



Consumer Directed Employer (CDE) Individual Provider/Caregiver Background Check Guide



3-step process



Step 1 Complete a Background Check Authorization Form

- Fill out the Background Check Authorization form at <https://fortress.wa.gov/dshs/bcs/>. For the best experience we recommend using GOOGLE CHROME on a Windows computer.
- View our step-by-step video tutorial at https://youtu.be/p_iwKi0fpMg
- Enter CDWABackgroundCheck@ConsumerDirectCare.com at the end of the online form and the code will be emailed to CDWA.

You may also email your confirmation code to the person(s) or entity(s) who requested the background check. Please enter up to three (3) email addresses below.

Email Address

[Add Another Email Address](#)

[Send Confirmation](#)

- Write down the 10-character confirmation code provided at the end of the form. Please save this for your records as it will not be able to be retrieved. Confirmation codes expire after 90 days.

Confirmation Code Example: **WES3A7C22B**



What to Expect

New Individual Provider / Caregiver Initial Background Check	Existing Individual Provider / Caregiver Renewal or Expiring Background Check
Complete a background check authorization form and enter the 10-character confirmation code in your CDWA application form. CDWA will submit the background check to BCCU for processing.	If your background check is due to expire, you will be notified via messages in Direct My Care web portal. BCCU does not know when your background check expires.
You will be required to complete a fingerprint-based background check, which is completed in two steps. STEP 1: An approved background check result will be required to continue with the onboarding process. Once you have received an approved result, you will be emailed Fingerprint Appointment Forms with instructions on scheduling your fingerprint appointment.	Provide your 10-character confirmation code and date of birth to CDWA via email or phone: Email: CDWABackgroundCheck@ConsumerDirectCare.com Phone: 1-866-214-9899 CDWA will submit the background check to BCCU for processing.
STEP 2: You will be required to schedule an appointment to be fingerprinted using the Fingerprint Appointment Forms provided via email. A scheduled appointment will be required to complete your onboarding.	An approved background check result will be required to continue providing paid care. Once results return from BCCU, CDWA will review your results. NOTE: CDWA will verify and notify you if a fingerprint-based background check is required as part of your renewal background check.
NOTE: If you receive a result other than an approved result, you will be provided instructions via email with next steps.	
NOTE: If you receive a copy of your results from the BCCU, please save the results for your records in case they are required for further review.	



Schedule a fingerprint appointment if required

Once you receive the Fingerprint Appointment Form from CDWA, contact the state’s fingerprint vendor, IDEMIA:

- 1-877-771-5097
- <https://WA.state.Identogo.com>

You will need the following to schedule an appointment:

- Fingerprint Appointment Form.
- Date of Birth.
- Applicant Inquiry ID/OCA number found on the Interim Fingerprint Check Notification and Fingerprint Appointment Form.

Please refer to IDEMIA’s website for a location near you. <https://www.identogo.com/locations>



Receive and save a copy of your background check results

1. On the Background Check Authorization form, enter an email address where result notifications may be received, and check the box indicating approval for receiving emailed results.
2. Once the background check has been completed and if there is reported criminal history, you will receive an email from do_not_reply_bcs@dshs.wa.gov with a secure link for result letter retrieval. The link will expire in three days. CDWA will have access to results as soon as they are complete.
3. You must access this email using GOOGLE CHROME. This email and link may also need to be viewed using a laptop or desktop computer as not all mobile devices are equipped to view this type of secure message.
4. Click on the result link in the email. The secure portal web page will open; enter your date of birth in MM/DD/YYYY format. You have 5 attempts to enter the correct date of birth.
5. You can retrieve/download the result letter as many times as needed by clicking on the link in the original notification email and entering the date of birth on the portal page.
6. The FBI does not permit the sharing of an FBI RAP sheet. When BCCU runs a fingerprint check and you have an FBI RAP sheet, you will need to send a copy to CDWA. If you need to request a copy, more information can be found at www.dshs.wa.gov/ffa/applicant-resources.
7. If you receive a “token expired” message, please contact BCCU at bccuinquiry@dshs.wa.gov or call 360-902-0299.

Who Do I Contact for Assistance?

Background Check Central Unit (BCCU) 360-902-0299 Phone support available 9–11 a.m. Mon.-Fri. Email: bccuinquiry@dshs.wa.gov	Consumer Directed Employer (CDWA) 1-866-214-9899 Phone support available 7 a.m–7 p.m. Mon.-Fri. Email: InfoCDWA@ConsumerDirectCare.com
Assistance submitting an Online Background Check Authorization form. Please do not send confirmation codes to BCCU. BCCU does not have access to or process confirmation codes.	Difficulty submitting your confirmation code for processing.
Checking the status of your background check.	Questions about next steps once your background check is complete.
Requesting a copy of your background check results and/or most recent FBI RAP sheet. Information and instructions can be found at: www.dshs.wa.gov/ffa/applicant-resources	Questions about the Character, Competence & Suitability Review process, or whether you are cleared to work.
Questions about the information being reported on your background check or assistance with BCCU’s request for additional information.	Requesting an OCA/Inquiry ID number to schedule a fingerprint appointment or for background checks submitted by CDWA.
Fingerprint appointments are made directly with Identogo/IDEMIA. NOTE: If you are having difficulty scheduling a fingerprint appointment with Identogo/IDEMIA, contact BCCU.	Verifying if you need to be fingerprinted or requests for the Fingerprint Appointment Form to be re-sent via email.



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