

CNA Program Compliance Instructions

To enroll in the CNA program, students must complete and upload the following items to American DataBank via Complio.

1. Create a Complio Account

- Purchase the **CSI Tracking Package** (12 months - \$17) and **Background Check** (\$52 + additional county fees).
- Refer to the "*Complio Student Guide*" (page 3) for assistance.

2. Tuberculosis (TB) Test

- Obtain a current TB skin test from a provider. Results must be uploaded to Complio.
 - Test results must include:
 - **Implant date**
 - **Read date** (2–3 days after implant)
 - **Induration amount**
 - **Positive/negative result**
 - Provider's letterhead and the student's name.
 - Positive Test Results: Complete a chest x-ray and answer the questionnaire on Complio. X-rays are valid for 4 years; the questionnaire must be updated annually.
 - Physician's Immediate Care Center offers TB tests for \$20.

3. Influenza (Flu) Vaccine

- Required during flu season: **October 1 – April 30.**
 - Flu vaccines can be submitted at any time, even outside flu season.
- Provide documentation of your most recent flu vaccine if it's out of season.

4. Drug Screen

- Sign the **Drug Consent Form** electronically in Complio or submit a signed copy.
- Complete a **7-panel or more drug screen** at:
 - Physician's Immediate Care (*results are sent directly to CSI automatically*).
 - Other providers may be used, but results must be sent to CSI directly.
 - Results cannot be submitted by students.
 - Send results via:
 - **Email:** rlarsen@csi.edu
 - **Fax:** 208-736-4743

5. Background Check

- Complete the check via Complio for \$52 (+ county fees).
 - Once processed, results will automatically upload to your account—no further action required.
-

6. COVID-19 Vaccine

- Upload proof of FDA-approved vaccines. Only the initial series is required at this time.
 - Medical and religious exemption forms are available through Complio.
 - Note: *Some facilities may not accept exemptions and may require additional travel.*
-

After Completion

- Once all requirements are completed, HSHS staff will reach out to you with registration instructions using the email associated with your Complio account.

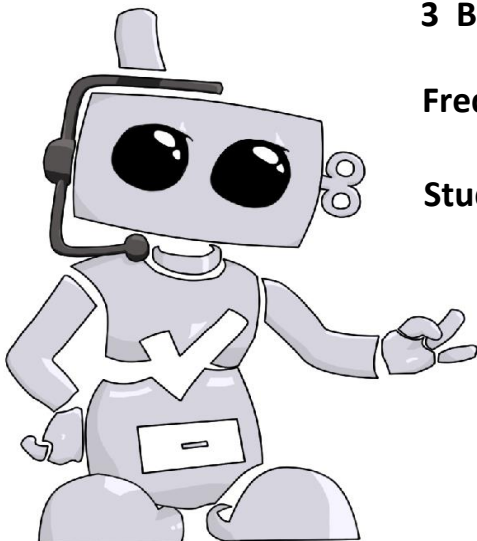
For further assistance, please contact the HSHS Office at **208-732-6700**.

Complio

Student Guide

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1 Getting Started

1.1. Creating Your Complio Account

To begin, access the unique Complio website for your institution.

<http://csidahocompliance.com/>

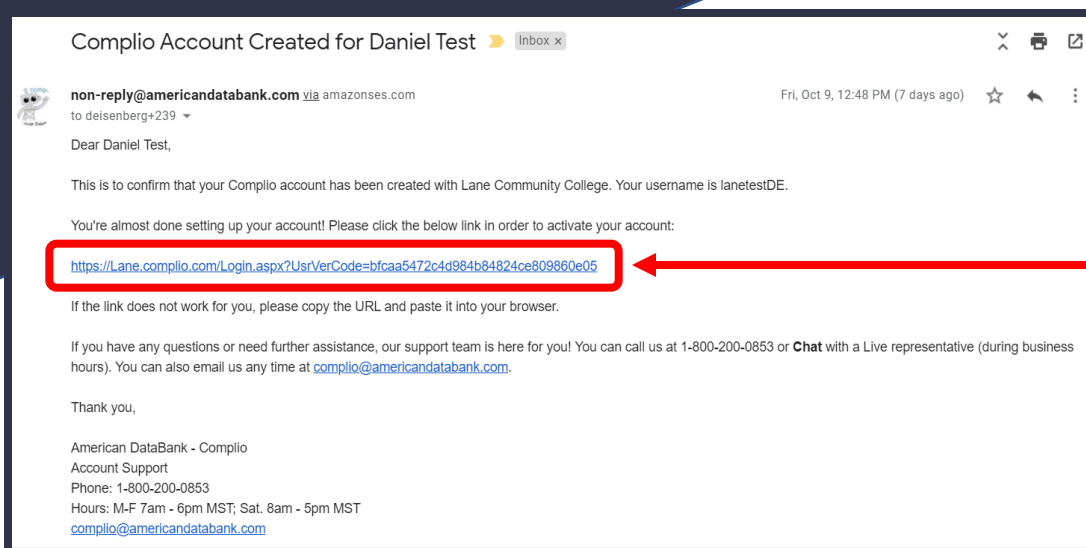


Click **“Create Account”** to begin setting up your Complio account. If you already have an account, select **“Member Login”** instead.

Complio requires you to create a unique username and a secure password to protect the information within your account.

Use the dropdowns to select your state, city, and ZIP code.

Once you’ve entered your information, click **“Create Account and Proceed”**.

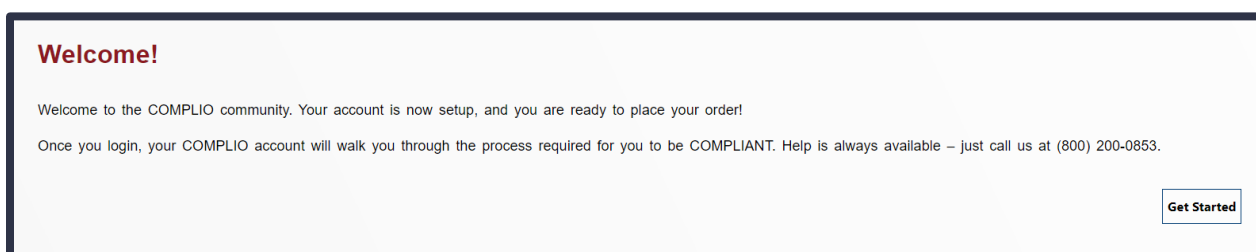


Once you've created your account, you'll receive an activation email. **Click the link** in the email to finish setting up your Complio account.

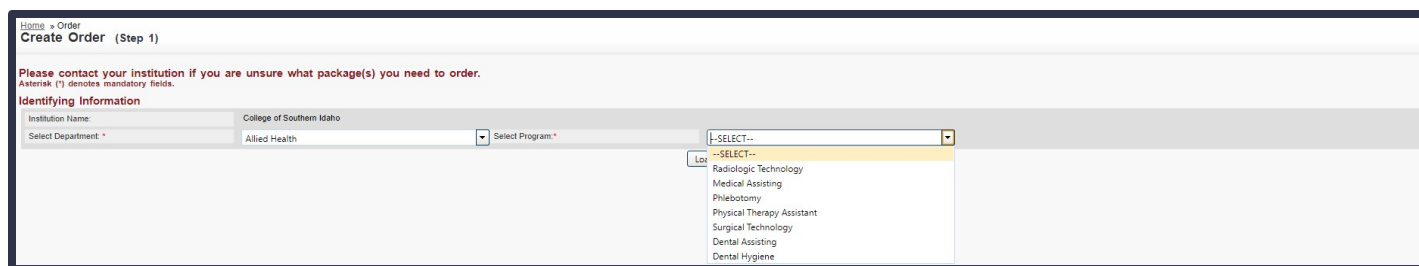
1.2. Placing an Order

The first time you log into Complio, you will be prompted to place an order.

Click **"Get Started"** to begin the ordering process.



The system will prompt you to select your program first. Navigate through the dropdowns, selecting the option that applies to your program, until there are no more dropdowns. Then click **"Load Packages."** If you don't know which option to choose in any of the dropdowns, reach out to your school administrators, as they are the ones who determine these options.



When selecting your package(s) to order, you can view additional details by clicking “View Package Details.”

[Home](#) » Order
Create Order (Step 1)

Please contact your institution if you are unsure what package(s) you need to order.
Asterisk (*) denotes mandatory fields.

Identifying Information

Institution Name: College of Southern Idaho
Select Department: * Allied Health Select Program: * Phlebotomy
[Load Packages](#)

Tracking
Immunization Package(s)

☐ CSI Tracking Package - Documents Reviewed by School
☐ 12 Months (\$17.00)

[View Package Details](#)

Estimated Tracking Total:

Screening

☐ Background Check Package (\$52.00) *Additional fees may apply. [View Package Details](#)

Estimated Order Total
Estimated Order Total:

[Previous](#) [Next](#)

If you have any questions about which packages you’re supposed to select, reach out to your school administrators, as they set the compliance requirements for your program.

Once you’ve selected your package(s), click “Next” to proceed.

[Previous](#) [Next](#)

Depending on the package(s) you’ve selected, you may be prompted to enter additional information. For example, if you order a background screening package that includes an employment verification, you will be asked to provide employer information.

I have worked in the Past (provide most recent employer)*	True	Company Name*	Please enter Company Name
Address2		Country	UNITED STATES
City*	--Select--	Postal Code	--Select--
Supervisor's Name	Please enter City	Your Position/Title	

Executed and delivered by hand.

I Accept and Agree to the above Terms of Use:

☐ I Agree

Signature _____

Date Signed _____

You will then be prompted to agree to and sign the Complio Terms of Use and Disclosure & Authorization forms.

To sign these forms, scroll down to the signature box.

Use your mouse or track-pad to sign in the box.

☒ I Agree

Sign Here

[Clear Signature](#)

Jane

[Previous](#)

[Next](#)

I Accept and Agree to the above Terms of Use:

☒ I Agree

Signature Jane

Date Signed 10/22/2020

Click "Next" to reload the document with your submitted signature now displayed.

Once you've signed the forms, click "Next" to continue to payment.

☒ I Agree

[Previous](#)

[Next](#)

Payment options vary by institution, so be sure you select the right option for you.

Some common payment options:

Credit Card/Debit Card – Pay directly using a credit/debit card. Payment is processed immediately

Money Order – Pay directly by sending a money order or check to: American DataBank, 700 17th Street, Suite 1000, Denver, CO 80202. PLEASE NOTE: If you choose to pay by money order, your subscription and/or background check will not begin until American DataBank receives payment.

Follow the steps to complete payment and click “Continue” to finalize your order.

1.3. Navigating Your Complio Account

Your Complio dashboard displays the details of your background screenings and compliance subscriptions.

The screenshot shows the American DataBank Complio dashboard. The user is logged in as 'mattids23' with the username 'mattids23'. The institution is 'College of Southern Idaho'. The overall compliance status is 'Not Compliant' (3/13 Compliant). The dashboard displays a table of required compliance categories and their status.

Compliance Category/Item	Requirement Explanation	Status
Required Compliance Category		
MMR	+	Incomplete
Varicella	+	Incomplete
Hepatitis B	+	Incomplete
Tuberculosis	+	Incomplete
Tdap	+	Incomplete
Physical Exam	+	Incomplete

Additional dashboard elements include a sidebar with links to 'Edit Profile', 'Get Started', 'Order History', 'Message Center', 'Report', 'Profile Sharing', 'Video Tutorials', and 'Required Documents'. The top navigation bar includes links to 'Upload Documents', 'Video Tutorials', and 'Place Order'. A 'View Subscription (255 Days Left)' button is also visible.

The screenshot shows a dashboard header with a profile picture placeholder labeled 'MT' and a 'Change' button. To the right, the 'Username' is 'matildatescs' and the 'Institute' is 'College of Southern Idaho'. A red banner indicates 'Immunization/Compliance' with a sub-note 'CSIT Tracking Package - Documents Reviewed by ADB'. The 'Overall Compliance Status' is 'Not Compliant' with a red 'x' icon and '(3/13 Compliant)'. Below this is a table with two columns: 'Compliance Category/Item (Expand / Collapse)' and 'Requirement Explanation'.

At the top of your dashboard, you will find a place to enter a profile picture (optional), see your overall compliance status, and a document explaining the requirements for each program.

Immunization/Compliance: If you have a compliance tracking subscription, this will be where you can see the list of compliance requirements, as well as the status of each. This will also be where you submit compliance information for each of these requirements (see “Submitting Documentation”).

Background Screening: If you have ordered a background check, you will be able to view the details of your order in this tab. Additionally, once the background check is complete, you will be able to view the results here.

On the left-hand side of your dashboard, you will find additional menu options for managing your Complio account:

Edit Profile – Edit your personal information, manage notifications, set up two-factor authentication

Get Started – Opens a popup with basic instructions on using Complio

Order History – View past orders, renew and change subscriptions

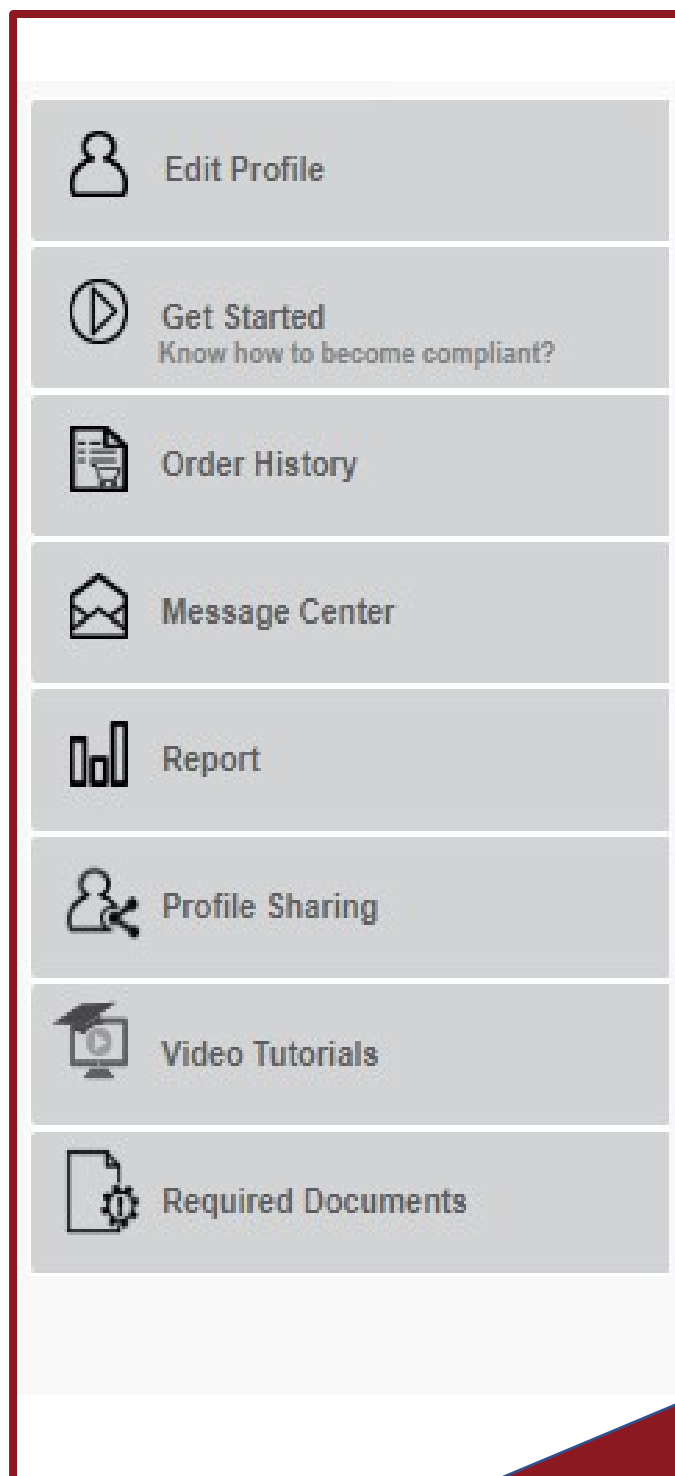
Message Center – View and send messages securely within your Complio account

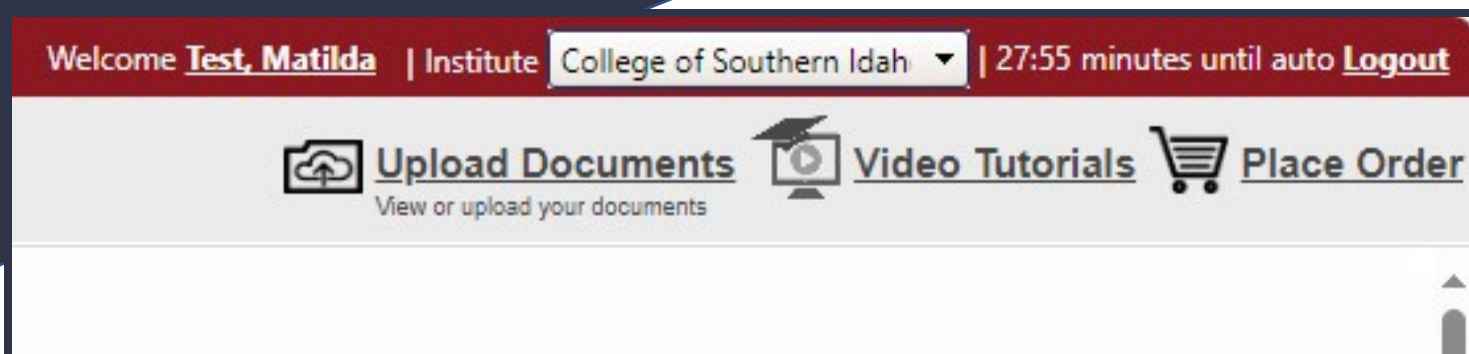
Report – Generate a one-page “passport report” of your compliance details

Profile Sharing – Share your compliance information with a third-party

Video Tutorials – Access a library of video tutorials on topics ranging from submitting documents for review to profile sharing

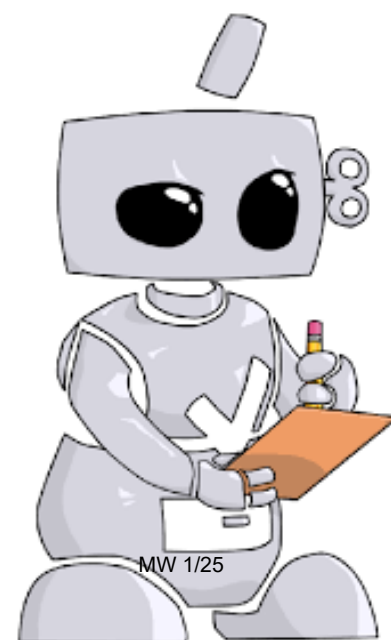
Required Documents – View a list of required compliance documents for your institution and/or your clinical rotations





Lastly, at the top right of your dashboard are additional options for managing your account.

- **Upload Documents** – Access and manage your Document Library; upload additional documents as needed
- **Video Tutorials** - Access a library of video tutorials on topics ranging from submitting documents for review to profile sharing
- **Place Order** – Begin the order process for a new package or subscription



2 Compliance Tracking

2.1. Viewing Requirements

When you log into Complio, a popup appears detailing the requirements you are still non-compliant for, or which you will fall out of compliance for soon.

American Databank | Since your last login

Since your last login 0 item(s) have been marked "meets requirements", 0 item(s) have been marked "does not meet requirements", and 0 are still pending review.

You are still not compliant in the following category(s):

- Tuberculosis
- Hepatitis B
- Student Handbook Signature Page
- BSN Quiz

You have following upcoming expiration category(s):

Category Name	Expiration Date	Institution Hierarchy
Hepatitis B	10/2/2020	
Tuberculosis	10/22/2020	
Health Insurance	1/1/2021	
Tdap	4/2/2030	

Your dashboard shows you the list of compliance requirements you must complete for your institution. To download a list of your requirements and the details of each one, click **"Requirement Explanation."**

Immunization/Compliance
ADB University Demo Package

Clinical Rotation

Overall Compliance Status Not Compliant (7/11 Compliant)

Compliance Category/Item (Expand / Collapse) **Requirement Explanation**

Required Compliance Category

2.2. Submitting Documentation

Before you can start submitting your compliance requirements, you will need to gather your documentation.

You may need to contact your healthcare provider to obtain some of the required documentation.

If the documentation is not a digital file you can take a photo or scan it.

HEALTHCARE PROVIDER

Healthcare Provider

American Heart Association

Training Center Name TC ID #

TC Info City, State ZIP TC Phone

This card certifies that the above individual has successfully completed the cognitive and skills evaluations in accordance with the curriculum of the American Heart Association BLS for Healthcare Providers (CPR and AED) Program.

Issue Date Recommended P

VARICELLA ZOSTER VIRUS AB (IGG)

NAME VALUE

F VARICELLA ZOSTER VIRUS ANTIBODY (IGG) 1.23 (index)

Index Explanation of Results

< or = 0.90 Negative -

Anthem BlueCross

John Q. Member

Identification Number 123X45678

Effective Date 06/01/2016 Contract Code 063858 Rx Bin 063858 PCN A4 Rx Group WLHA Plan 040

Select Rx List

Dental Program Please

Anthem Bronze DirectAccess with ISA each

COVERED BY INSURANCE

Ded In Network 4500 Ind - 9000 Fam Deductible Out 9000 Ind - 18000 Fam Co-insurance In 60% Co-insurance Out 40%

Pathway X PPO

VACCINE vacuna	VACCINE TYPE	DATE GIVEN dada en la fecha	DOCTOR OR CLINIC doctor o clinica	DATE NEXT DUE próxima vacuna
Hepatitis B (e.g., HepB, HepB-Hib, DTap-HepB-IPV, HepA-HepB)	1			
	2			
	3			
	4	if dose #3 given before age 24 weeks		
Diphtheria, Tetanus, Pertussis (Difteria, Tétanos, Tos Ferina) (e.g., DTap, DT, DTap-Hib, DTap-HepB-IPV, Td, Tdap)	1			
	2			
	3			
	4			
	5			
	6			
given before age 12 months				

Complio can accept files of most common formats, including:

JPG	PDF	BMP	DOC	DOCX
GIF	PNG	TIFF	TXT	RTF

To submit a requirement, locate it from your dashboard. Click **Enter Requirements** to open the compliance category.

Select **Browse** to select the appropriate document file from your computer.

When submitting documents, you can also leave a brief note, which will be visible to your school administrators. This step is **optional**.

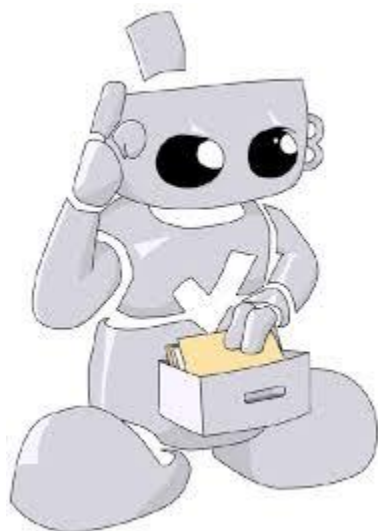
Finally, click "Submit" to finish entering the item.

TIP:

You can also choose your compliance document(s) from the “Document” dropdown. The options in this dropdown will include anything you’ve previously uploaded, as well as any documents in your Document Library.

Complete the below fields for Hepatitis B Titer

Document:	-- SELECT --	Date:
Results:	Positive	
Upload Additional Documents:		

**IMPORTANT!**

Some compliance categories may require multiple items. For example, an immunization requirement may require you to have 2 documented doses of the vaccine. If that’s the case, make sure you submit documentation for both the first dose and the second dose.

Once you’ve submitted:

The School is reviewing your document submissions, your submission will be **reviewed within 1-3 business days**.

If an item is ever rejected, you will receive an email notification indicating why the item was rejected and recommending steps to take to become compliant.

2.3. Exceptions

If you cannot complete a compliance requirement—for example, if you are allergic to a vaccine—your school may allow you to apply for an exception.

To apply for an exception, locate the requirement on your dashboard and click “Enter Requirements.” Then select the **Apply For Exception** option.

IMPORTANT:
NOT ALL SCHOOLS
ALLOW FOR
EXCEPTIONS!

Select a requirement: --SELECT-- [Apply For Exception](#)

If you select this option, you will need to indicate whether you are applying for an exception for an entire compliance category (for example, Hepatitis B) or a single compliance item (for example, a vaccine dose).

Applying for: ☒ Category ☐ Item

You will also be required to submit supporting documentation, CSI has provided Medical Exemption Forms for all compliance categories (excluding CPR, Health Insurance, Physical Exam, Drug Screen Consent Form, and Background Check,) and Religious Exemption Forms for Flu and COVID.

Add New Requirement

COVID-19 Vaccine: If you receive your COVID-19 vaccine, please submit your doses here.
You may also submit the Medical or Religious Exemption in the school provided form.
[Religious Accommodation Request](#)
[Medical Exemption Request](#)

Select a requirement: --SELECT-- [Apply For Exception](#)

Additional Compliance Category

- SELECT--
- COVID-19 Dose 1
- COVID-19 Dose 2
- COVID-19 Single Dose
- Medical Exemption
- Religious Exemption

Once you’ve entered the information, click **Submit** to finish applying for the exception.

IMPORTANT!

Exceptions are reviewed by school administrators, not by American DataBank. If you applied for an exception that has not been reviewed after several days, contact your school administrator for further assistance.

2.4. Tracking Your Compliance Status

Your compliance status is tracked both overall and requirement-by-requirement.

Your overall compliance status is summarized at the top of your dashboard.

Overall Compliance Status **Not Compliant** ❌ (7/11 Compliant)

You can also view the status of individual compliance requirements on your dashboard. The symbol to the left of the requirement name indicates the current status.

✅ **Varicella**

GREEN CHECKMARK = Compliant

❌ **Tuberculosis**

RED X = Incomplete/Non-Compliant

✅ **Influenza**

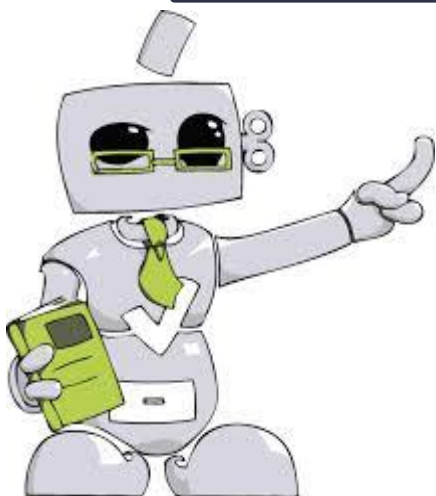
BLUE CHECKMARK = Approved by Exception or Override

⚠️ **Hepatitis B**

YELLOW EXCLAMATION POINT = Pending Review (i.e., if all submitted items are approved, you will become Compliant)

ⓘ **Physical Exam**

GRAY SEMICIRCLE = Optional/Non-Required



Complio also sends you **email notifications** whenever there is a change to your compliance status, whenever a submission is rejected, or whenever items are set to expire soon. Keep an eye out for Complio notifications, as they will contain important information that will help you become, and stay, compliant!

3 Background Screening

The background screening covers a variety of sections due to the sensitive nature of the medical field. Below is a breakdown of each section of the background screening.

Background Package Detail	
Display Name	
Background Check Package	
Background Check	
Social Security Trace	
Healthcare Exclusion List (OIG - GSA - OFAC)	
Criminal Background Search	
County Criminal Search	
Statewide Criminal Search	
Nationwide Sex Offender Search	
Nationwide Search: including but not limited to Criminal, OIG, Sex Offender results	

If you have specific questions about the background screening process, please reach out to the school administration.



IMPORTANT!



When you order a background check, the personal information you enter on your Complio profile will be used **EXACTLY AS ENTERED** to process the check. Be sure to double-check your personal information, as this information **CANNOT BE EDITED** once your order is placed. If you place a background screening order and your personal information is entered incorrectly—even if the error is just a small typo—your school may require you to order another background check entirely.

I have worked in the Past (provide most recent employer)*	True	Company Name*	
Address2		Country	UNITED STATES
City*	--Select--	Postal Code	--Select--
Supervisor's Name		Your Position/Title	

If your background check includes any services that require additional information, such as education verifications, employment verifications, or personal reference checks, you will be prompted to enter the relevant information.

Most background checks are completed within 3-5 business days, but this can depend on what services are included in the check.

When your background check is complete, the results report will automatically be uploaded into your Complio account. You can view the report in your Background Screening tab or from your Document Library. The report will also be emailed to you directly.

Order History

Order Number	Order Date	Institution Hierarchy	Payment Type	Amount	Payment Status	Order Status	Background Screening
20883-4953	01/16/2018 11:14 AM	SD Nursing and Allied Health Svc Ed Consortium > Mira Costa College > Student > LVN	Money Order	\$45.00	Paid	Completed	View Result

If you have any questions about your report, including disputes of the results, please contact us.

Applicant Information

[SD Nursing and Allied Health Svc Ed Consortium > Other > Student > Lab Tech](#)

Name: Test, Kyle W

DOB: 1/1/####

SSN: ###-##-9265

Order ID: 19608-1079

Order Status: Completed

Ordered On: 11/13/2017 1:09:51 PM

Address: 110 E 16th

Denver, CO 80202

Email: kwhittier

+SDConsortium@Americandatabank.com

Order Completed Date: 1/10/2018 7:59:59 AM

School Name: 123

No flags at this time

This report includes the following categories of information:

✓ **Criminal Background Check and Drug Screening**

Frequently Asked Questions

I used to have a Complio account for a school I previously attended. Can I use the same email to create a new account for my current school?

Yes. When you create your new account, you will be asked to link your two accounts. Once you've linked your accounts, you'll be able to switch between them freely, as needed.

I placed an order, but it doesn't show up in my account yet. Why is that?

A reason could be that you selected the Money Order payment option, in which case your order will be cleared for processing once American DataBank receives payment. Check the order details from your Complio account to confirm the payment method used on your order.

Payment Status	Order Status
Pending Payment	Payment
Approval	Pending

[View Details](#)

Package Details

Immunization Compliance Package:	ADB University Demo Package
Subscription Period (Months):	12
Payment Type:	Money Order

All my immunizations are recorded on a single document. Can I use that document for all of my immunization requirements?

Yes. You will still need to submit this document individually for each requirement, but the system allows you to reuse the same document as many times as necessary.

I submitted my document for review, but the compliance indicator still shows a red X for “Incomplete.” Why doesn’t it show Pending Review?

The Pending Review icon (a yellow circle with a red exclamation point) only displays once you have submitted everything you need to submit to become compliant. For example, if you are required to submit 2 doses of a vaccine for an immunization requirement, and you’ve only submitted 1 dose, the category will still be considered Incomplete. Check the requirement explanation for the category to make sure you’ve submitted everything you need.

I need to apply for an exception/exemption, but the option isn’t available.

Why not?

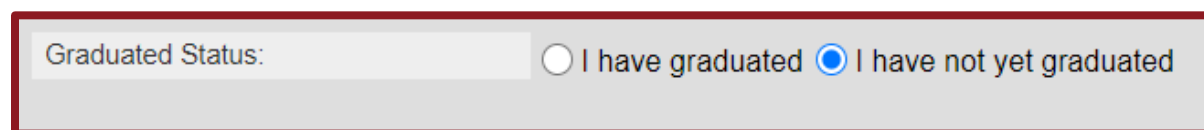
Not all schools allow for exceptions. Please note, this is purely at the discretion of the school; American DataBank cannot allow you to apply for an exception if your school has chosen to remove the option. If you believe you need an exception anyway, please contact your school administrators.

I have to complete a drug screening, but I already know that I have a prescription that could result in a positive test. What should I do?

If the screening reveals the presence of the tested substances in your specimen, the school will reach out to you via email. The school may ask you to provide additional information, such as prescription information, or physician's note that would explain the presence of any flagged substances.

I've finished my program, but I keep getting notifications from Complio. How do I stop these notifications?

To stop receiving notifications from Complio, you will need to mark yourself as Graduated. To mark yourself as graduated, navigate to your Order History page. Click **"View Details"** on your compliance tracking subscription. On the details screen, select the "I have graduated" option. Please note, this will also prevent your school from seeing your compliance information.

A screenshot of a web interface showing a 'Graduated Status' section. It features a light gray background with a dark red border. The text 'Graduated Status:' is on the left. To its right are two radio button options: 'I have graduated' with an unselected radio button, and 'I have not yet graduated' with a selected radio button (indicated by a blue dot).

Graduated Status: ☐ I have graduated ☒ I have not yet graduated

Who has access to my personal information in Complio? Is my information secure?

Complio is a secure, HIPAA- and FERPA-compliant system. All data is encrypted and your personally identifiable information (PII) is never shared without your consent. Only authorized administrators will have access to your compliance information. If you ever call in to our Applicant Success Team, a representative will ask for identifying information first, in order to confirm your identity before discussing any details about your profile; additionally, as a rule, we only discuss student profiles with the students themselves.

Student/Applicant Support

Still have questions? Our Applicant Success Team is here to help!

Reach us by:

<u>Email:</u>	complio@americandatabank.com
	Responds within 1 business day
<u>Phone:</u>	(800) 200-0853
Hours:	7am-6pm MT Mon-Fri; 8am-5pm MT Sat
<u>Live Chat:</u>	Accessible through your Complio account
Hours:	7am-6pm MT Mon-Fri; 8am-5pm MT Sat
<u>Mail:</u>	700 17 th Street
	Suite 1000
	Denver, CO 80202

