

ALASKA DEPARTMENT OF HEALTH AND SOCIAL SERVICES  
DIVISION OF HEALTH CARE SERVICES

**BACKGROUND CHECK PROGRAM WHITELISTING PROCESS  
FREQUENTLY ASKED QUESTIONS**

**1. Why is whitelisting necessary?**

This process is necessary as a security measure directly related to the cybersecurity event. Prior to the cyberattack IP addresses were used to gain access through NABCS at the username/password level. This enhanced whitelisting process allows for a safer means of putting your IP address on a “safe list” which can further restrict access at a higher level and not just the username/password level.

**2. What do I need to submit to be whitelisted?**

All existing providers MUST submit the [NABCS Provider Access Request Form](#) and submit the form to [bcp.access.requestes@alaska.gov](mailto:bcp.access.requestes@alaska.gov).

**3. I have questions with filling out the NABCS Provider Access Request Form, who do I contact?**

All technical questions related to the security form and submission should be directed to: [bcp.access.requests@alaska.gov](mailto:bcp.access.requests@alaska.gov).

**4. What is an external facing static IP address or IP Pool (range)?**

IP addresses beginning with 10. Or 192.168 are NOT external facing and you will need to contact your internet provider for additional questions.

**5. How do I find my external facing static IP address?**

The easiest way to get your externally facing IP address is to open a browser from your workstation and navigate to [www.google.com](http://www.google.com) and search for “What is my IP.” Google results will show in the first result with your IP address. Please contact your internet provider if you have additional questions finding this.

**6. I didn't know my IP address, so I left it blank on the form, what happens next?**

The forms will be returned to the sender for corrections if not filled out completely. All fields must be completed in entirety as well as signature lines on page 2 before whitelisting can take place.

**7. If I am required to get a different static IP address for the states use who is paying for the additional \$150/month my internet provider will charge me?**

The state is not responsible for vendor costs related to these increased security measures and in general security enhancements keep program costs down because of the reduced risk to the system.

**8. I run an assisted living home, is my IP address linked to my personal information or my residents?**

No, IP addresses are not linked to any personal information, nor residents.

**9. Does each person in my facility need to submit a form or can one form be submitted?**

No, only one form per facility is required and will cover all valid users who work from that location.

**10. Can I whitelist a mobile device such as a cell phone?**

No.

**11. How long does it take to get whitelisted once I submit the form?**

On average, 1 business day turnaround once the form is submitted and all information has been validated.

**12. What if I choose to not be whitelisted?**

If you chose not to be whitelisted, you will not have access to the NABCS system and will not be able to submit background check applications or make payment. Paper applications will not be accepted after December 15, 2021.

**13. What is the deadline to be whitelisted?**

It is the division's intent to have all existing providers utilizing NABCS for application submittals and payments by December 15, 2021. We will not accept any paper applications after this date. Please do not wait until the deadline to submit the security form as processing times will be impacted.

**14. I have been whitelisted, why can't I see applications I sent in September?**

Applications received during May 18, 2021 (when the cyberattack occurred) thru October 27, 2021 (when NABCS became available) will not be in the system. The Background Check Unit received 8,400 interim applications during this timeframe and is diligently working on hiring additional staff and authorizing overtime to existing staff to help with data entry while maintaining continuity of services of all new applications being submitted.

**15. Why can't I log into NABCS anymore after I was whitelisted and could get in a few days ago?**

Make sure you are trying to access NABCS from the same physical location that was whitelisted. Also check your IP address and verify it is the same as the one that was submitted and whitelisted previously. If it has changed, that is an indication your IP address is not static and cannot be whitelisted. Please reach out to your internet service provider to obtain an externally facing static IP address and submit an updated form.

**16. How do I check background check status?**

All background check status questions, and provider/user account questions, should be directed to: [bcunit@alaska.gov](mailto:bcunit@alaska.gov). Do not send these inquiries to the whitelisting access request email.

**17. Will whitelisting allow for quicker provisional clearance turnaround times?**

Yes, whitelisting will allow for several days to be saved on the front end in and eliminating manual intervention.

**18. What If I don't not have internet access?**

To gain access to NABCS and submit background check applications you must have internet access.

**19. What is the department doing to prevent any further attacks?**

As systems are being brought back online, steps are being taken to build them back to be as resilient as possible to be protected from future cyberattacks. Additional steps are being planned for post-incident hardening of our IT infrastructure. Also, as part of the overall response to the attack, an after-action review will be conducted in coordination with trusted cybersecurity partners. Recommendations for future security enhancements and any additional funding needs will be provided.

**20. Now that I am whitelisted what documents need to be submitted electronically?**

Fingerprint cards have to be sent into our office where they are manually scanned by the background check staff. The application and payment can be done online and the ROI is also done electronically in NABCS on the third screen of the application process.

**21. Do I need to re-enter applications that were previously delivered to the BCU but are not showing up in NABCS?**

No, do not re-enter applications that you sent in during interim process as this will cause duplicate applications and we will not be able to refund payments.