

Good afternoon,

As you all know by now as of Friday, April 28, 2023 at 5pm, Caregivers Criminal History Screening Program (CCHSP) will no longer use Gemalto/Thales to process fingerprints. Starting, Monday, May 1, 2023 at 8am, all providers/facilities processing applicants will use IDEMIA for the background process. CCHSP management would like to ensure all hiring facilities/providers that nothing on the CCHSP 2.0 database will change. You will follow the normal steps to process all applicants.

However, IDEMIA is somewhat different than Gemalto/Thales rest assure that IDEMIA is trying their best make the transition as smooth as possible. With every transition there are unforeseen issues that could arise but the Department of Public Safety, IDEMIA and DOH/DHI Caregivers Criminal History Screening Program (CCHSP) will do everything in their power to address any concerns. Please bear with us during this transition.

IDEMIA has mentioned that as of Monday, May 1, 2023, they will start off with 10 fingerprinting locations/sites and will add 50 fingerprinting locations/sites by the end of June 2023. We have been told there are changes that will impact hiring facilities/providers.

The changes are as follows:

- 10 sites to start off but will grow to 50 by the end of June 2023.
- Private fingerprinting locations will begin "Enrollment" with IDEMIA after all public sites have been set up.
- All manual fingerprints will be mailed to: Identogo Cardscan Department – New Mexico Program 340 Seven Springs Way, Suite 250 Brentwood, TN 37027 for processing. **CCHSP will not process any manual fingerprinting until we have been fitted with equipment (date to be determined).**
- Facilities/Provider will not be able to set up an escrow account and will only have the option to pay for backgrounds checks with Credit Card and E-check. Only State agencies can set up an account (at this time).
- You do not have to create a user account to register applicants- if you are the hiring facility/provider you will register each applicant that needs to be processed at the time of hire.
- An applicant can no longer show up to an approved site. The hiring provider/applicant will have to schedule a location, date, and time when/where fingerprints will be completed.

Thank you all for your understanding and patience with all of us during this transition. Below is the IDEMIA link and CCHSP 2.0 (which has not changed).

Thanks,

*Michael R. Padilla*

Michael R. Padilla, CCHSP Bureau Chief

**IDEMIA link: <https://nm.state.identogo.com/>**

**CCHSP database 2.0 link: <https://nmhealth.cchsp.com>**