

Copied from an Email from Noreply-riproviderreps Noreply-riproviderreps@gainwelltechnologies.com sent 9/4/25

Subject: Important Reminder: CHW Enrollment – Background Check and Fingerprinting Required

Dear Community Health Worker Provider,

As part of the new program requirements, the Rhode Island Executive Office of Health and Human Services (EOHHS) has added **national background check and fingerprinting steps** for Community Health Worker (CHW) providers. These requirements apply to all CHWs enrolling for the first time or revalidating their enrollment.

All CHW providers must reenroll under the new program guidance by October 1, 2025.

If you are enrolling as a new CHW provider or revalidating, you (and certain individuals connected to your organization) will need to complete a **national background check, fingerprinting, and a site visit**.

We want this process to be as smooth as possible for you. Please follow the steps below:

1. Who Must Complete the Background Check & Fingerprinting

- All owners with direct or indirect ownership interest
- All managing employees
- All CHW staff members

2. Complete the Background Check Form

Before scheduling fingerprinting, you must complete and submit the Rhode Island National Background Check Application Form.

- Download the form here: [RI FCBC – Applicant Registration Form \(PDF \[protect.checkpoint.com\]\)](https://protect.checkpoint.com)
- Include your CHW NPI or Provider ID
- Send the completed form securely to rienrollment@gainwelltechnologies.com or fax to **401-784-3892**

This step allows us to register you in the Rhode Island Civil Applicant Background (CAB) portal. Please wait till you hear back from Gainwell in Step 3.

3. Eligibility Notification

- After submission, you will be notified by email if you are **Eligible** or **Ineligible**.
- If Eligible: You will receive instructions for scheduling your fingerprinting appointment.

Fingerprinting Location:

Attorney General Julius C. Michaelson Customer Service Center
4 Howard Avenue, Cranston, RI 02920 | 401-274-4400

Cost: \$46.20 (credit/debit card only)

Bring your registration form and a valid photo ID.

4. Good Moral Character Requests

If your background check shows a finding, you may request a **Good Moral Character exemption** as outlined in [\[protect.checkpoint.com\]](https://protect.checkpoint.com) **Section 6.5 of the CHW Provider Manual** [\[protect.checkpoint.com\]](https://protect.checkpoint.com).

- Requests must be made in writing by the affiliated organization and/or CHW.
- Include a justification based on allowable circumstances under Section 6.5.
- Send securely to rienrollment@gainwelltechnologies.com.
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Compliance Deadlines

- **October 1, 2025:** All steps must be completed to avoid disruption of enrollment.
- **September 15, 2025:** If you anticipate needing a Good Moral Character exemption, complete your background check by this date to allow time for review.

We strongly recommend that you begin this process immediately.

For questions or assistance, please email rienrollment@gainwelltechnologies.com.

Thank you for your prompt attention to these requirements and for your continued service to Rhode Island Medicaid members.

Rhode Island Medicaid

Provider Services

Gainwell Technology

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Warwick, RI 02886

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For assistance call the Gainwell customer service help desk at 401-784-8100 or in-state toll calls 1-800-964-6211.

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