

Georgia Caregiver Portal Frequently Asked Questions

General Information

What is the Georgia Caregiver Portal?

In May 2018, former Governor Nathan Deal signed SB 406 into law which allows the Department of Community Health (DCH) to establish a Caregiver Portal. The purpose of the Caregiver Portal was to allow employers who are family members or guardians of elderly persons to obtain an employment eligibility determination from DCH for prospective job applicants as well from their current employees who are to provide, or are providing, personal care services to their family members or wards. It was the intent of the General Assembly to allow DCH to establish and maintain a Caregiver Portal so as to provide such employers with access to employment eligibility determinations conducted by DCH in a similar manner as licensed facilities such as nursing homes and assisted living communities.

NOTE: The Georgia Caregiver Portal became law on October 1, 2019.

Who is considered an employer?

A family employer is an individual who is considering an applicant for hire or has hired an employee to provide personal care services for a family member or ward.

Who is considered to be an employer's family member?

A family member is someone with a close familial relationship to the employer, including, but not limited to, a spouse, parent, sibling, grandparent, or ward/guardian.

Does the Caregiver Portal have any requirements as to the age of the family member who is receiving personal care services?

Yes. The law defines an elderly person as an individual who is 65 years of age or older.

What is considered personal care services?

Personal care services means home care, health care, companionship, or transportation and includes, but is not limited to, providing assistance with bathing, eating, dressing, walking, shopping, fixing meals, and housework.

Who can use the Caregiver Portal?

The intent of the General Assembly was to allow family employers to obtain an eligibility determination for prospective applicants or current employees. The Caregiver Portal is not to be used by third-party entities to obtain employment eligibility determinations.

FAQ

Are there instructions on how to navigate through the Georgia Caregiver Portal or the Georgia Caregiver Background Check System?

Yes. Once you have logged into either of the two systems noted above, simply click on the “Help” icon in the upper right hand corner of the screen. It contains very useful information on how to navigate through the Georgia Caregiver Portal and the Georgia Caregiver Background Check System.

How do I conduct a search of the Georgia Caregiver Portal database to see if my employee already has an eligibility determination?

You would access the Georgia Caregiver Portal at <https://www.dch.gchexs.ga.gov/Applicant/Caregiver>. Before you can access the Portal, you must first complete the Request for Family Employer Username and Password form. The form can be accessed by clicking [here](#). Once approved, DCH will issue a username and password to the family employer. When you have received a username and password, the system will require you to enter the applicant or employee’s name, date of birth and the individual’s prior Background Check Number. Any person who has already been fingerprinted through the Georgia Criminal History Check System (GCHEXS) would have received the Background Check Number. If you need assistance you may contact DCH via email at caregiver.registry@dch.ga.gov or by telephone at 833-463-0020, press Option #3.

I would like for a current employee who is currently providing personal care services to my elderly family member to undergo a background check. What do I do?

If you know the **employee [or applicant]** has not previously received a background check through GCHEXS, they should access the Georgia Caregiver Background Check System at <https://www.dch.gchexs.ga.gov/Applicant>. As mentioned above, you can click on “Help” which will provide instructions on how to use the system. If you need assistance you may contact DCH via email at caregiver.registry@dch.ga.gov or by telephone at 833-463-0020, press Option #3.

The Georgia Caregiver Background Check System has a question regarding consent to have my applicant place their name in the Georgia Caregiver Portal. Please explain?

If your employee has any interest in working in a licensed facility or for another family employer, they can consent to have their name included in the Georgia Caregiver Portal. If they agree to opt-in, they would not be required to have another fingerprint background check. The Portal contains no criminal history information and only includes those with eligible determinations.

Are there any requirements for the family employer?

Yes. Before DCH can issue a determination letter, the family employer must complete a Request for Family Employer Username and Password form. The form can be found by clicking [here](#). The form does not contain any personal identifiable information such as a date of birth or social security number. The information is needed by DCH to communicate with the family employer regarding the employee or applicant’s continued employment status. If you need assistance you may contact DCH via email at caregiver.registry@dch.ga.gov or by telephone at 833-463-0020, press Option #3.

FAQ



GEORGIA DEPARTMENT
OF COMMUNITY HEALTH

How long do you expect it will take an applicant or an employee to complete the Caregiver Background Check System application?

Everyone is different, but if they are familiar with navigating the Internet it should take them approximately 20 minutes to complete the application process.

How much does the fingerprinting cost?

At the present time, the cost is \$51.50. This includes the cost for the state and national fingerprinting.

What are the disqualifying offenses that would prohibit employment?

The disqualifying crimes are identical to those used by licensed facilities. To view the disqualifying crimes click [here](#).

If my employee gets an unsatisfactory determination, what do I do?

If an individual receives an unsatisfactory determination, they will receive a letter from DCH, Office of Inspector General which lists the disqualifying crime(s) that caused the unsatisfactory criminal records check. If they receive an unsatisfactory determination, they may appeal the finding. More information on the appeals process can be found [here](#). Be mindful that unlike licensed facilities, you may employ an individual who has an unsatisfactory determination. The hiring decision and any potential liability is with the family employer.

If the individual believes the information contained in the GBI and/or FBI record is inaccurate, they may request a copy of the record. If they think the state and/or federal criminal history information is inaccurate, they should contact the GBI or FBI directly and request a review of your record depending on whether it is a state or federal issue. Do not have them contact DCH as they are not involved in this review process. For Georgia criminal history information, visit the GBI website at <https://gbi.georgia.gov/services/obtaining-criminal-history-record-information-frequently-asked-questions>. To request a copy of their national criminal history record, they will need to contact the [Federal Bureau of Investigation](#).

Who can I contact if I need assistance with the Georgia Caregiver Background Check System, or the application process?

You can request assistance by contacting DCH via email at caregiver.registry@dch.ga.gov or by telephone at 833-463-0020, press Option #3.