

Getting Started: Enrolling in Rapback

You can enroll in the Retained Applicant Fingerprint Background Check (Rapback) program online. Go to the [online enrollment](#) page and click on “Register” at the top of the screen. The online enrollment form will appear. You will need to complete each section of the form – note that required fields are marked with a red asterisk. *

Section One – Customer Information

1. Enter the name of your agency **exactly as it appears in MITS**.
2. Enter your address exactly as it appears in MITS.
3. Indicate if you are a current Webcheck Customer—this means if your agency has a Webcheck machine. If you answer yes, enter your Webcheck customer account number or agency code.
4. Enter your tax identification number.
5. At the box for Service Provider, select “Medicaid Provider”
6. Enter your Medicaid Provider Number **exactly as it appears in MITS**. Note: This is not your DODD number.
7. In the Describe Organization and Business Need, type in this description: “We are an agency provider required by DODD to Rapback our employees in direct care positions.”
 - ✓ **Tip:** For your Rapback application to be accepted, the name, address and Medicaid number you enter in the application must match what is listed in MITS, even if it is outdated. Last week, agencies received an email providing the exact agency name, Medicaid number, and address as they appear in MITS. If you did not receive this email, please call 800-617-6733 and select option 5.

Section Two –Customer’s Overall Administrator

Each customer in Rapback is required to have an administrator for their account, known as the Overall Administrator. The Overall Administrator can create usernames and assign others within the agency to enroll employees into Rapback.

Enter the information for the Overall Administrator, including name, title, and contact information.

Section Three – Billing Contact and Address

Each customer must complete who will receive the invoices for employees enrolled in Rapback. Enter the information for the billing contact, including name, title, and contact information.

- ✓ **Tip:** If the street address of the billing contact is different that the address listed under Customer Enrollment, you must enter an address for the billing contact. If the billing contact’s address is the same as the address you provided for your agency, check the box marked “Same Address as Customer.”

Section Four - Email Address

Enter the email address for the additional employees to receive invoice notices, and the email addresses for the employees you want to receive notices when a fingerprint match is found.

- ✓ **Tip:** At least one email address must be entered under the Emails for Fingerprint Notices section when you submit your application. You can add other email addresses after BCI accepts your application.

Section Five - Customer Agreement

Read the Customer Agreement and check the first box to certify that you have authority to bind your agency to the terms of the agreement, and check the second box to agree to all of the terms and conditions.

- ✓ **Tip:** *The customer agreement must be scrolled to the bottom before the check boxes are enabled to proceed. Also, the overall administrator must renew this agreement every year. If not renewed within 30 days, Rapback functions are limited.*

Section Six - Submit

Review the information you've entered to verify that it's correct, and click "Submit" at the bottom of the page.

What Happens Next?

BCI will review your application and confirm that you are an agency that is authorized to participate in Rapback. You will receive an email with your approval status. If you are not approved, you will be notified why. Again, if any of the information you provide under the Customer Enrollment Section does not match the information in MITS, your application will NOT be approved.

If your application is approved, you will receive two emails – one approving your status with a link to the Rapback home page, and a second email that includes your log in credentials.

Information for Agencies with Multiple Locations

If you are an agency with multiple locations, you have two options when enrolling in Rapback. Review these options and determine which is best for your agency prior to submitting your application(s).

1. **Submit one application for the agency:** All agency employees are enrolled in the same account, regardless of location. You will receive one bill, and all notifications will go to anyone you designate in your application.
This option is recommended if your HR functions are centralized, and one person/function will be enrolling employees in Rapback and responding to notifications, regardless of which location the employees work out of.
2. **Submit an application for each location:** Agency employees are enrolled in accounts based on the location they work out of. Each location receives a separate bill, and only receives notifications for the employees enrolled at that location.

This option is recommended if your HR functions are housed at the different locations, and each location will be enrolling the employees who work out of that location in Rapback and responding to notifications for those employees.

- ✓ **Tip:** *If you opt to submit applications for multiple locations, you can use the same Medicaid Provider Number for all locations. However, if you are a current Webcheck Customer, you must enter the Webcheck customer account number or agency code that is specific to that location when completing the application – you cannot use the same number on multiple applications.*