

# ENROLLING IN RAPBACK

Ohio law (Ohio Revised Code [3310.582](#) and [3310.411](#)) states that any registered private provider must enroll employees, contractors, and volunteers in the Rapback system. You may enroll online through the Office of the Attorney General's website. To complete the process of enrolling you and your staff in the Rapback system please follow the link below:

[Ohio Attorney General iRap](#)

## Provider Enrollment

### IF YOU ARE A MEDICAID PROVIDER:

For your Rapback application to be accepted, the name, address, and Medicaid number you enter in the application must match what is listed in the Ohio Department of Medicaid's Medicaid Information Technology System, known as MITS, even if it is outdated. Upon becoming certified to provide services, providers received an email providing the exact agency name, Medicaid number, and address as they appear in MITS.

- Enter the name of the agency exactly as it appears in MITS.  
Enter your address exactly as it appears in MITS.
- Where the check box is for Existing Customer is to Indicate if you are a current Webcheck Customer. This means if your agency has a Webcheck machine; if you answer yes, enter your Webcheck customer account number or agency code.
- Enter your tax identification number.
- At the box for Service Provider, select "Medicaid Provider."  
Enter your Medicaid Provider Number exactly as it appears in MITS.
- In the Describe Organization and Business Need section, type in this description: "We are an agency provider required by DEW to Rapback our employees in direct service positions."

### IF YOU ARE NOT A MEDICAID PROVIDER:

- Select "Other" in the Service Provided Dropdown Menu
- Enter the name of the agency exactly as it appears on your business license.  
Enter your address exactly as it appears in the Electronic Application System.

- Where the check box is for Existing Customer is to Indicate if you are a current Webcheck Customer. This means if your agency has a Webcheck machine; if you answer yes, enter your Webcheck customer account number or agency code.
- Enter your tax identification number.
- At the box for Service Provider, select “Other” in the Service Provided Dropdown Menu
- In the Describe Organization and Business Need section, type in this description: "We are an agency provider required by DEW to Rapback our employees in direct service positions."

## ACCOUNT ADMINISTRATOR

Each provider in Rapback is required to have an administrator for their account, known as the account administrator. The account administrator can create usernames and assign others within the agency to enroll employees into Rapback.

Enter the information for the account administrator:

- Name
- Title
- Contact information

Each account administrator must complete who will receive the invoices for employees enrolled in Rapback. Enter the billing information, including name, title, and contact information.

If the billing address is different than the address listed under Customer Enrollment, you must enter the correct billing address. If the billing address is the same as the address you provided for your agency, check the box marked "Same Address as Customer."

### *Email Address:*

Enter the email address for the additional employees to receive invoice notices, and the email addresses for the employees you want to receive notices when a fingerprint match is found.

Tip: At least one email address must be entered under the Emails for Fingerprint Notices section when you submit your application. You can add other email addresses after BCI accepts your application.

### *Customer Agreement:*

Read the Customer Agreement and check the first box to certify that you have authority to bind your agency to the terms of the agreement and check the second box to agree to all of the terms and conditions.

The customer agreement must be scrolled to the bottom before the check boxes are enabled to proceed. Also, the account administrator must renew this agreement every year. If not renewed within 30 days of your annual enrollment date, Rapback functions will be limited.

### *Submit:*

Verify the information entered is correct and click "Submit" at the bottom of the page.

### *For Additional Information:*

For questions about Rapback, call the Ohio Attorney General's Bureau of Criminal Investigation at 1-877-224-0043.

For the Client Manual, follow this link:

[OpenFox iRAP Web Portal Client Manual.pdf](#)