



Background check process for Health Care Interpreters (HCI)

- (1) Submit a **COMPLETED** HCI application packet including photocopies of approved ID (driver's license or passport).
- (2) Look for email(s) from "ORCHARDS" (a background checking data base) **All background checkunit (BCU) correspondence will be via email unless otherwise requested.
- (3) Immediately respond to "ORCHARDS" email if you receive their request to complete a background check application
- (4) Complete all required fields of the background check application from BCU/ORCHARDS.
 - ***You have **21 days** to complete and submit email requests from BCU/ORCHARDS, if you do not complete this step by the said date, your background check will be closed.
 - If fingerprints are required, you will be notified by OEI with instructions and necessary codes to complete this step. Please complete & submit fingerprints/Fieldprint.
 - You will receive an email notification from OEI after this step indicating one of the following:
 - Your application is "Approved" - your background status is approved for the HCI application process to continue.
 - Your application is "Closed" - you did not complete the online application from BCU/ORCHARDS within 21 days.
 - With "Closed" messages: OEI can resubmit background checking at the request of the Subject Individual (SI).
 - You may also receive notification of "Denial" directly from BCU via United State Postal Service (USPS).
 - If you receive a "Denied" notice: SI can appeal this checking by applying directly to BCU. The denial notice from BCU will explain the appeal process.
- (5) If your background checking is approved, then OEI will begin processing your HCI Qualification/Certification letter.
 - OEI will send a curtesy email/phone call to notify SI about the background check approval.