

Tennessee Department of
Human Services

Modernization Project

Provider Portal Updates



Team Introduction



Gwen Laaser
Director of Child
Care Services,
TDHS

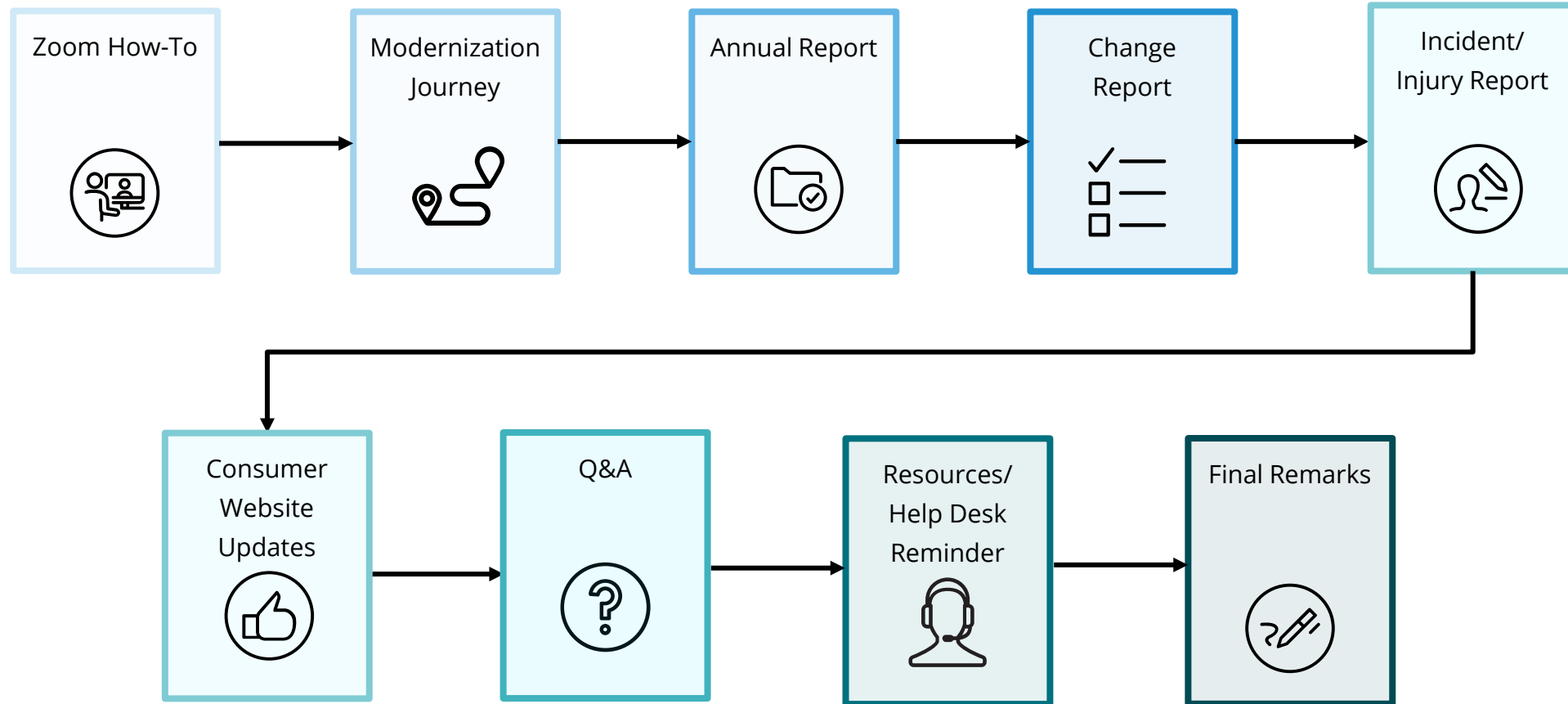


Luci Billet
Organizational Change
Management and
Training Team,
Deloitte



Kelly Shearin
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!

Where are we in the modernization journey?



The graphic features a winding road with a blue car driving towards the right. A vertical line with circular markers at the top indicates the timeline. The text is positioned to the left and right of the road. A blue location pin icon is placed above the road, pointing to the February 2023 milestone.

February 2022

DHS launches the Provider Portal for Providers participating in the Certificate Program to enter attendance, submit EAVs, and view Payments.

June 2022

Licensing features launch in the Provider Portal for all Providers in the state. With this, Providers can submit reports, manage incidents, complaints and COAs.

September 2022

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

December 2022

DHS launches updates to Time & Attendance for Providers participating in the Certificate Program.

We are here!

February 2023

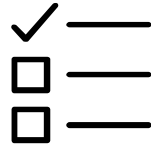
DHS launches updates to reporting processes within the Provider Portal for all Providers in the state.

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



CONSUMER WEBSITE

- Ability to see Providers participating in the Certificate Program
- Table view of Provider search results



Annual Report Demo

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: testy test

* Provider Email Address: test@gmail.com

Opened: 01-20-2023 11:04 AM

* Phone Number: (123) 456-7890

* Provider Type: Child Care

Alternate Phone Number:

Child Care Type: Child Care Center

Fax:

FEIN: 123456789

FEIN Extension: 23

* Please select all roles that your information applies to:

Provider Physical Address

* Street Address: 123 month street

State: TN

Street Address 2:

* Zip: 33456

* City: nashville

* County: Davidson

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

Provider Portal Updates – Annual Report

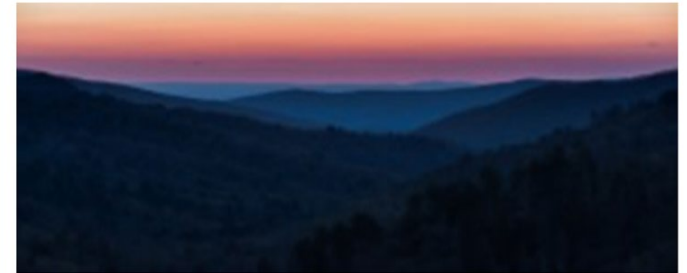
ANNUAL REPORT REVISION

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



PORTAL PREVIEW

CC Provider,
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

PROVIDER NOTIFICATION

CC Provider,
Welcome to the Tennessee provider portal



What would you like to do?

 Start a New Application <small>If you wish to open another location, please click here to start a new application for the new location.</small>	 View and Finish Existing Application <small>If you have started an application for a new location and wish to return to it, please click here.</small>	 Request Site Access
 Manage My Sites ⚠ Revision required	 Change of Owner, Agency Type, Location, or Regulating Authority	



NOTIFICATION WINDOW

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](#) **Nature Valley Academy**

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

Provider Portal Updates – Change Report

CHANGE REPORT

A statement has been added to the Change Report to remind you that you are not required to complete the report in full. You can navigate to specific sections to report changes as needed!



PORTAL PREVIEW

[← BACK TO HOME](#)

CHANGE REPORT - CHA0001204

- 1. Provider Information
Not Started
- 2. Program & services
Not Started

Instructions

You are not required to complete this change report in full. This change report allows you to navigate to the section(s) where you wish to report a change. You can save the change report and exit at any point without losing your work. The change report can be submitted after you have reported your requested changes.

[CANCEL](#) [NEXT](#)

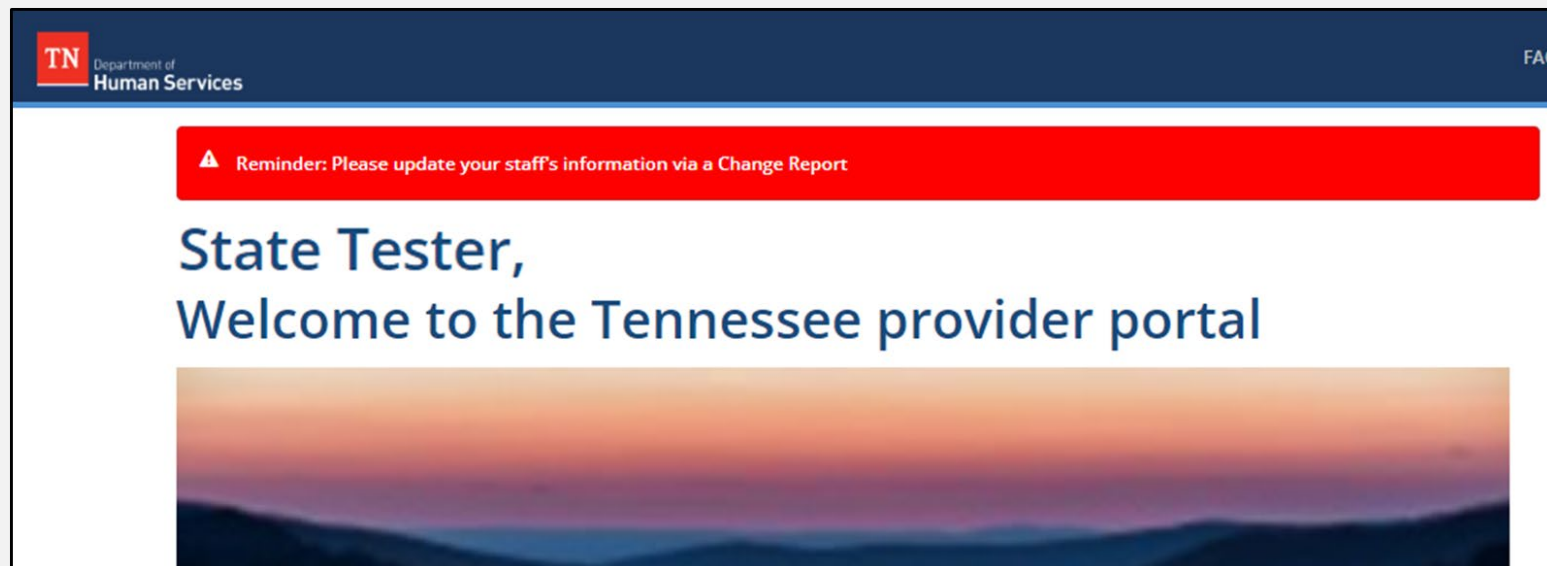
Provider Portal Updates – Change Report

STAFF INFORMATION

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



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

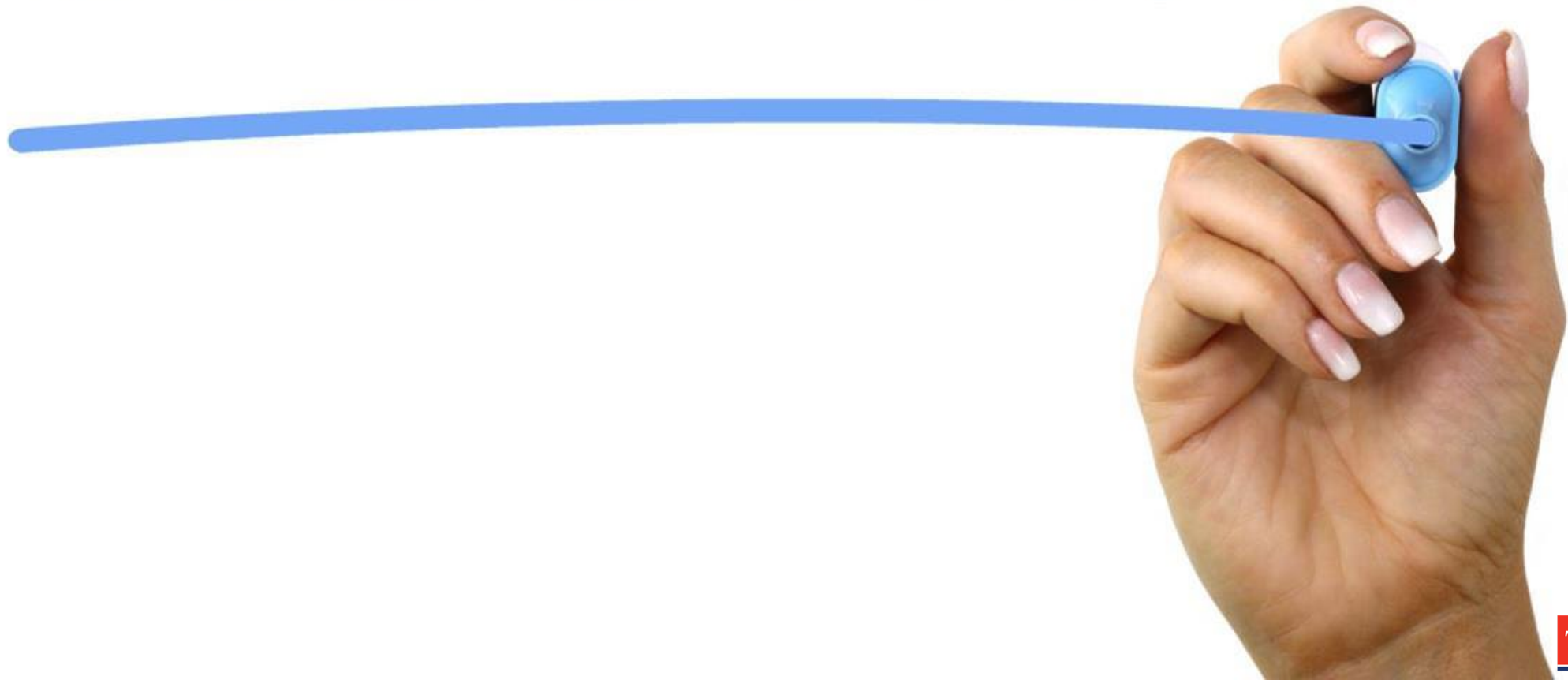
Knowledge Check!

Incident/Injury Report Demo

Knowledge Check!

Consumer Website

QUESTIONS



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

