

Medically Complex Children Waiver Children's Attendant Care Fingerprint-based Criminal Background Checks Frequently Asked Questions Effective July 1, 2025

This guidance pertains to Children's Attendant Caregiver applicants who have been referred by a Medically Complex Children (MCC) waiver Nurse Case Manager to the USC – Center for Disability Resources Nurse for the purpose of enrolling as a Medicaid provider to render the Children's Attendant Care (Self-directed) service in the MCC waiver program.

Q.1: How do Children's Attendant Caregiver applicants submit fingerprints?

Answer: IdentoGO, a subsidiary of IDEMIA, has been contracted by the state of South Carolina to conduct electronic fingerprint scans. The website to schedule a fingerprint appointment is:

<https://sc.ibtfingerprint.com/>

If you do not have internet access, you can call to schedule an appointment and arrange payment with IdentoGO at their toll-free number: (866) 254-2366. The company does not accept walk-ins.

Schedule a Fingerprinting Appointment Online:

1. At the <https://sc.ibtfingerprint.com> site, click **Schedule a New Appointment**.
2. **Choose the SCDHHS ORI (requesting agency) Number:** On the next page, click the dropdown box and choose the ORI code that you were provided during the application process.
3. **Choose a Fingerprinting Location:** Use either the zip code or region drop down box to select a fingerprinting location most convenient to you.
4. **Choose a Calendar Date for Your Appointment:** On this page you will see fingerprinting locations in the left column and a week of days in columns to the right. The days will have three possible labels within:

Click to Schedule- this location has an opening on this day.

• **Schedule Full-** this location has no appointment available on this day.

• **Closed-** this location is closed on this day.

If you do not see an opening in the week displayed, click on **Next Week>>** to move to the next week of appointments.

When you choose **Click to Schedule**, a drop down of appointment times displays. Choose one.

5. **Complete Applicant Information Form:** When completed, click **Send Information** button at the bottom.
6. **Review, Edit, and Submit Your Information:** When you are satisfied that your information is correct, click **Go**.
7. **Choose Your Method of Payment:** The following payment options will display. Choose one.
 - **Money order (pay onsite)**
 - **Bank check (pay onsite)**
 - **eCheck (pay now)**
8. **Complete Your Payment:** If you do not successfully make a payment using the system, you will be required to bring payment with you on the day of your appointment. The following payment methods are accepted at the fingerprinting location: money order and bank check. Your fee will be \$51.75 (subject to change).
9. **Bring Valid ID:** Bring your valid South Carolina driver's license to your fingerprint appointment. If you do not have a valid South Carolina driver's license, you will need two forms of other state or federal issued ID, one of which will need to be a photo ID.

Acceptable alternative ID are:

Column A – Valid Photo Identification	Column B – Valid Supplementary Identification
<input type="checkbox"/> U.S. Passport (unexpired or expired)	<input type="checkbox"/> Voter registration card
<input type="checkbox"/> Driver's License or Photo ID Card (issued by U. S. State or Territory)	<input type="checkbox"/> U.S. Military card or draft record
<input type="checkbox"/> Photo ID Card issued by federal, state, or local govt.	<input type="checkbox"/> U. S. Social Security Card
	<input type="checkbox"/> Original or certified copy of a Birth Certificate issued by authorized U.S. agency with official seal

You will be issued a receipt with tracking numbers at the enrollment center. Please retain this for your records for verification of fingerprint submission in the event of technical difficulties.

INDIVIDUALS PHYSICALLY UNABLE TO ACCESS AN IdentoGO FINGERPRINTING CENTER:

For Children's Attendant Caregiver applicants who are unable to access an IdentoGO fingerprinting center located in South Carolina, fingerprinting must be completed using a traditional fingerprint

card. To arrange to submit a fingerprint card via mail, go to the <https://sc.ibtfingerprint.com/> site and:

To Submit a Card by Mail:

1. At the site, click **Schedule a New Appointment**.
2. **Choose the SCDHHS ORI (requesting agency) Number:** On the next page, click the dropdown box and choose the ORI code that you were provided during the application process.

Choose to Pay for Ink Card Submission: Click on the blue button **Pay for Ink Card Submission**.

3. **Complete Applicant Information Form:** When completed, click **Send**

Information button at the bottom. **NOTE:** It is highly recommended you include an email address for yourself when filling out your information. This will result in you receiving a registration confirmation and payment confirmation (if you pay online), which may be needed for verification in the event of technical difficulties.

4. **Review, Edit, and Submit Your Information:** When you are satisfied your information is correct, click **Go**.

5. **Choose Your Method of Payment:** The following payment options will display.

Choose one:

- **Money order (pay onsite):** no referral code needed
- **Bank check (pay onsite):** no referral code eCheck (pay now): no referral code
- **Visa or Mastercard (pay now):** no referral code required

6. **Complete Your Payment:** If you do not successfully make a payment online, you will be required to mail the payment with your fingerprint card. The following payment methods are accepted via mail: money order and bank check. Identago fees at the time of this document \$51.75 (subject to change).

7. **Obtaining the Fingerprint Card:** Applicants can obtain a set of fingerprints from a local law enforcement agency. Call your local police and sheriff's departments to see which agencies fingerprint civilians. The fingerprinting may be either traditional ink rolled fingerprints or electronically captured and then printed.

8. **Fill out the Fingerprint Card:** Failure to completely fill out the information on the fingerprint card will result in the card being returned to the applicant, which will delay the licensing process. You will need to ensure that the information on the card is completed in black ink as follows:

- a. **Signature of Person Fingerprinted** – sign your legal name in the space provided.

- b. **Residence of Person Fingerprinted** – enter your home location address in the space provided.
- c. **Date & Signature of Official Taking Fingerprints** – Be sure that the individual taking your fingerprints has dated and signed the card in the space provided.
- d. **Employer and Address** - enter your employer and address information.
- e. **Reason Fingerprinted** – enter “6401 Medicaid.”
- f. **Applicant Name** – in the spaces provided, enter the last, first, and middle name of the applicant.
- g. **ORI** – In this section enter:

XXXXXXXXXX*
 SCDHHS
 Columbia, SC

*Please enter the ORI code that you were provided during the application process.

Below is an example of what the top of fingerprint card should look like with the information you enter:

APPLICANT <small>* Use Privacy Act Notice on Back</small> FD-268 (REV. 12-19-07)		LEAVE BLANK		TYPE OR PRINT ALL INFORMATION IN BLACK				FBI		LEAVE BLANK	
				LAST NAME Doe		FIRST NAME Joseph		MIDDLE NAME William			
SIGNATURE OF PERSON FINGERPRINTED		ALIASES AKA		ORI SCPAC000Z SCDHHS Columbia, SC				DATE OF BIRTH Month Day Year		DOB	
RESIDENCE OF PERSON FINGERPRINTED 123 Shady Lane MyTown, SC 29000		CITIZENSHIP CTZ USA		SEX		RACE		HGT		WGT	
DATE		SIGNATURE OF OFFICIAL TAKING FINGERPRINTS		YOUR NO. OCA		EYES		HAIR		PLACE OF BIRTH POB	
EMPLOYER AND ADDRESS ABC Health 456 BigStreet AnyTown, SC 29000		FBI NO. FBI		ARMED FORCES NO. MNU		SOCIAL SECURITY NO. SOC 123-45-6789		MISCELLANEOUS NO. MNU		LEAVE BLANK	
REASON FINGERPRINTED 6401 Medicaid											

9. **Other Required Information** – Please have the person that is trained to take your fingerprints complete the remaining required information for Citizenship, Social Security Number, Date of Birth, Sex, Race, Height (HGT) Weight (WGT), Eyes (eye color), Hair (hair color), and Place of Birth. You should be prepared to provide the appropriate documents such as birth certificate (or Green Card), Social Security card and driver’s license that can verify this information to the person taking your fingerprints.

The fingerprint card along with the appropriate fee (unless paid online) should be sent to the

following address (for tracking & security reasons, it is recommended that a shipping service with tracking service be utilized).

IdentoGO
CardScan Department – South Carolina Program
340 Seven Springs Way, Suite 250
Brentwood, TN 37027

Please include at least two means of contact for each applicant for which a fingerprint card is submitted where the applicant can be reached if there are any questions related to the processing for the fingerprint card (for example, a daytime and evening telephone number or a cell phone number and email address, etc.).

For information on how to check on the status of your submission, please call (866) 254-2366. Please be sure to allow 5-7 business days after submission before checking on the status.

Q.2: What is IdentoGO?

Answer: IdentoGO, a subsidiary of IDEMIA, has been contracted by the state of South Carolina to conduct electronic fingerprint scans. The website to schedule a fingerprint appointment is:

<https://sc.ibtfingerprint.com/>

If you do not have internet access, you can call to schedule an appointment and arrange payment with IdentoGO at their toll-free number: (866) 254-2366. The company does not accept walk-ins. For complete information on how to be fingerprinted by IdentoGO, please refer to Q.1: “How do Children’s Attendant Caregiver applicants submit fingerprints?”

Q.3: What is the cost of fingerprinting and how do I pay?

Answer: The current cost of fingerprinting in South Carolina is \$51.75 (subject to change). You may choose to pay online while scheduling an appointment with IdentoGO. The following payment options will be available:

- Money order (pay onsite)
- Bank check (pay onsite)
- eCheck (pay now/online)
- Visa or Mastercard (pay now/online)

If you do not successfully make a payment using the online payment tool, you will be required to bring payment with you on the day of your appointment. The following payment methods are accepted at the fingerprinting location:

- Money order

- Bank check

For complete information on how to pay and be fingerprinted by IdentoGO, please refer to Q.1: “How do **Children’s Attendant Caregiver applicants** submit fingerprints?”

Q.4: How long do Children’s Attendant Caregiver applicants have to submit fingerprints?

Answer: All fingerprinting submission must be completed within thirty (30) days of the notification date from the USC – Center for Disability Resources Nurse contracted vendor that fingerprints are required. Failure to perform this activity within the timeframe outlined will cause delays in the enrollment process. Failure to perform this activity is cause for termination or denial of enrollment as a Children’s Attendant Caregiver.

Q.5: What are the disqualifying results or crimes that would prevent a Children’s Attendant Caregiver applicant from becoming enrolled as an SC Medicaid provider?

Answer: The state Medicaid agency (SMA) is authorized to, and may choose to, deny or revoke Medicaid participation to any Children’s Attendant Caregiver applicant:

- Who is a newly enrolling or revalidating Children’s Attendant Caregiver who answers “Yes” to any of the "sanction" questions in the provider enrollment application or
- Whose background check reports convictions, or a criminal offense related to the person’s involvement with Medicare or Medicaid Programs or
- Who is required to register under the sex offender registry pursuant to SC Code of Laws Section 23-3-430 or
- With a conviction of abuse, neglect, or exploitation abuse, neglect or exploitation of adults (as defined in the Omnibus Adult Protection Act, S.C. Code Ann. Title 43, Chapter 35) or of children (as defined in the Children’s Code, S.C. Code Ann. Title 63, Chapter 7) or
- With a conviction of any crime against another person or
- With a felony of any kind or
- With a conviction of any crime concerning the misuse or abuse of any public assistance program (including, but not limited to, fraudulently obtaining benefits, engaging in fraudulent billing practices, and embezzling or otherwise misusing public assistance funds in any manner) or
- With a conviction of any crime not listed herein, but determined wholly by the SMA’s discretion to be unacceptable and disqualifying for Medicaid provider participation

This section does not prohibit Medicaid provider participation when a conviction or plea of guilty or nolo contendere for one of the crimes listed in this section has been pardoned.

However, notwithstanding the entry of a pardon, the SMA may consider all information available, including the person's pardoned convictions or pleas and the circumstances surrounding them, to determine whether the applicant is unfit or otherwise unsuited for Medicaid participation.

Q.6: How will a Children's Attendant Caregiver applicant know if their criminal background check received a satisfactory or unsatisfactory fitness determination?

Answer: Within 10 business days after the Children's Attendant Caregiver applicant has been fingerprinted, SCDHHS will review the criminal history and make a determination as to the individual's suitability for enrollment. Within five business days of reviewing the criminal history results, SCDHHS will prepare a fitness determination letter and either mail or email it to the state contracted vendor. The state contracted vendor will notify the Children's Attendant Caregiver applicant of their suitability to continue the enrollment process.

Q.7: What happens if a Children's Attendant Caregiver applicant has a criminal history that receives an unsatisfactory fitness determination?

Answer: Individuals which receive an unsatisfactory fitness determination, or a failed result will be denied enrollment and/or will be terminated from participation in the Medicaid program within 30 days of determination.

Failed result means non- or incomplete response, i.e., failure to submit fingerprint-based criminal background check by all Children's Attendant Caregiver applicants within the 30-day period from the date of:

- Any notification by SCDHHS of an FCBC requirement for enrolled or newly enrolling or revalidating providers

Appealing an unsatisfactory fitness determination or a failed result may be addressed using established SCDHHS processes. An applicant will be notified via certified mail if they are terminated "for cause," such as an unsatisfactory fitness determination or a failed result. The process to appeal will be contained within the notification.

Q.8: Is there an appeal process?

Answer: Yes. A Children's Attendant Caregiver applicant will be notified via certified mail if they are terminated "for cause," such as an unsatisfactory fitness determination or a failed result. The process to appeal will be contained within the notification. There are two different types of appeals. If you believe your criminal history is inaccurate or incorrect, you will have to appeal those directly to the South Carolina Law Enforcement Division (SLED). If you are denied enrollment based on your criminal history, please visit <https://www.scdhhs.gov/appeals> for information on the appeal process.

Q.9: Where is the closest fingerprint collection office?

Answer: IdentoGO, a subsidiary of IDEMIA, has been contracted by the state of South Carolina to conduct electronic fingerprint scans.

A tool to find the closest location to you, and the means to schedule an appointment are available at the IdentoGO website: <https://sc.ibtfingerprint.com/>

If you do not have internet access, you can call to schedule an appointment and arrange payment with IdentoGO at their toll-free number (866) 254-2366. The company does not accept walk-ins.

For complete information on how to be fingerprinted by IdentoGO, please refer to Q.1: “How do Children’s Attendant Caregiver applicants submit fingerprints?”

Q.10: How do I submit fingerprints if I am unable to access an authorized collection office?

Answer: For complete information on how to be fingerprinted by IdentoGO, please refer to Q.1: “How do Children’s Attendant Caregiver applicants submit fingerprints?”