



State of Alaska
Background Check Program
907.334.4475 or bcunit@alaska.gov

Background Check Program Interim Process as a Result of a Cyberattack

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Revised Effective August 1, 2021 (see STEP 3)

On May 18, 2021, the Department of Health and Social Services (DHSS) issued a press release which identified the [department website](http://dhss.alaska.gov) (dhss.alaska.gov) as the target of a cyberattack. DHSS took immediate action to protect its systems and prevent further disruption, including taking [NABCS](https://nabcs.dhss.alaska.gov) (https://nabcs.dhss.alaska.gov) offline while this incident is being investigated by DHSS and appropriate authorities. The Background Check Program will rely solely upon a manual process and review of APSIN, CourtView, Prober, OIG, JOMIS, Alaska Professional Licenses, and the National Sex Offender Registry to determine whether a provisional background clearance can be issued.

This process is only for individuals who are intending to associate or be employed with a provider or department related to Health & Social Services. If you are unsure if this is the correct background check for you, please contact your facility.

NEW Temporary Application Process

STEP 1: Application

- DHSS no longer has access to NABCS electronic data.
 - For new applicants, you **MUST** submit a hard copy application.
 - If you have a pending application, a new hard copy application is also required.
 - Applications can be submitted
 - by mail or hand delivered between the hours of 10:00am – Noon to:
DHSS, Background Check Unit
4601 Business Park Blvd, Bldg. K
Anchorage, AK 99503
 - by fax to 907-269-3488
- Application can be found on the [Division of Health Care Services' temporary page](http://hss.state.ak.us/dhcs) (<http://hss.state.ak.us/dhcs>)
- On May 11, 2021, the department allowed providers to use third party background checks while CourtView was down due to the court system cyberattack.
 - If you have been using a third-party vendor, you may continue to use that process for provisional approval through May 23, 2021.
 - Effective May 24, 2021, the Background Check Program will resume CourtView review of all applications.
- If you submitted an application on or prior to May 17, 2021, and

- Have not received confirmation of a provisional clearance, you must submit a new hard copy application and proof of payment.
- Have received confirmation of a provisional clearance, no additional action is necessary.
- For all new background check applications, including those you were unable to submit in NABCS on and after May 18, 2021 as a result of the cyberattack, you must submit a hard copy application and proof of payment.

STEP 2: Payment

- New applications submitted after May 17, 2021:
 - Payment must be included with hard copy application.
- Pending applications submitted prior to May 17, 2021:
 - if you have already paid, provide proof of payment with new hard copy application.
 - if you have NOT already paid, payment must be included with new hard copy application.
- If you intend to pay in person, please confirm the amount due on the application to ensure proper payment is made.
 - No upfront payment for Pioneer Home, Alaska Psychiatric Institute, and Office of Children’s Services as these are paid for by inter-agency Reimbursable Service Agreement (RSAs).
 - Child Care Program Office - \$40
 - All others - \$88.25
 - Credit card payments can be made over the phone at 907-334-2400 or in person.
 - Payments may be made by:
 - Cash (at the **front desk only** and exact amounts only accepted)
 - Check or credit card (Visa/MasterCard)
 - Money Order
 - A receipt of payment will be provided for all payments.

STEP 3: Pre-COVID-19 Hard Copy Fingerprint Requirements Resume

- **Background check applications submitted on/after August 1, 2021 MUST include a fingerprint card.** Incomplete applications will be pended until all required information, including fingerprint card, is received.

STEP 4: Process for Evaluating Criminal History

- During this interim process, an application is complete when the hard copy application and fees are submitted.
- The case will then go into a queue for name-based search.
- Once the case is worked and a provisional clearance determination is made, the facility will be notified.
- Please note this manual process will take approximately 15 business days to be issued a clearance to work (unless additional research is required).

STEP 5: Notification

- Facilities will be notified with the outcome of the provisional clearance and whether more research is needed.

We anticipate reaching out to providers to gather information including, but not limited to, position category details for each application once NABCs is restored.

Thank you for your continued support and understanding as we work through this process. Continuity of services is essential, and DHSS is making every effort to provide alternate means of conducting business if and while the usual platforms may be unavailable. Please note this process is subject to change if we determine that any part of it is not working or not meeting the state's or our applicants' needs. Any changes will be noticed via Enterprise and Medicaid websites, RA messages, and on social media.

Follow us on twitter, Facebook, etc. for updates on this process and the cyberattack in general.

Questions? Contact Mikal White, Background Check Manager at 907.269.3938 or at bcunit@alaska.gov.

NOTE: This is an interim process and subject to change as circumstances warrant.