Automated Background Check Management Process (ABCMS)
November 2020

Who Did NC DHHS Partner with to Make the ABCMS Available in North Carolina?

CMS paid to develop a criminal background check system that can be used by any state. The vendor is Improving, based in Atlanta, Georgia. NC DHHS partnered with Improving and the North Carolina State Bureau of Investigation (NC SBI) to configure the system for use in North Carolina.

The ABCMS was designed to improve the following processes.

- Required criminal background checks
- Required registry checks
- Other state and national registry checks

What is the Cost or Associated Fees for Using the ABCMS?

There is no additional cost for using the ABCMS. However, providers or applicants, depending upon your local rule, are required to pay the cost of the criminal background check currently charged by the NC SBI.

What are the Benefits of Using the ABCMS?

- Transforms the current paper-based process into an electronic process
- Improves the timeliness of processing background checks and fingerprint checks
- "One stop" process for completing required registry checks
- Provides links to other registries, including out-of-state
- If there is a finding discovered in the Nurse Aide I registry or the Health Care Personnel registry, then the ABCMS does not automatically perform a criminal background check.
- Enables providers to have a current roster of applicants and employees along with status updates on current background checks and automatic registry rechecks every thirty days

Which Registries are Automatically Available in the ABCMS?

- NC Nurse Aide I Registry
- NC Medication Aide Registry
- NC Geriatric Aide Registry
- NC Health Care Personnel Registry
- OIG List of Excluded Individuals/Entities

You can perform additional registry checks through manual entry into the system.

- North Carolina Sex Offender Registry
- National Sex Offender Public Website
- GSA System for Award Management (SAM)
- National Practitioner Data Bank

Are Providers Required to Use the ABCMS?

Yes, NC DHHS is in the process of transitioning from Scantron sheets to ABCMS.

What is the First Step to be Completed When Using the ABCMS?

You must have a NC SBI agreement number before you can use the ABCMS. If you do not have an access agreement number, then please contact the NC SBI at 919-582-8631 or by email at AIUhelp@NCSBI.gov.

How Do I Activate My ABCMS Account?

The following information is required when activating your ABCMS account.

- Facility name
- Facility ID issued by the NC Division of Health Service Regulation
- Facility license number issued by the NC Division of Health Service Regulation
- NC SBI agreement number

Please email the above information to ABCMSSupport@Improving.com

Is Training Available for the ABCMS?

Yes, user manuals and training videos have been prepared to support the ABCMS. These materials can be found on the NC Division of Health Service Regulation website.

Where Can I Access the ABCMS Site?

You can access the ABCMS site on the NC Division of Health Service Regulation website.

Who Do I Contact for General Questions about the ABCMS?

NC DHHS Criminal Background Check Unit
919-814-6420
Email: DHHS.CBC.DHSR@dhhs.nc.gov

ABCMS Help Desk
Email: ABCMSSupport@Improving.com
Hours of Operation: Monday-Friday 8am-6pm