

## **BACKGROUND CHECK PROCEDURES FOR APPLICANTS**

As of November 6, 2023 Louisiana Department of Health Therapeutic Group Homes will be using a new statewide applicant processing system for criminal background checks. As a part of the new process, applicants will be required to schedule a fingerprint appointment at a location of their choosing with the Identogo/Idemia Company.

### **For in-state applicants:**

1. To do this, please go to <https://uenroll.identogo.com/> and use the following unique service code for Therapeutic Group Homes. This unique service code will be provided after the applicant completes the required attestation form located on the LDH website <https://ldh.la.gov/page/3814>.
2. The unique service code allows the system to identify which agency is requesting the background check. You must enter this code when registering. If you do not do so you will not be able to proceed. You will need to request a state and federal background check.
3. Select "Schedule or manage an appointment." Make an appointment at an office location and time that is convenient for you.
4. When you go to an Identogo office, your identity will be verified and your prints obtained via the Livescan technology.
5. You will pay Identogo directly for this service. Applicants may pay by credit/debit card, check or money order. Checks can be made out to either IDEMIA or IDENTOGO.
6. Once you have completed the appointment, the fingerprints are electronically submitted to LSP and the background check will be processed.
7. LSP will send the results via a secure interface within approximately 3 days.
8. The fee for State and Federal Livescan will be \$60.75.
9. Occasionally the fingerprints do not go through well and are rejected by the FBI and LSP's system. If this occurs, you will receive an email from identogo/idemia letting you know that you must reschedule an appointment and be fingerprinted again. You must use the link provided in the email to reschedule another appointment to avoid being charged again for the fingerprinting service.
10. A list of identification documents is provided on page 3 of these materials.

If you have any questions, you can call Identogo for assistance or to schedule an appointment at 1-844-539-5543, 6:00 am – 6:00 pm.



**Livescan fingerprinting**

## For Out-of State- Applicants

The process is fairly similar if you are applying from outside of Louisiana but in the United States, or from a country that has an Idemia office with the Livescan technology.

1. If you reside in a state with Idemia/Identogo services, you can schedule a Livescan print in the same manner described for in-state applicants above. This service is provided at a cost of \$55.75 plus an additional \$39.99 convenience fee.
2. Pre-enroll for Livescan Processing at <https://uenroll.identogo.com/>, entering the unique service code.
3. Use the zip-code lookup to find the most convenient location for your fingerprinting process. If no location is available within 100 miles or you do not wish to visit the identified location, there is an option to switch to card scan processing.
4. If your state (**or country**) does not have Idemia/Identogo services you must obtain a printed fingerprint card from a local law enforcement agency and mail your prints in for **card scan processing**. This process is completed through the same website <https://uenroll.identogo.com/>. To mail in cards you must pay for the service online and use the shipping label provided. The Card scan service is provided at a cost of \$55.75.
5. Livescan results should be available through the secure interface within 3 days. Results for mailed in cards should be available within 7 days.
6. Occasionally the fingerprints do not go through well and are rejected by the FBI and LSP's system. If this occurs, you will receive an email from identogo/idemia letting you know that you must reschedule an appointment and be fingerprinted again. **You must use the link provided in the email** to reschedule another appointment **to avoid being charged again** for the fingerprinting service.
7. A list of identification documents is provided on page 3 of these materials.

This new system is easy to use, but if you have any questions, you can call Identogo for assistance or to schedule an appointment at 1-844-539-5543, 6:00 am – 6:00 pm.



**Livescan fingerprinting**



# Louisiana Department of Health Therapeutic Group Homes

## Fingerprint Service Code Form

**Service Name:** Louisiana Department of Health Therapeutic Group Homes

To Schedule your ten-minute fingerprint appointment, simply visit <https://uenroll.identogo.com> and enter the following Service Code

*Service Code is unique to your hiring/licensing agency. **Do not use this code for another purpose.***

**Please bring one of the identification documents from the list below to your enrollment appointment. Identification must be valid, not expired, and contain a photograph of the applicant.**

- Driver's License issued by a State or outlying possession of the U.S.
- Driver's License PERMIT issued by a State or outlying possession of the U.S.
- Driver's License PAPER/TEMPORARY issued by a State or outlying possession of the U.S.
- Enhanced Driver's License (EDL)
- Commercial Driver's License issued by a State or outlying possession of the U.S.
- Commercial Driver's License PERMIT issued by a State or outlying possession of the U.S.
- ID card issued by a federal, state, or local government agency or by a Territory of the United States
- Enhanced Tribal Identification Card (for federally recognized U.S. tribes)
- Department of Defense Common Access Card
- Uniformed Services Identification Card (Form DD-1172-2)
- U.S. Military Identification Card
- U.S. Coastguard Merchant Mariner Card
- Military Dependent's Identification Card
- U.S. Passport
- Foreign passport
- Permanent Resident Card or Alien Registration Receipt Card (Form I-551)
- Employment Authorization Card/Document (I-766) that contains a photograph
- Canadian Driver's License
- Foreign Driver's License (Mexico and Canada Only)
- U.S. Visa issued by the U.S. Department of Consular Affairs for travel to or within, or residence within, the United States



Don't have access to the Internet? You can still schedule an appointment by calling 844-539-5543.