

FAQ for 2020 Background Screening

Get help

1. **What is the best way to reach 2020 screening? (always include an order number)**
 - a. Emailing Knowitalls@2020screening.com is the quickest way to reach us and ask any questions.
 - b. You can also message using Zen desk when in the portal, during business hours
 - c. For billing questions, you can email: billing@2020screening.com
2. **What if I do not have an order number yet?**
 - a. You can always ask us any questions, but when it is in reference to a candidate, please include the order number. If an order number has not been generated yet, then the full name.

Updates and Statuses Criminal Searches

1. **Can I check ETA's for criminal searches?**
 - a. In most cases yes. Just click on the "call log" button next to the item
2. **What do the statuses mean?**
 - a. NEW = item has not been ordered or scheduled
 - b. PENDING = item has been ordered/scheduled
 - c. PROOF = item is in final review stage before being released (for titers means has been ordered and information sent to Healthcare professional)
 - d. READY= item is completed and ready for viewing
 - e. DELIVERED= client has viewed/downloaded already – can be done again
3. **Do you offer International Criminal Searches?**
 - a. Yes, we do. In most cases, please have the following information available:
 - i. Authorization form, Copy of Passport, Dates and addresses lived in (for the foreign country), Mother's maiden name and Father's full name.
4. **I see you have "packages available" should I use those or order a la carte?**
 - a. You should order the packages whenever possible; they will save you money and make ordering easier
5. **Do you have all the required packages for Vizient?**
 - a. Yes, we have a package for every "Required" Vizient facility. We also have many packages available for "non-required" Vizient and non-Vizient facilities. New ones are always being added.
6. **Can you create a specific package for any facility?**
 - a. Yes we can. Please email knowitalls@2020screening.com
7. **What do your packages contain?**
 - a. That is a difficult question, because different packages may have specific items for a facility, but, all facility packages DO contain: 7 Year National Criminal Search, National Sex offender, Address Trace, SSN verification, Global Terrorist, Alias, FACIS (OIG, SAM), OFAC, County Checks and most, drug screens. Many include Monthly monitoring of the OIG, SAM as well.
8. **I see a Titer line item in my order, but I didn't order any titers?**

- a. This is just a placeholder. Nothing is charged or ordered until you place an order and the status changes from “new” to “pending”.

Drug Screens

- 1. Can I check ETA's for Drug Screens?**
 - a. We cannot provide ETA's for drug screens, but we do provide updates if the donor uses the donor pass and it is scanned at the collection site. Click on the “call log” button
- 2. How can I change a location once I have already scheduled the drug screen?**
 - a. You cannot change a donor pass once it has been created. But, candidates can go to a like company locations – If LabCorp was scheduled, they can go to another LabCorp location, same for Quest to Quest. HOWEVER, updates may not be provided and that does not include 3rd party sites, like a concentric, etc.
- 3. But what if I need to change from a LabCorp to a Quest location or vice versa?**
 - a. You need to order a new screen and reschedule it to create a new donor pass
- 4. What if a screen comes back as a “non-contact Positive” and then the person does contact the MRO, how do we get the “new” results?**
 - a. Please email knowitalls@2020screening.com so that we can pull the new results, as the old results remain in the portal
- 5. Where can I find a donor pass?**
 - a. In the Applicant Details page of each individual.

Employment and Work Verifications

- 1. Can I check ETA's for Education and Work Verifications?**
 - a. We do not provide ETA's for Education and Work Verifications, but you can check progress and notes by clicking on the “call log” button next to the item
- 2. Why was my verification “canceled” or shows as “canceled”?**
 - a. This means that they were unable to verify. Please check the notes. We can release those findings, just email Knowitalls@2020screening.com and we will do that. In many cases, the information may come back “down the road”, in that case, we will update the order.
- 3. Are schools returning verifications?**
 - a. Some are, but during the Summer months and with the COVID situation, the success rate is down, especially for High Schools.
- 4. Should I upload and Authorization/release form for verifications?**
 - a. Yes, you should.
- 5. Do you offer international verifications?**
 - a. At this time, we do not

Titers

- 1. Can I order a titer through 2020 Screening?**
 - a. Yes you can! Just click on the link in the order and choose what you need.
- 2. What labs do you use?**

- a. We use LabCorp and Quest
- 3. How do I choose the lab?**
 - a. The lab will be based on where you schedule the drug screen. If you schedule at a LabCorp, then the titer(s) will be ordered for LabCorp. Quest for Quest.
- 4. Do I have to choose the specific location for the titer order?**
 - a. No, titer orders are based on the Lab company only (and state location), they are not scheduled for a specific location
- 5. What if I am not ordering a drug screen, how do I choose the lab company?**
 - a. Please email knowitalls@2020screening.com and let us know which lab you prefer and what state the order is for
- 6. How does ordering work, do I get the order? Is it sent right when I order?**
 - a. When you order, we receive the order and then go in and place the order at the designated lab. This can take 1 to 3 hours. The process is as follows:
 - i. You order – status shows as “Pending”
 - ii. We create the order and send an email and SMS message to the Healthcare professional. We upload a copy of the order into the Applicant Details page (same place as the donor pass and authorization forms). The status on the items changes to “Proof”.
 - iii. We receive the results and post them in the report – status changes to “Ready”. We also place a PDF copy in the Applicant Details page for future reference.
- 7. So, all I have to do is just choose/order what I want and that is it?**
 - a. Yes, we do the rest, it is that easy.
- 8. Are titers billed on the same invoice?**
 - a. No, titers are billed separately and billed once a month
- 9. Do you provide ETA's for Titters?**
 - a. No, we cannot provide ETA's or updates/notes for titer orders.

General questions

- 1. Does 2020 background screening do backgrounds outside of Healthcare?**
 - a. Yes, we do, we do all types of screens, for non-profits, corporations, volunteer groups, etc.
- 2. Can we have an agreement with 2020 screening for all of our backgrounds?**
 - a. Yes, we work with many businesses as their exclusive background company and can create unique solutions.
- 3. Does 2020 have any way to send an order to a candidate and have them fill out their information?**
 - a. Yes, we do. It is under the “Manage tab”
- 4. How do I manage our Monthly Monitoring?**
 - a. We recommend that you go in once per month to update your Monthly Monitoring list. You can do this by clicking on the “Manage Tab” and choosing Monthly Monitoring.
- 5. Does 2020 have tutorial videos available?**
 - a. Yes, we do. They are located on the left side and make a great alternative to Netflix.