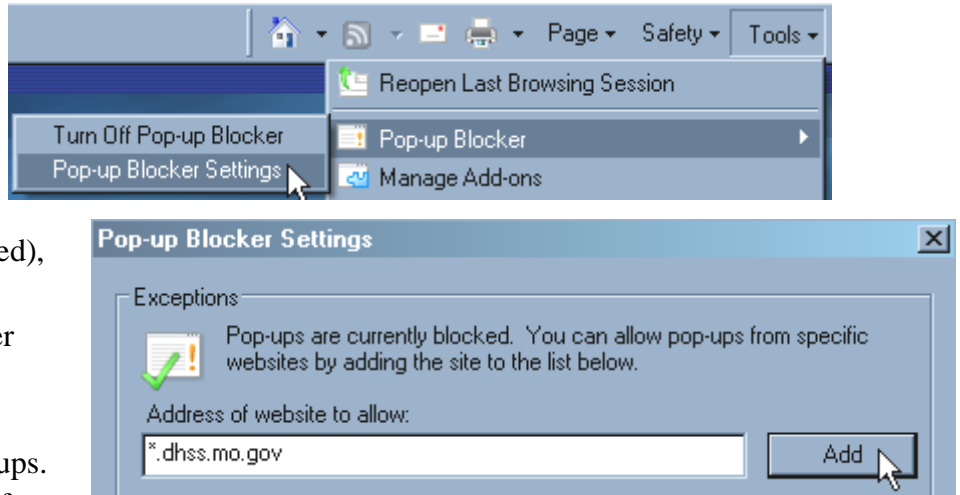
You will likely not find notifications that were sent by mail prior to the date your organization was transitioned to BSEES. For most organizations that would be February 2012. Call the FCSR toll-free at (866) 422-6872 if you have questions about notifications sent to your organization prior to the date your organization was added to BSEES.

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 Internet Explorer 8 (recommended), go to Tools – Pop-up Blocker – Pop-up Blocker Settings. Add “*.dhss.mo.gov” as an exception to allow Pop-ups. Click the Close button after adding our web address as an Allowed Site.



After checking these items, reboot your computer 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.

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.

General FAQs

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

Go to <http://health.mo.gov/safety/fcsr/forms.php> and scroll down the page to the section on Internet 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.)

I used the previous web-based system for years. What's different about BSEES?

Besides a new look and feel, the main differences you will notice right away are a print queue for managing electronically delivered notifications, and a page to review and update information for the FCSR to keep on file for your organization. Check the table of contents to find pages for those new functions.



