

Dear Central NM Hospitals and Healthcare Providers,

The New Mexico Department of Public Safety and the New Mexico Department of Health will be transitioning to a new fingerprint processing vendor, IDEMIA, effective May 1, 2023, and terminating their relationship with Gemalto/Thales.

As of April 28, 2023, HSC is not yet a digital fingerprint site for IDEMIA. HSC is hopeful to be a digital fingerprint site for IDEMIA soon so we can continue to provide digital fingerprint services to our community members and partners.

HSC will continue to provide walk-in manual fingerprint services with a minimal service fee of \$32.33 for 3 fingerprint cards (fee does not include the NM DOH application fee of \$73.30). For contracted partners, pricing will remain the same as indicated in contracts for manual fingerprinting.

Despite communicating with NM DPS for over 18 months, and then continuing discussions with the State's selected vendor, IDEMIA, HSC has been unable to come to contract terms that allow us to continue providing fingerprinting services to help the Albuquerque area healthcare providers meet the requirements of The Caregivers Criminal History Screening Program (CCHSP). To refresh you on the CCHSP, it requires all current and new caregivers receive both a Criminal History Screening for Caregivers (Background Check within 20 days) and a check of the Employee Abuse Registry (EAR) prior to hire.

The State has been able to increase vendor fees paid to IDEMIA by 171%. However, private fingerprinting centers such as ours that went without an increase for many, many years, received only a small increase at the end of 2022 with no additional increases in sight and no option to have payment supplemented by the applicant or the hiring healthcare organization. The minimal increase was still not sufficient to cover the expense of providing the service. IDEMIA has indicated that the NM DPS has enough locations available without HSC. Since HSC has been having to subsidize the service, if there are already enough sites to meet the need, HSC will bow out and focus on other services that meet the needs of our customers and NMHA members!

We do want to prepare healthcare organizations for the fact that there could be delays in the fingerprinting process at any other vendor due to the volumes being filtered to fewer locations. Additionally, IDEMIA will now require appointments and automatic assignment of location.

Please let us know if you have any questions. To share questions or concerns with the State, contacts are below.

Thank you,

HSC

The New Mexico Department of Public Safety, <https://www.dps.nm.gov/>, 505-827-3431

The New Mexico Department of Health, <https://www.nmhealth.org/about/dhi/cchsp/bgck/>, (505) 476-0801

Digital Fingerprint questions or concerns, please contact:

The New Mexico Department of Public Safety

<https://www.dps.nm.gov/>

505-827-3431

Department of Health Digital Fingerprint questions or concerns, please contact:

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