

Tennessee Department of Human
Services

Modernization Project

Provider Portal Updates



Team Introduction



Gwen Laaser
Director of Child
Care Services,
TDHS



**Kimberly
Whitehead-Martin**
Director of Field Operations,
TDHS

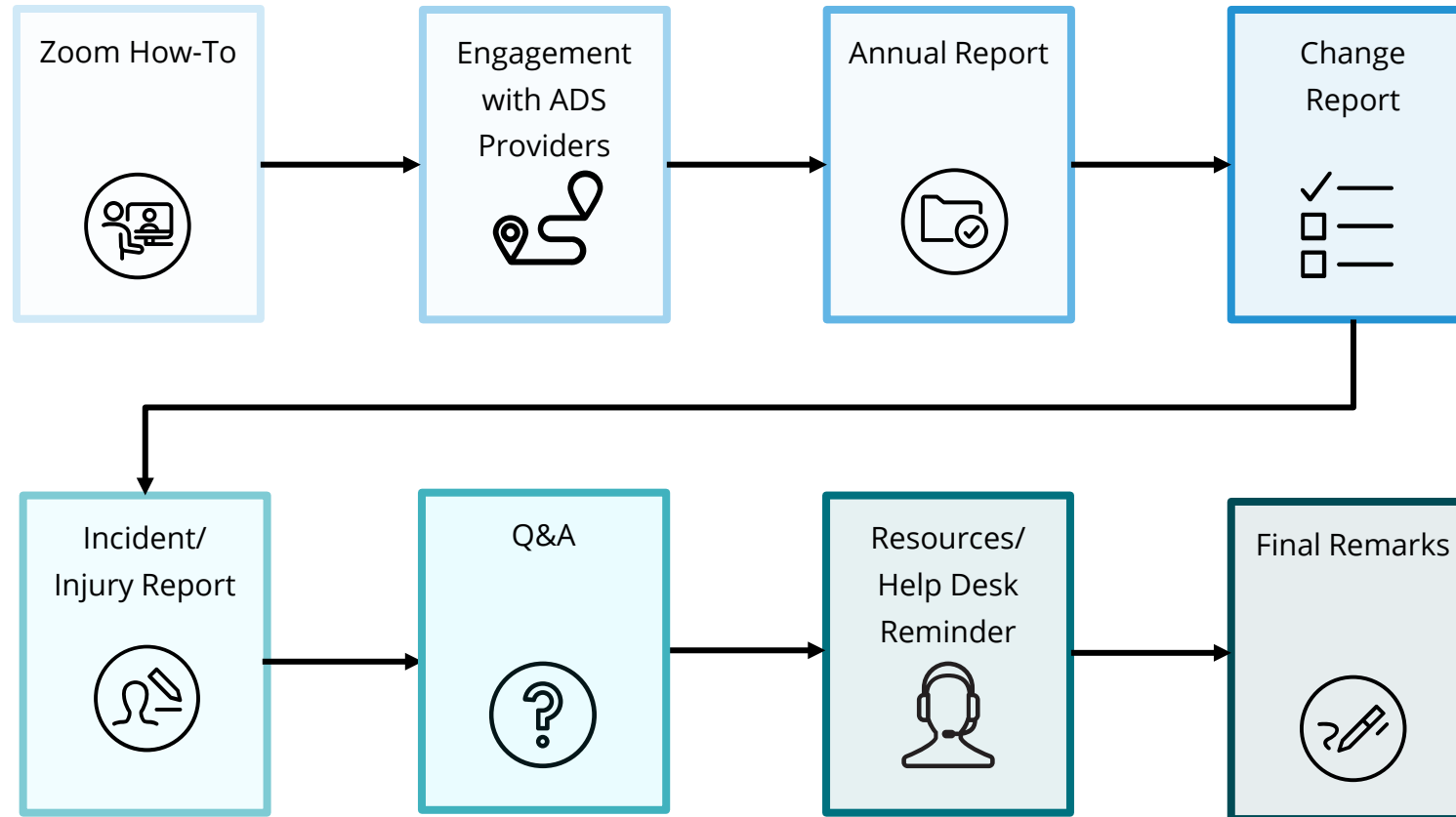


Dana Glenn
Director of Licensing,
TDHS



Luci Billet
Organizational Change
Management and
Training Team,
Deloitte

What will we cover today?



Zoom "How To"

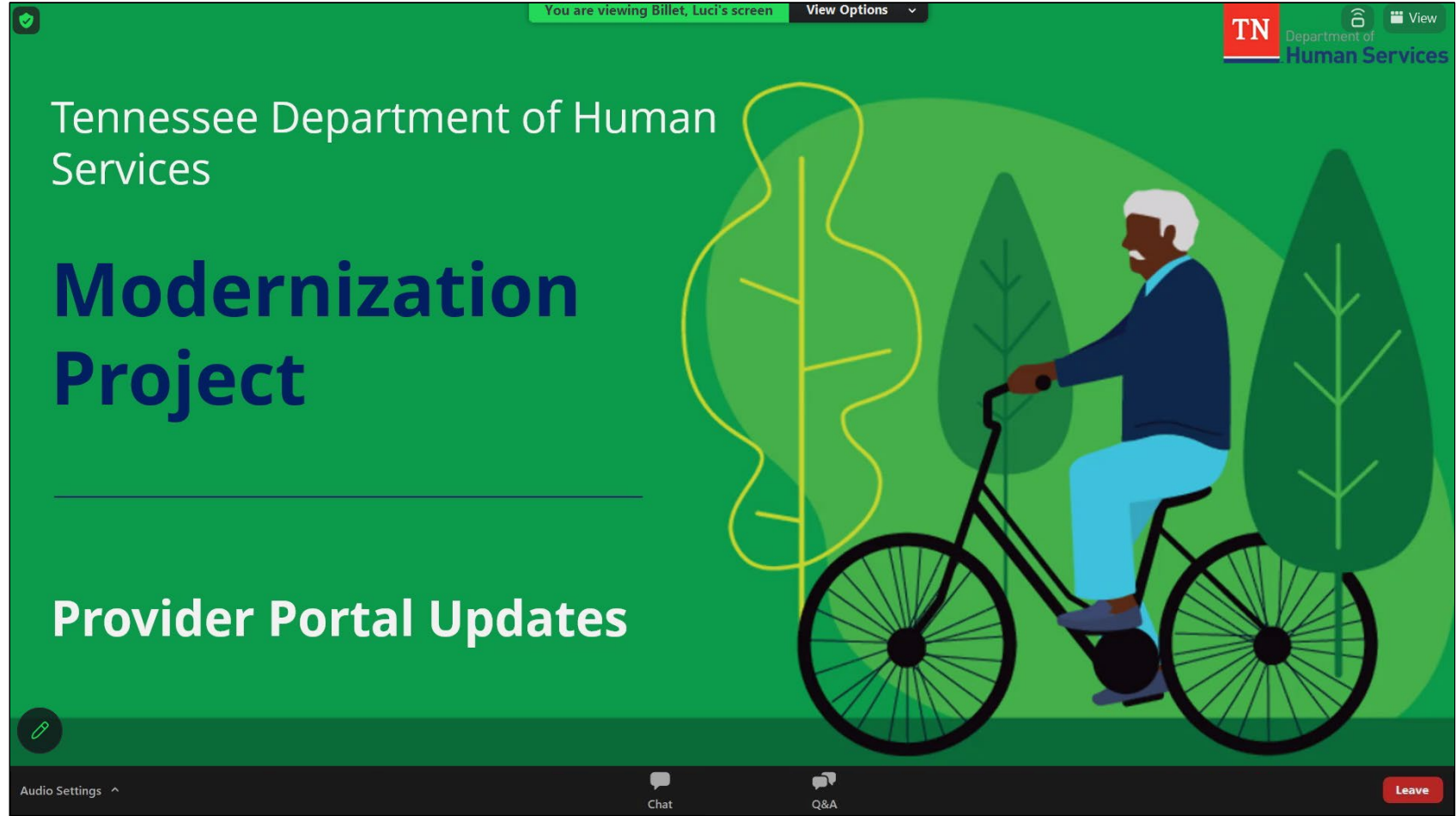
1 The **Chat** button for this webinar has been disabled. If you have a question, please use the **Q&A** function.

2 The **Q/A** button will open a window for you to ask a question. Feel free to ask a question at any time during the session.

When asking a question, please provide your email address.

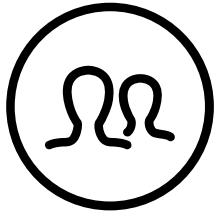
At the end of this Town Hall, we will answer as many questions as we can. If there are ones we do not get to, we will answer them in the coming weeks via email.

3 The **Leave** button is used to exit (or hang up) the Zoom meeting.



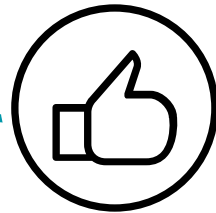
Warm Up!

Engagement with ADS Providers



November 2022

DHS invites ADS Providers to discovery sessions to better understand the Provider Portal user experience and collect feedback for system updates.



January 2023

DHS invites ADS Providers to review the proposed ADS-specific Provider Portal updates.



February 2023

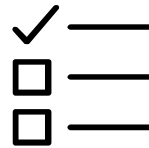
DHS launches ADS-specific updates to the Provider Portal with the goal of making daily activities in the Portal more inclusive for all Provider Types.

Overview of Updates



ANNUAL REPORT

- Pre-filled fields
- Re-arranged & simplified tabs
- Updated 'revision required' alert



CHANGE REPORT

- Re-arranged & simplified tabs
- Updated documentation processes



INCIDENT / INJURY REPORT

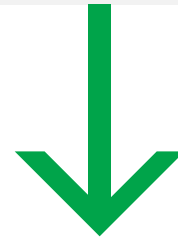
- Screen updates improve reporting accuracy

Annual Report Demo Placeholder

Provider Portal Updates – Annual Report

INFORMATION AUTOFILLS

All sections in the Annual Report will autofill with the latest information from your Provider Record, saving you time when completing your Annual Report.



PORTAL PREVIEW

Provider Information

Provider Contact

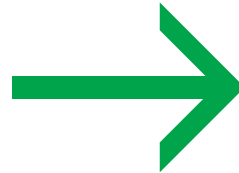
* Name of Agency ADS Provider	* Provider Email Address ADSUATProvider@gmail.com
Opened 05-31-2022 03:34 PM	* Phone Number (232) 323-2323
* Provider Type Adult Care	Alternate Phone Number
FEIN 234234234	Fax

We Heard Your Feedback!

ANNUAL REPORT

You are no longer required to complete the following tabs in an Annual Report:

- Accreditations
- Provider Fees
- Curricula (tab removed)
- Environment Aspects



PORTAL PREVIEW

ANNUAL REPORT - AR0001220	
<input type="radio"/> 1. Provider Information <i>Not Started</i>	<input type="radio"/> 11. Age of Youngest/Oldest Adult <i>Not Started</i>
<input type="radio"/> 2. Business Organization <i>Not Started</i>	<input type="radio"/> 12. Accreditations <i>Not Started</i>
<input type="radio"/> 3. Main Contact Information <i>Not Started</i>	<input type="radio"/> 13. Environment Aspects <i>Not Started</i>
<input type="radio"/> 4. Director & On Site Manager Information <i>Not Started</i>	<input type="radio"/> 14. Hours of Operations <i>Not Started</i>
<input type="radio"/> 5. Programs & Services <i>Not Started</i>	<input type="radio"/> 15. Household Information <i>Not Started</i>
<input type="radio"/> 6. Provider Fees <i>Not Started</i>	<input type="radio"/> 16. Insurance <i>Not Started</i>
<input type="radio"/> 7. Care Level / Rates <i>Not Started</i>	<input type="radio"/> 17. Fee Information <i>Not Started</i>
<input type="radio"/> 8. Meals <i>Not Started</i>	<input type="radio"/> 18. Staff Information <i>Not Started</i>
<input type="radio"/> 9. Transportation Provided <i>Not Started</i>	<input type="radio"/> 19. Supporting Documentation <i>Not Started</i>
<input type="radio"/> 10. Rate Policies <i>Not Started</i>	<input type="radio"/> 20. Declarations and E-Signature <i>Not Started</i>

Annual Report Cheat Sheet

Adult Day Services – Annual Report Mandatory Fields



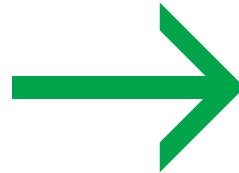
Annual Report Tab	Field
1. Provider Information	All fields in this section
2. Business Organization	All fields in this section
3. Main Contact Information	All fields in this section
4. Director & On Site Manager Information	Director & On-Site Manager Information
5. Programs & Services	Programs & Services
6. Provider Fees	-----
7. Care Level / Rates	All fields in this section
8. Meals	All fields in this section
9. Transportation Provided	Transportation provided from home to facility Transportation provided from facility to home
10. Rate Policies	All fields in this section
11. Age of Youngest/Oldest Adult	All fields in this section
12. Accreditations	-----

Annual Report Tab	Field
13. Environment Aspects	-----
14. Hours of Operation	All fields in this section
15. Household Information	All fields in this section
16. Insurance	All fields in this section
17. Fee Information	All fields in this section
18. Staff Information	All fields in this section
19. Supporting Documentation	All fields in this section
20. Declaration & E-Signature	All fields in this section

Provider Portal Updates – Annual Report

CONTACT INFORMATION

A multi-select dropdown field on the Main Contact tab allows you to apply the information you entered to additional roles (Director and On Site Manager, Board Member, etc.).



PORTAL PREVIEW

Main Contact Information

Main Contact = Name of the director or the main person to contact.

* First Name	<input type="text" value="tet"/>	* Phone	<input type="text" value="(726) 37"/>
* Last Name	<input type="text" value="te"/>	Alternat	<input type="text"/>
* Email Address	<input type="text" value="erg@test.com"/>	Fax	<input type="text"/>

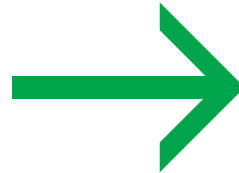
Please select all additional roles that your information applies to

Board Member Business Contact

We Heard Your Feedback!

ADULT RATES

A new 'Frequency' field in the Care Level/Rates tab allows you to report your rates based on your agency's custom frequency (weekly, daily, monthly, hourly).



PORTAL PREVIEW

Care Level / Rates

* Care/Age Level: Adults

* Start Date: MM-DD-YYYY

* Rate: \$ 0.00

End Date: MM-DD-YYYY

Frequency: -- None --

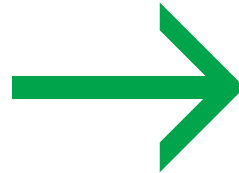
- Weekly
- Daily
- Monthly
- Hourly care

SAVE (CTRL + S)

We Heard Your Feedback!

DROPDOWN OPTIONS

The dropdown options in various fields throughout the Annual Report have been updated to align with ADS options. Additionally, 'N/A' or 'None' has been added as an option to bypass mandatory fields.



PORTAL PREVIEW

Provider Fees

* Fee Type
-- None --
Activity Fee
Application Fee
Bad Check Fee
Insurance Fee
Late Payment Fee
Meal Fee
Outing Fee

* Start Date
MM-DD-YYYY

End Date
MM-DD-YYYY

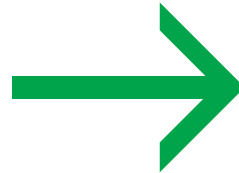
Anniversary Date
MM-DD-YYYY

SAVE (CTRL + S)

We Heard Your Feedback!

DROPDOWN OPTIONS

Most fields now include an 'Other' option, allowing you to add context as needed. Additionally, 'Other' can be selected multiple times within one screen for increased flexibility within the Annual Report.



PORTAL PREVIEW

Provider Fees


Provider Fees

Indicate the amount, unit value (per minute, hour, day, week, year, etc.), the date the fee starts, and the date the fee ends (if you are discontinuing a specific fee). Anniversary dates are only used for registration fees. If you charge registration annually, and all clients are charged on a specific day, enter that date in the anniversary date area. If registration is charged annually, but is charged according to the enrollment date, leave this field blank. Example: Registration Fee \$20.00, per year, per adult, starting February 1, 2021, no ending date and anniversary date of February 28.

Make sure to enter all fees that you charge. Any previously reported provider fees will no longer be applicable. The fees submitted in this annual report will be considered the latest after the annual report is approved by your regulatory individual.

If this is not applicable, please proceed without entering.

ADD NEW

Action	Fee Type	Other	Amount	Unit Value	Start Date	End Date	Anniversary Date
 	Other	Fee 3	\$50.00	Month	02-25-2023		
 	Other	Fee 1	\$20.00	Day	02-23-2023		
 	Other	Fee 2	\$100.00	Week	02-24-2023		

I confirm all information entered in this section is accurate for the submission of this Annual Report

[Save & Exit](#)

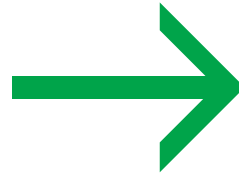
BACK

SAVE & NEXT

Provider Portal Updates – Annual Report

ANNUAL REPORT REVISION

A new 'Revision Required' warning will identify the fields/tabs within a submitted Annual Report that require updates.



PORTAL PREVIEW

Welcome to the Tennessee provider portal



What would you like to do?



Start a New Application

If you wish to open another location, please click here to start a new application for the new location.



View and Finish Existing Application

If you have started an application for a new location and wish to return to it, please click here.



Request Site Access



Manage My Sites

⚠ Revision required

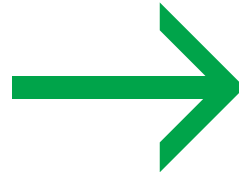


Change of Owner, Agency Type,
Location, or Regulating Authority

Provider Portal Updates – Annual Report

ANNUAL REPORT REVISION

A new 'Revision Required' warning will identify the fields/tabs within a submitted Annual Report that require updates.



PORTAL PREVIEW

Annual/Change Reports listed below require revision(s). Please update your Annual/Change Report, as appropriate, based on the feedback provided below and resubmit your Annual/Change Report for further consideration.

AR0001030	ADS PROVIDER
02/02/2023 04:40 PM	State Tester
Information required	
06/08/2022 01:30 PM	State Tester
Staff Schedule missing	
06/08/2022 01:29 PM	State Tester
Add Owner Information	

OK

Knowledge Check!

Change Report Demo Placeholder

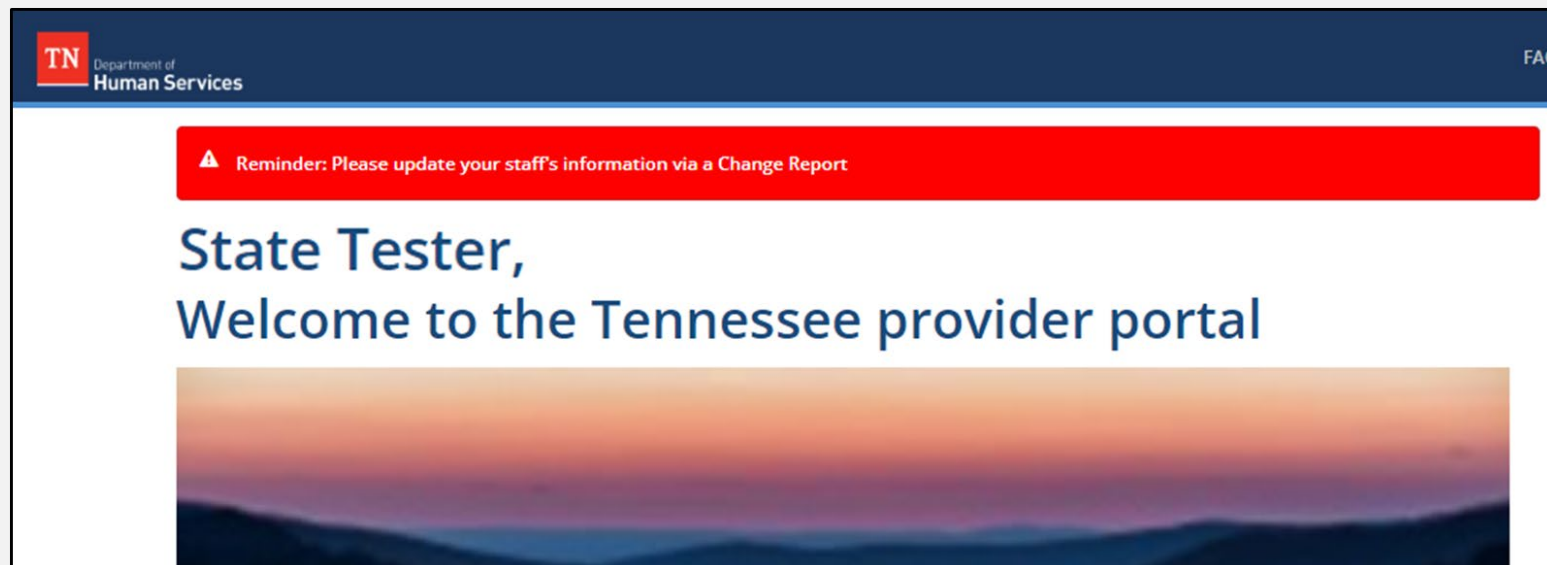
Provider Portal Updates – Change Report

STAFF INFORMATION

A banner will appear on the Provider Portal once a month to remind you to update your Staff Information.



PORTAL PREVIEW



TN Department of Human Services

FAQ

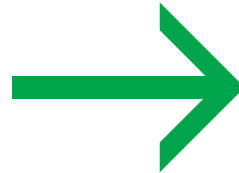
Reminder: Please update your staff's information via a Change Report

State Tester,
Welcome to the Tennessee provider portal

We Heard Your Feedback!

ADULT RATES

A new 'Frequency' field in the Care Level/Rates tab of a Change Report allows you to report your rates based on your agency's custom frequency (weekly, daily, monthly, hourly).



PORTAL PREVIEW

Care Level / Rates

* Care/Age Level: Adults

* Start Date: MM-DD-YYYY

* Rate: \$ 0.00

End Date: MM-DD-YYYY

Frequency: -- None --

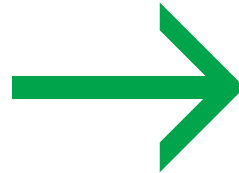
- Weekly
- Daily
- Monthly
- Hourly care

SAVE (CTRL + S)

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Provider Fees

* Fee Type
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Activity Fee
Application Fee
Bad Check Fee
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Meal Fee
Outing Fee

* Start Date
MM-DD-YYYY

End Date
MM-DD-YYYY

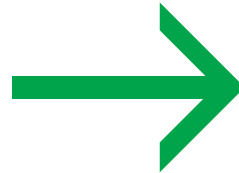
Anniversary Date
MM-DD-YYYY

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Provider Fees

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If this is not applicable, please proceed without entering.

ADD NEW

Action	Fee Type	Other	Amount	Unit Value	Start Date	End Date	Anniversary Date
<input type="checkbox"/> <input type="checkbox"/>	Other	Fee 3	\$50.00	Month	02-25-2023		
<input type="checkbox"/> <input type="checkbox"/>	Other	Fee 1	\$20.00	Day	02-23-2023		
<input type="checkbox"/> <input type="checkbox"/>	Other	Fee 2	\$100.00	Week	02-24-2023		

I confirm all information entered in this section is accurate for the submission of this Annual Report

[Save & Exit](#)

BACK

SAVE & NEXT

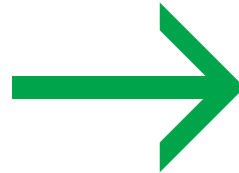
Knowledge Check!

Incident/Injury Report Demo Placeholder

We Heard Your Feedback!

SCREEN UPDATES

Various screen changes and field changes have been made to the Incident/Injury report to be more inclusive of ADS Providers.



PORTAL PREVIEW

* Date/Time of Incident/Injury
MM-DD-YYYY HH.mm

Date/Time Parent/Guardian/Family notified
MM-DD-YYYY HH.mm

If family was not notified, please explain why below

* Care Level (select all that apply)
 Adults

Describe your agencies immediate response to the incident/injury. (Important: Do NOT include details that identify either an adult participant/responsible party/caregiver.)

First and Last Name of Person Entering the Report

Knowledge Check!

Questions?

Use the Q&A feature to ask!



What to Expect Next...

Need Assistance with the
Provider Portal?

Visit our **Modernization
Project Resources Page!**



We're Here For You

Our team is available Monday to Saturday to answer any questions you have on our new systems. Simply email or call us using the contact information listed below.

We look forward to speaking with you!

TN Child and Adult Care Help Desk Information

Purpose

The TN Child and Adult Care Help Desk Team will assist system End Users who encounter questions while navigating the system, experience an incident requiring further assistance, or need general system utilization support.

Hours of Operations:

Monday - Saturday
7:00 am - 9:00 pm Central

Toll-Free Number:

833-TDHS-CCP (833-834-7227)

Website:

<http://tnchildcarehelpdesk.org>

Email:

tdhs_ccp@utk.edu



Thank You For Joining!

**TDHS Modernization
Project Leadership**

