



STATE OF WASHINGTON  
DEPARTMENT OF SOCIAL AND HEALTH SERVICES  
*Aging and Long-Term Support Administration*  
*PO Box 45600, Olympia, WA 98504-5600*

December 6, 2017

**ALTSA: ESF #2017-008**  
**NEW FINGERPRINT COMPANY NAME**

Dear Enhanced Services Facility Provider:

The Background Check Central Unit's (BCCU) fingerprint vendor, MorphoTrust, was purchased by another company and has a new name, **IDEMIA** (EYE-DEM-EE-AH).

**What will change?**

- You will notice that MorphoTrust website has been updated to reflect this change; <http://www.morphotrust.com/IdentitySolutions.aspx>.
- BCCU will start referencing the name change in their communications.

**How will providers contact IDEMIA to schedule a Fingerprint Appointment?**

- You will contact IDEMIA (formerly Morpho Trust) the same way you have contacted them previously.
- To schedule an appointment through IDEMIA, please call 1-888-771-5097 or visit their website at <https://www.identogo.com/>. You will need the following to schedule an appointment.
  - The applicant must sign the [Fingerprint Based Background Check Notice](#).
  - Complete the [Fingerprint Appointment Form](#) for scheduling purposes.
  - BCCU Account Number
  - Applicant Inquiry ID/OCA number found on the Interim Fingerprint Check Notification.
- If you are rescheduling your appointment due to WSP or FBI rejecting your fingerprints, you cannot reschedule online. Idemia has [locations](#) throughout Washington State. Please refer to their website, <http://www.l1enrollment.com/locations/?st=wa> for the location nearest you.

If you have further questions, you may contact BCCU at (360) 902-0299 or [BCCUInquiry@dshs.wa.gov](mailto:BCCUInquiry@dshs.wa.gov)

Sincerely,

Candace Goehring, Director  
Residential Care Services

*"Transforming Lives"*