

Background Check Program Interim Process Frequently Asked Questions

Updated 07/21/2021 (#10); 09/16/2021 (#6)

1. I have questions about the process, who do I call?

Please read the [Interim Background Check Application Process](#) instructions and these FAQs before contacting the Background Check Program (BCP). If you have questions after reading both documents, please contact the BCP by email at bcunit@alaska.gov. This mailbox is monitored by multiple staff members and is the fastest way to receive a response.

2. I started an online application in NABCS (New Alaska Background Check System) before May 17, 2021. Can you give me an update on the status of my application?

The BCP unfortunately lost all access to applications that were started prior to the NABCS outage. If you did **not** receive notification via email that your application had been issued a provisional clearance, you must submit the **new** [Interim BCP Application](#) and proof of payment.

3. If I have to submit a new application, do I have to pay again?

No. You do **not** need to pay again if you previously paid for an application already in-process. Please submit the new [Interim BCP Application](#) and your receipt or other proof of payment from when the previous application was entered into NABCS.

4. Can I use previous versions of the paper application that are out there for the BCP?

Previous versions of applications cannot be accepted during this Interim process, as there is additional information required on the [Interim BCP Application](#). Once NABCS is restored, all applications will resume being entered electronically there.

5. I can't get through on the phone to make a payment, what do I do?

Please confirm you are calling the correct phone number, 907.334.2400. The BCP is experiencing a high volume of calls.. If someone is not able to answer your call, please try again later or leave a voicemail. A staff member will call you back.

6. The instructions that were issued indicate these provisional clearances could take 15 days to receive; is that true?

Yes, however processing times will change as the number of applications received fluctuates. The 15-day time frame is a worst-case scenario estimation based on the additional time this manual process would take, and assuming the NABCS outage continues for an extended period.

7. I received a provisional clearance prior to May 17, 2021. Is this still valid?

Previous provisional clearances that were granted and in place at the time that NABCS went offline remain in effect during this interim process, or until further notice.

8. I think a new employee is already in NABCS with a clearance, but we do not have verification that a clearance was issued. What do I need to do?

The BCP does not have access to the NABCS system to verify if a person had a valid clearance or not. If you need a provisional clearance to start a new employee before NABCS is restored, a new application with fees submitted must be needed.

9. We urgently need someone to begin work. Can their application be expedited?

At this time all applications are being reviewed in the order they are received. Avoid delays by ensuring that your application is accurate and complete, including confirmation of payment.

10. Are fingerprints required?

Yes. Effective August 1, 2021, the Department of Health and Social Services' suspension of 7 AAC 10.910(a) and 7 AAC 10.910(b)(3), permitting the Background Check Program to issue provisional clearances without fingerprinting, is rescinded. All new 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.

Currently, because NABCS is unavailable, applications are submitted via mail, fax, and in person. To expedite the processing of your application, it is imperative that providers submit all required materials, including fingerprint card, with the corresponding application. The processing of applications is significantly delayed when the application and required documents are submitted separately.

Applications and required documents may be submitted via mail or in person to DHCS Background Check Unit, 4601 Business Park Blvd., Bldg. K, Anchorage AK 99503. New application submission instructions will be released when NABCS access is restored.

11. What happens after NABCS is restored? Do facilities need to enter electronic applications into NABCS for the new ones started during the Interim process?

The BCP staff will begin the task of entering paper applications received into NABCS once it is restored. After your application is entered, BCP staff will contact you regarding any additional information that is required. When contacted, please provide this information as quickly as possible to facilitate the smooth entry of electronic applications for complete processing and final determination of applicants.

12. Someone who was working at my facility has changed employment and is no longer with us; how do I separate them in my roster or can you do it for us?

BCP staff are unable to access NABCS to see or make any changes to rosters at this time. Once NABCS is restored you can update your roster to reflect any changes that may have occurred during the outage.

13. Are BCP staff on leave while NABCS is offline?

No. BCP and administrative staff are working overtime to address the challenges this cyberattack has created, and to accommodate background check needs throughout the state.