

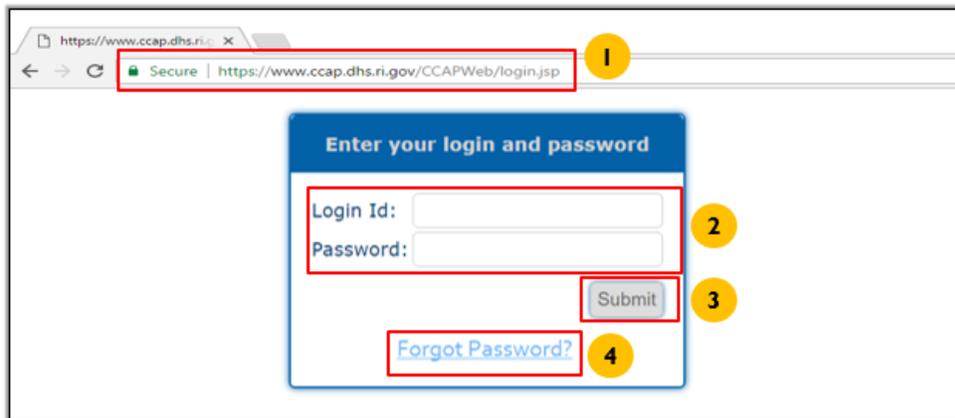
CCAP Provider Portal

Overview

The CCAP provider portal is used by CCAP-approved providers to process enrollments for CCAP children, submit attendance for those enrollments, and to view reports related to enrollments and payments. This quick reference guide provides an overview of how to log in, enroll and disenroll a child, search for and submit attendance, and view reports and correspondence.

Logging In

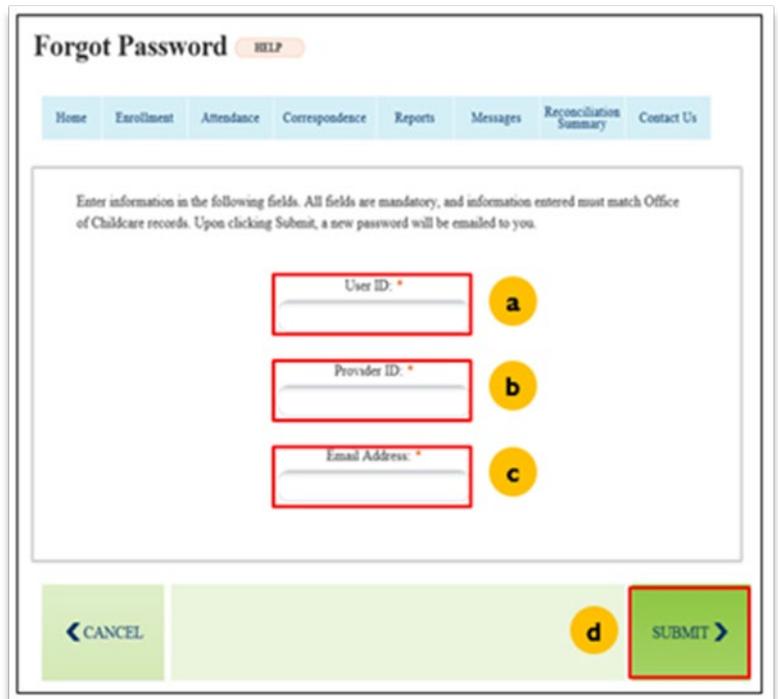
1. Access the CCAP provider Portal at the following URL: <https://www.ccap.dhs.ri.gov>
2. Enter your Login ID and Password (provided to you by DHS)
3. Click *Submit*



4. If you forgot your password, click on **Forgot Password?**
 - a. Enter your User ID
 - b. Enter your CCAP Provider ID
 - c. Enter your EMAIL Address
 - d. Click *Submit*

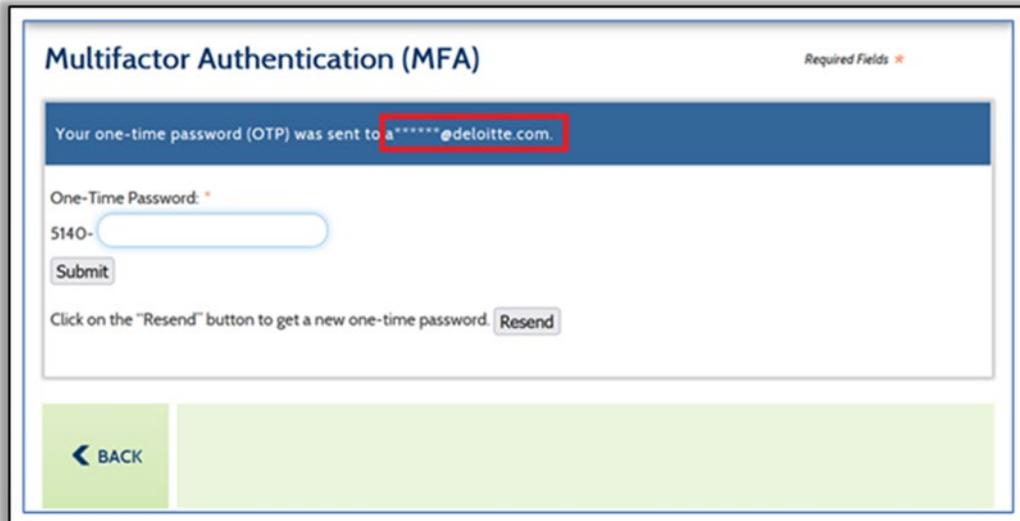
A new password will be emailed to you; it will expire in 24 hours.

NOTE: If you have two failed login attempts, use the forgot password link to avoid getting locked out. If you get locked out, send an email to DHS.ChildCare@dhs.ri.gov requesting a password reset. Be sure to include your user ID, CCAP provider ID, name, and phone number in the body of the email.

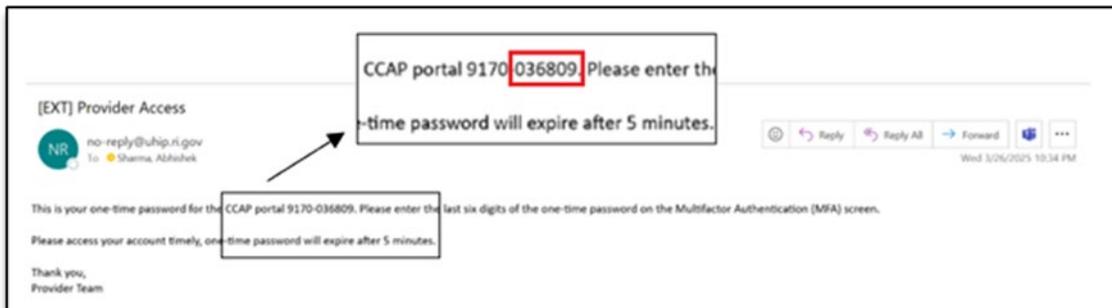


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- You will be directed to the multi-factor authentication screen shown below. The email address should indicate a partial secure version of the email address associated with your provider portal login credentials.

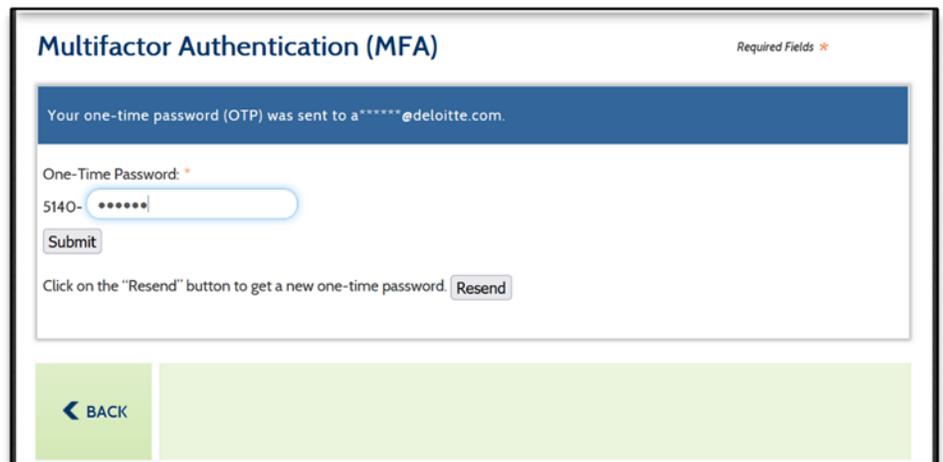


- You will receive an email sent to the email address DHS has on file for you containing a one-time password (OTP) to access your account.



- Enter the **last six (6) digits** of the OTP into the indicated field and click *Submit*.

NOTE: You can copy the six (6) digits from the one-time password from the email and paste them into the field on the Multifactor Authentication (MFA) screen.



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- You will land on your home screen in the portal.

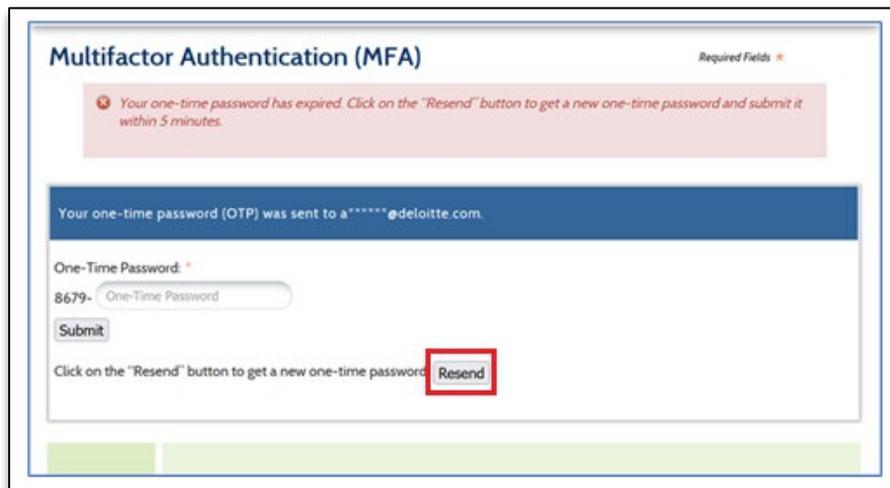
The OTP sent via email expires in five (5) minutes and must be entered before that time expires.

If you enter the OTP after those five (5) minutes, the following message will display: **Your one-time password has expired. Click on the “Resend” button to get a new one-time password and submit it within 5 minutes.**



The screenshot shows the 'Provider Home Page' for the Department of Human Services. It features a navigation menu with options: Home, Enrollment, Group Enrollment, Attendance, Correspondence, Reports, Messages, and Contact Us. Below the menu, there are sections for 'Provider Information' and 'Contact Information'. The 'Provider Information' section includes fields for Tax ID Number, DCYF License Number, Provider Type, Provider ID, Number of DHS Children Enrolled, DCYF Licensed Capacity, STAR Rating, Effective Start Date, and Provider Payment Rate. The 'Contact Information' section shows a phone number (999.999.9999) and an email address (noreply@uhp.ri.gov).

Clicking the *Resend* button will send another email with a new OTP.

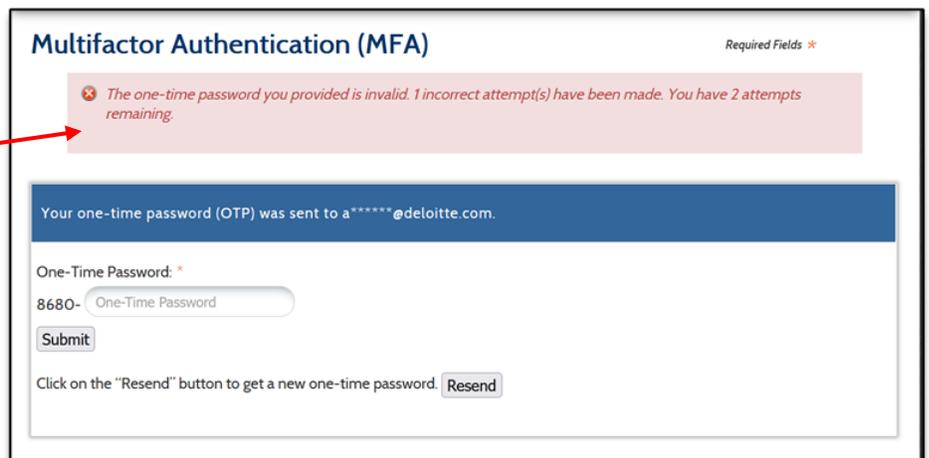


The screenshot shows the 'Multifactor Authentication (MFA)' screen. At the top, it says 'Required Fields *'. A red error message states: 'Your one-time password has expired. Click on the “Resend” button to get a new one-time password and submit it within 5 minutes.' Below this, a blue box indicates: 'Your one-time password (OTP) was sent to a*****@deloitte.com.' There is a text input field for the 'One-Time Password' with the value '8679-'. A 'Submit' button is visible. At the bottom, there is a 'Resend' button highlighted with a red box, and a prompt: 'Click on the “Resend” button to get a new one-time password.'

Enter the newly received OTP (last 6 digits) into the Multifactor Authentication (MFA) screen and click *Submit*. You will land on your home screen in the portal.

If you incorrectly enter the last six (6) digits of the OTP sent to your email, you will have two (2) further opportunities to log in with the same OTP. The screen will display the following message:

The one-time password you provided is invalid. 1 incorrect attempt(s) has been made. You have 2 attempts remaining.



The screenshot shows the 'Multifactor Authentication (MFA)' screen. At the top, it says 'Required Fields *'. A red error message states: 'The one-time password you provided is invalid. 1 incorrect attempt(s) have been made. You have 2 attempts remaining.' Below this, a blue box indicates: 'Your one-time password (OTP) was sent to a*****@deloitte.com.' There is a text input field for the 'One-Time Password' with the value '8680-'. A 'Submit' button is visible. At the bottom, there is a 'Resend' button and a prompt: 'Click on the “Resend” button to get a new one-time password.'

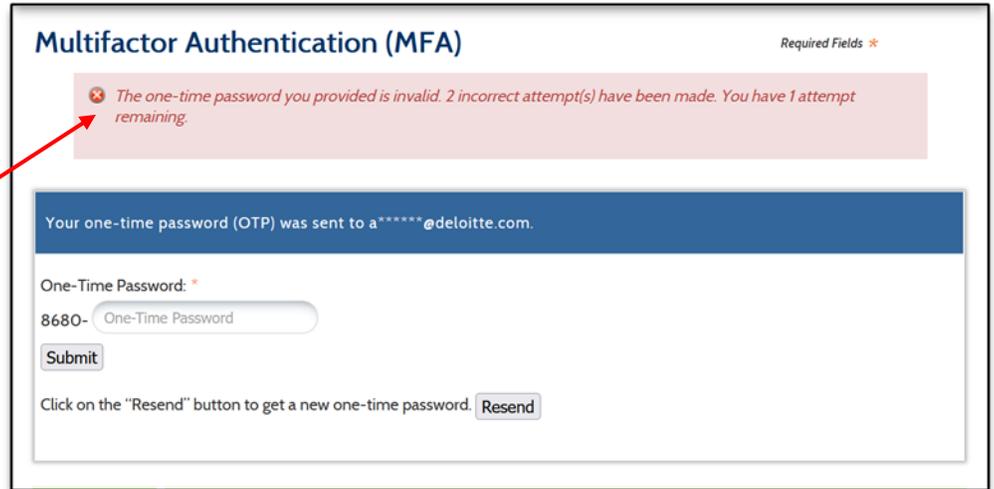
Entering the correct OTP after this message will bring you to your home page.

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Entering the OTP incorrectly a second time will display the following message:

The one-time password you provided is invalid. 2 incorrect attempt(s) have been made. You have 1 attempt remaining.

Entering the correct OTP after this message will bring you to your home page.

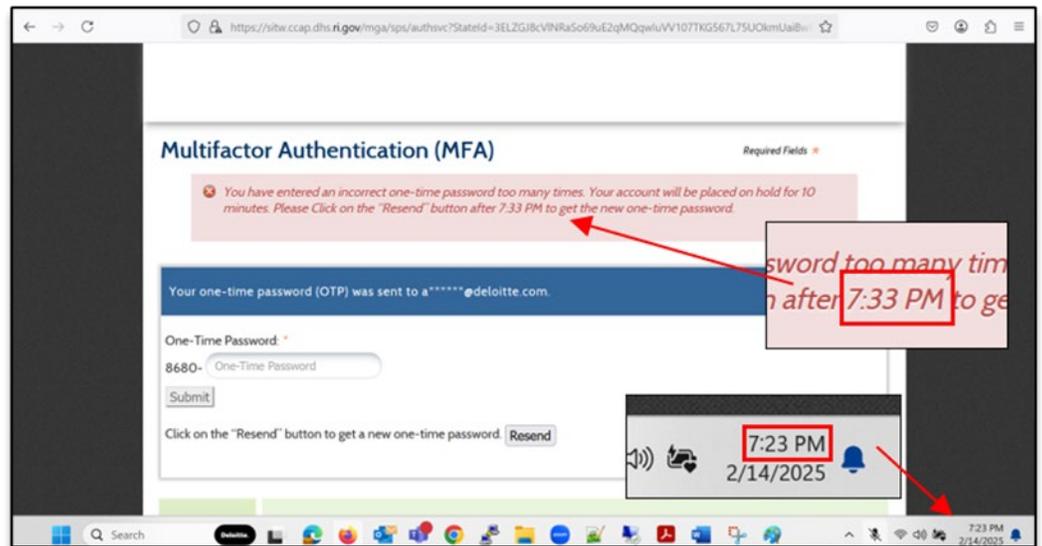


Entering the OTP incorrectly a third time will place your account on hold for ten (10) minutes and require a new OTP to be requested.

The screen will display the following message:

You have entered an incorrect one-time password too many times. Your account will be placed on hold for 10 minutes. Please Click on the "Resend" button after X:XX AM/PM to get the new one-time password.

The time indicated in the message will be ten (10) minutes after the third incorrect attempt.



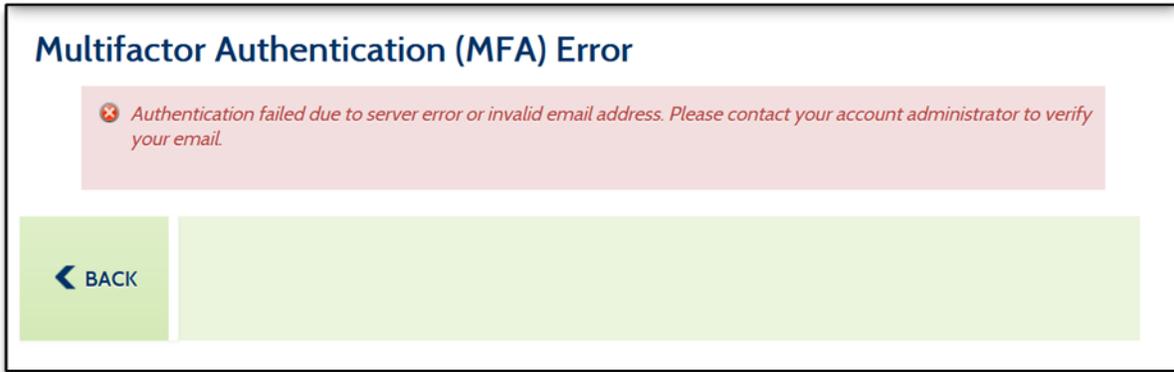
Click the *Resend* button after the time listed will send another email with a new OTP.

NOTE: Clicking the *Resend* button prior to the ten (10) minute window will update the time displayed in the validation but the original time limit will remain in place.

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If you experience a server error or if you enter an email address different from the one on file with DHS for the provider portal, the following error message will be displayed:

Authentication failed due to server error or invalid email address. Please contact your account administrator to verify your email.



In these instances, please email the CCAP Provider Management team at DHS.ChildCare@dhs.ri.gov to verify your email address or to report an outage.

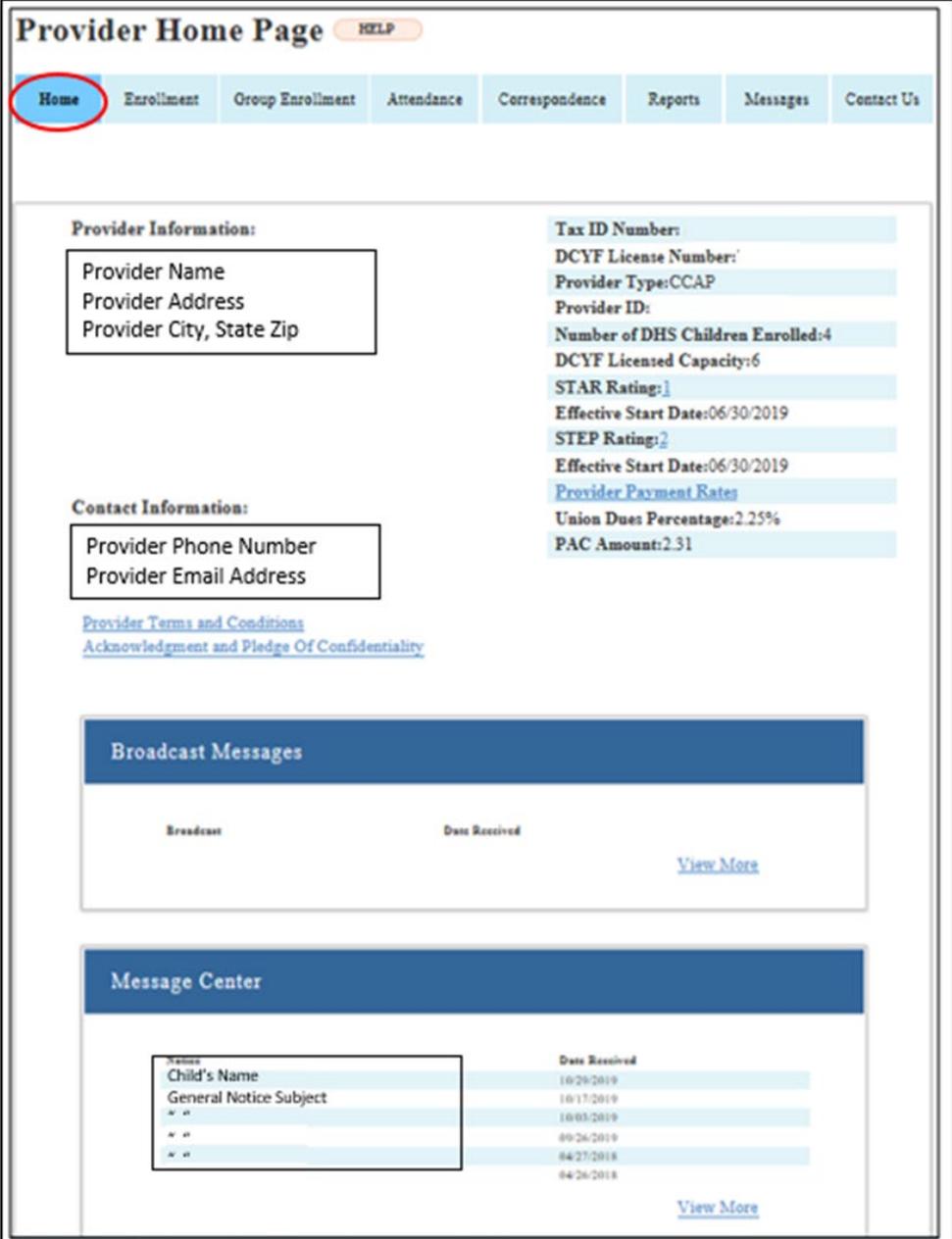
Quick Reference Guide

Navigation

The **Provider Home Page** displays the provider's information, messages, and navigation to other screens.

Top Navigation Menu: select tabs to view navigate through portal functions

- **Home:** View provider details on record, contact information, and Provider ID#
- **Enrollment:** View or edit current roster of enrolled children
- **Attendance:** Enter, edit, or submit attendance
- **Correspondence:** Review notices from DHS to your program
- **Reports:** Submit or view relevant reports
- **Messages:** Review updates to specific children and view broadcast messages from DHS to all providers
- **Contact Us:** For more support using the portal



Provider Home Page HELP

Home Enrollment Group Enrollment Attendance Correspondence Reports Messages Contact Us

Provider Information:

Provider Name
Provider Address
Provider City, State Zip

Contact Information:

Provider Phone Number
Provider Email Address

[Provider Terms and Conditions](#)
[Acknowledgment and Pledge Of Confidentiality](#)

Tax ID Number:

DCYF License Number:
Provider Type:CCAP
Provider ID:
Number of DHS Children Enrolled:4
DCYF Licensed Capacity:6
STAR Rating:1
Effective Start Date:06/30/2019
STEP Rating:2
Effective Start Date:06/30/2019
Provider Payment Rates
Union Dues Percentage:2.25%
PAC Amount:2.31

Broadcast Messages

Broadcast	Date Received
	View More

Message Center

From	Date Received
Child's Name	10/29/2019
General Notice Subject	10/17/2019
...	10/03/2019
...	09/26/2019
...	04/27/2018
...	04/26/2018

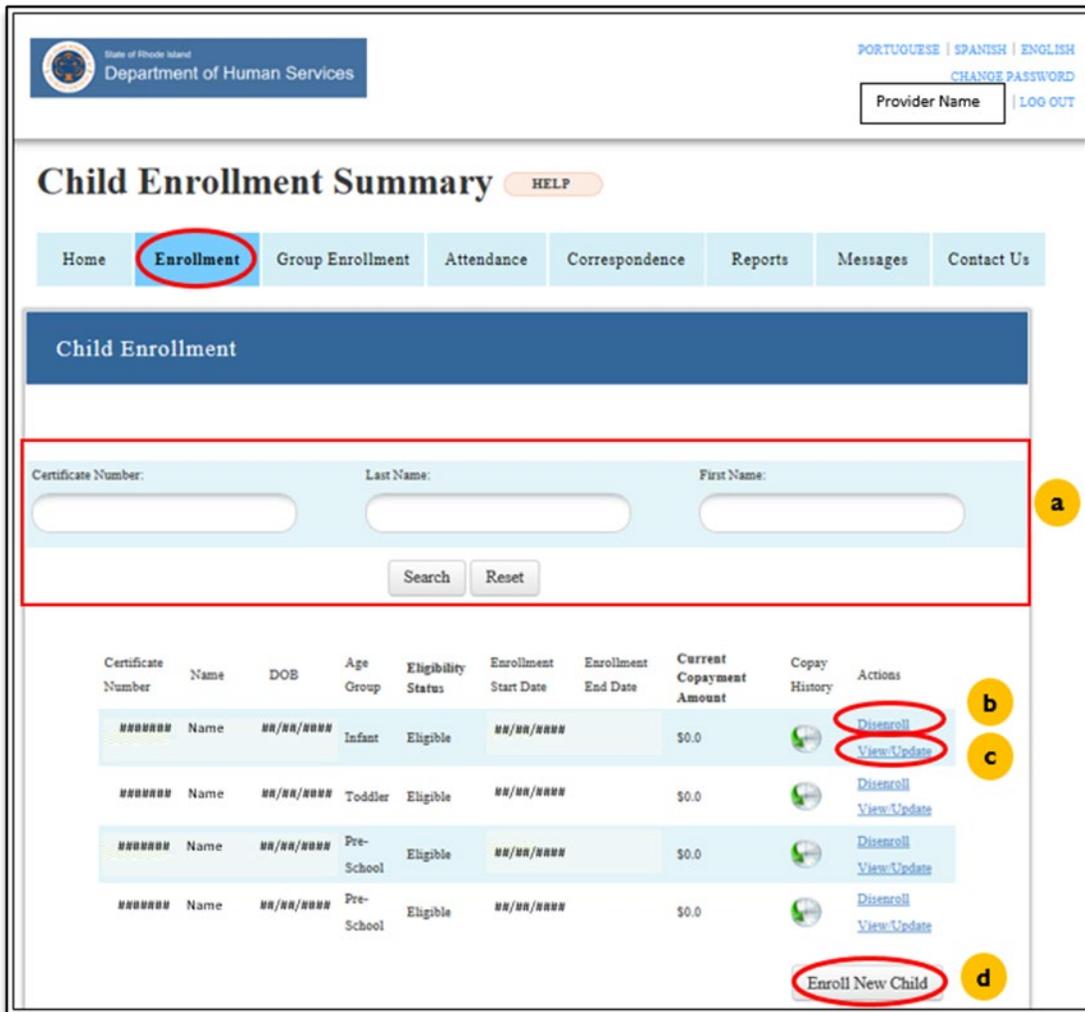
[View More](#)

Enrollment

Overview

The Enrollment screen displays a list of children already enrolled with the provider and allows the provider to:

- Search for a specific enrollment
- Disenroll existing enrollments by clicking on the **Disenroll** link
- View/update existing enrollments by clicking on **View/Update** link
- Create new enrollments by clicking on **Enroll New Child** button



State of Rhode Island
Department of Human Services

PORTUGUESE | SPANISH | ENGLISH
CHANGE PASSWORD | LOG OUT

Provider Name

Child Enrollment Summary HELP

Home **Enrollment** Group Enrollment Attendance Correspondence Reports Messages Contact Us

Child Enrollment

Certificate Number: Last Name: First Name:

Search Reset

Certificate Number	Name	DOB	Age Group	Eligibility Status	Enrollment Start Date	Enrollment End Date	Current Copayment Amount	Copay History	Actions
#####	Name	##/##/####	Infant	Eligible	##/##/####		\$0.0		Disenroll View/Update
#####	Name	##/##/####	Toddler	Eligible	##/##/####		\$0.0		Disenroll View/Update
#####	Name	##/##/####	Pre-School	Eligible	##/##/####		\$0.0		Disenroll View/Update
#####	Name	##/##/####	Pre-School	Eligible	##/##/####		\$0.0		Disenroll View/Update

[Enroll New Child](#)

Quick Reference Guide

Enrollment of a New Child

After clicking **Enroll New Child** on the Enrollment screen, the **Enroll New Child** screen will display.

1. Enter the **Certificate Number** provided.

NOTE: When a child is authorized for the Child Care Assistance Program (CCAP), a certificate number is generated automatically and provided to the family. The provider should request the CCAP page of the family's Benefit Decision Notice to obtain the certificate number, the child's authorized hours, and age category. The family may only have a family's Pending Certificate Notice, which is proof of the family's application – not a determination of eligibility. In this case, an enrollment can be processed, but if eligibility is denied, it is the responsibility of the family to pay for CCAP services rendered.

2. Select the **Child Name** from the pre-populated list of children associated with the certificate number.
Note: Once the child's name has been selected, a **Certificate Summary** will appear. If the child's name does not appear, please email DHS.ChildCare@dhs.ri.gov.

3. Enter the **Enrollment Start Date** and the other information in this section.
Note: This date must always be Sunday. If the child starts on a Monday, the start date should be the Sunday prior.

Enroll New Child HELP

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Certificate Number * 1

Child Name * 2

Child Name 1
▼

Certificate Summary

Parent Name: Parent Name	Eligibility Start Date: 01/27/2019
Eligibility Status: Eligible	Eligibility End Date: 10/05/2019
Application Date: 05/05/2014	Recertification Date: 09/30/2020
DHS Office: Providence DHS Office	Authorized Hours : Full Time
Family Share: \$ 0.0	

Enrollment Start Date * 3

Where is the child care provided? * 3

-Select-
▼

Is the child related to you? *

Yes No

Quick Reference Guide

4. Enter the **Child Care Schedule**.

NOTE: Select one or multiple days of the week and enter the starting and ending time in From and To boxes respectively in Time Slot 1. If the child is attending two shifts in one day (e.g., attending before and after school), the morning shift must be entered in Time Slot 1, and the afternoon shift must be entered in Time Slot 2.

5. Click **Update Attendance Hours** to save the attendance. The saved hours are displayed in a table at the top of the section.

NOTE: Repeat Steps 4 and 5 as needed.

6. Select **Yes** or **No** to the question “**Do you want to enroll another child on this certificate number?**”

7. Click **Submit** to enroll the child.

NOTE: If the child has an existing enrollment with another provider, the system will provide a warning asking you if you would like to proceed with the enrollment. Select OK if appropriate, then you will be prompted to provide a Disenrollment Date – this date must be the Saturday date prior to your Sunday enrollment date and cannot be a date in the past.

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View/Update Child

After selecting the **View/Update** link on the Enrollment screen, the **Enrollment Details** screen will display; you can view the enrollment details and/or update the enrollment.

Enrollment Details HELP

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Enrollment Details

<p>Certificate Number #####</p>	<p>Child Name Child's Name</p>
-------------------------------------	------------------------------------

Certificate Summary

Parent Name: Parent Name	Eligibility Start Date: 04/21/2019
Eligibility Status: Eligible	Eligibility End Date:
Application Date: 04/23/2019	Recertification Date: 03/31/2020
DHS Office: Providence DHS Office	Authorized Hours: Full Time
Current Copayment Amount: \$ 0.00	

Enrollment Start Date:
05/19/2019

Is the child related to you? NO	Where is the child care provided? Provider's Home
---	---

Child Care Schedule	Total Enrolled Hours: 35.0
----------------------------	-----------------------------------

Day	Start Time	End Time
Monday	07:30AM	02:30PM
Tuesday	07:30AM	02:30PM
Wednesday	07:30AM	02:30PM
Thursday	07:30AM	02:30PM
Friday	07:30AM	02:30PM

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Updating Enrollment

1. Enter the **Change Effective Date**.
Note: This date must be either the Sunday of the current week or a Sunday in the future.
2. Click **Next**.
Note: This will bring you to the Update Enrollment Details screen.

Change Enrollment Details

To change the enrollment details for this child (e.g., his/her childcare schedule), please do the following:

1. Select a change effective date (date for which the updated enrollment details will become effective). This date must be either the Sunday of the current week or a Sunday in the future.
2. Click Next.

Change Effective date

11/17/2019

1

BACK

NEXT

2

3. Enter the required information.

Update Enrollment Details

HELP

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Attendance
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Certificate Number
#####

Child Name
Child's Name

Certificate Summary

Parent Name: Parent Name	Eligibility Start Date: 04/21/2019
Eligibility Status: Eligible	Eligibility End Date:
Application Date: 04/23/2019	Recertification Date: 03/31/2020
DHS Office: Providence DHS Office	Authorized Hours: Full Time
Current Copayment Amount: \$ 0.00	

Enrollment Start Date
11/17/2019

Is the child related to you?

Yes No

Where is the child care provided? *

-Select-

3

Quick Reference Guide

4. Enter the **Child Care Schedule**

Note: Select one or multiple days of the week and enter the starting and ending time in From and To boxes respectively in Time Slot 1. If the child is attending two shifts in one day (e.g., attending before and after school), the morning shift must be entered in Time Slot 1, and the afternoon shift must be entered in Time Slot 2

5. Click **Update Attendance Hours** to save the attendance. The hours saved are displayed in a table at the top of the section.

Note: Repeat Steps 4 and 5 as needed.

6. Click **Submit** to update the enrollment.

Child Care Schedule

	Start Time	End Time	Hours
Sunday	09:00AM	05:00PM	8:00
Saturday	09:00AM	05:00PM	8:00
Monday	07:00AM	08:45AM	1:45
Monday	03:00PM	06:00PM	3:00
Tuesday	07:00AM	08:45AM	1:45
Tuesday	03:00PM	06:00PM	3:00
Wednesday	07:00AM	08:45AM	1:45
Wednesday	03:00PM	06:00PM	3:00
Total Enrolled Hours :			30.15Hrs

Enter Actual Hours Attended

Sunday
 Monday
 Tuesday
 Wednesday
 Thursday
 Friday
 Saturday

Time Slot 1

From:

To:

Time Slot 2

From:

To:

Update Attendance Hours

BACK

SUBMIT

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Disenroll Child

After selecting the **Disenroll** link on the Enrollment screen, the **Disenroll Child** screen will display.

1. Enter the **Disenrollment Date**.
Note: *This date must be a Saturday. Do not use a date in the past if attendance records have been generated for that week. Please direct any questions to DHS.ChildCare@dhs.ri.gov.*
2. Click **Submit**.

Disenroll Child Close ✕

 **Enrollment Change**

To change the enrollment hours without disenrolling the child, please click "Close" and select "View/Update" on the Child Enrollment Summary page.

Enrollment Date: 11/24/2019

Disenrollment Date 



Attendance

The **Attendance** screen displays a list of past attendance billing sheets, complete attendance billing sheets for the current batch (or pay period), or complete back billing attendance sheets.

Hyperlink types:

- a. **Report** – These reports have not been submitted and can be edited.
- b. **View** – These reports have been submitted and cannot be edited.

Attendance Report Summary HELP

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Attendance Report Summary

Select Year:

2019

▼
▼

Search
Reset

Batch	Fiscal Year	Week One Begin Date	Week Two Begin Date	Status	Attendance Due Date	Status change date	Actions
13	2020	11/03/2019	11/10/2019	Generated	11/22/2019	11/11/2019	Report a
12	2020	10/20/2019	10/27/2019	Paid	11/08/2019	11/18/2019	View
12	2020	10/20/2019	10/27/2019	Cancelled	11/08/2019	11/13/2019	View b
11	2020	10/06/2019	10/13/2019	Generated	10/25/2019	10/14/2019	Report
11	2020	10/06/2019	10/13/2019	Issued	10/25/2019	11/04/2019	View
10	2020	09/22/2019	09/29/2019	Cancelled	10/11/2019	10/15/2019	View
10	2020	09/22/2019	09/29/2019	Issued	10/11/2019	10/22/2019	View
9	2020	09/08/2019	09/15/2019	Issued	09/27/2019	10/07/2019	View
8	2020	08/25/2019	09/01/2019	Issued	09/13/2019	09/23/2019	View
7	2020	08/11/2019	08/18/2019	Issued	08/30/2019	09/09/2019	View

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View Attendance Report

After selecting the **View** link on the **Attendance** screen, the **Attendance Report Details** screen displays with the submitted details.

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Please Note

Once your attendance report is submitted, it can only be modified to upload or edit absence notices. For other updates to a submitted attendance report, please contact the Child Care Business Office at 462-6800..

Attendance Report

Select the correct attendance for the child/children listed below for one or both of the weeks. If the child was absent for no allowable reason and you are not requesting reimbursement (for example, the child left your program and did not come for any day care at all for one or both of the weeks), select "Did Not Attend". If the child was temporarily absent for a full week and you are requesting reimbursement, select "Temporarily Absent". Payments for absences must be requested during the batch they occur. (Maximum 2 weeks per child in any 12 month period). A completed "Authorization for CCAP Payment During a Child's Absence" form must be submitted. If you are claiming a temporary upgrade for a school-aged child because of a school vacation, holiday, or snow day, select the appropriate number of hours and select the reason for the upgrade. If you are claiming a temporary downgrade select the appropriate number of hours that you cared for the child.

Certificate Number	Name	Date of Birth	Enrollment Category	Upload Absence Notice
#####	Child Name	XXXXXXXXXX	Full Time	
Period 03/01/2026 - 03/07/2026	Present			
Period 03/08/2026 - 03/14/2026	Present			
#####	Child Name	XXXXXXXXXX	Full Time	
Period 03/01/2026 - 03/07/2026	Present			
Period 03/08/2026 - 03/14/2026	Present			
#####	Child Name	XXXXXXXXXX	Full Time	
Period 03/01/2026 - 03/07/2026	Present			
Period 03/08/2026 - 03/14/2026	Present			

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Submit Attendance Report

After selecting the **Report** link on the **Attendance** screen, the **Attendance Report Details** screen displays with the attendance details.

NOTE: Attendance is tracked weekly; therefore, if a child attends some part of the week, the provider can mark the child as present. If the child's attendance continues to be significantly more or less than the enrolled hours for more than four (4) consecutive weeks, then the provider should speak with the family to fill out a new parent-provider agreement and update the enrollment.

Attendance Report Details HELP

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Please Note

Once your attendance report is submitted, it can only be modified to upload or edit absence notices. For other updates to a submitted attendance report, please contact the Child Care Business Office at 462-6800..

Attendance Report

Select the appropriate attendance status for each child:

Present: if the child attended any portion of the week.

Absent: if the child was absent for the full week and you are requesting payment (up to 4 consecutive weeks).

Non-Attending: if the child was absent for the full week and you are not requesting payment (e.g., the child left your program or enrolled elsewhere temporarily, or your program closed for the week).

Special Circumstances Absent Notice:

- If a family has a special circumstance (e.g., extended illness/hospitalization) and requests absence beyond four consecutive weeks. Upload an Absent Notice Form signed by the parent. Requests are reviewed for approval by the Office of Child Care.
- If you are an FCC provider and your program was closed for a DHS approved vacation week/s. Upload an Absent Notice Form with parent signature for each child.

Upgrade/Downgrade: if you are claiming a temporary increase or decrease in enrolled hours select the appropriate number of hours and reason.

Upload Absence Notice

Individual Upload: A separate absence notice for each child identified as "Special Circumstances Absent Notice."

Bulk Upload: A single file containing absence notices for all children marked as "Special Circumstances Absent Notice."

1. Select the appropriate **Attendance Status** for each child.
2. Select **Reason** for **Attendance Status**, as applicable, for each child.

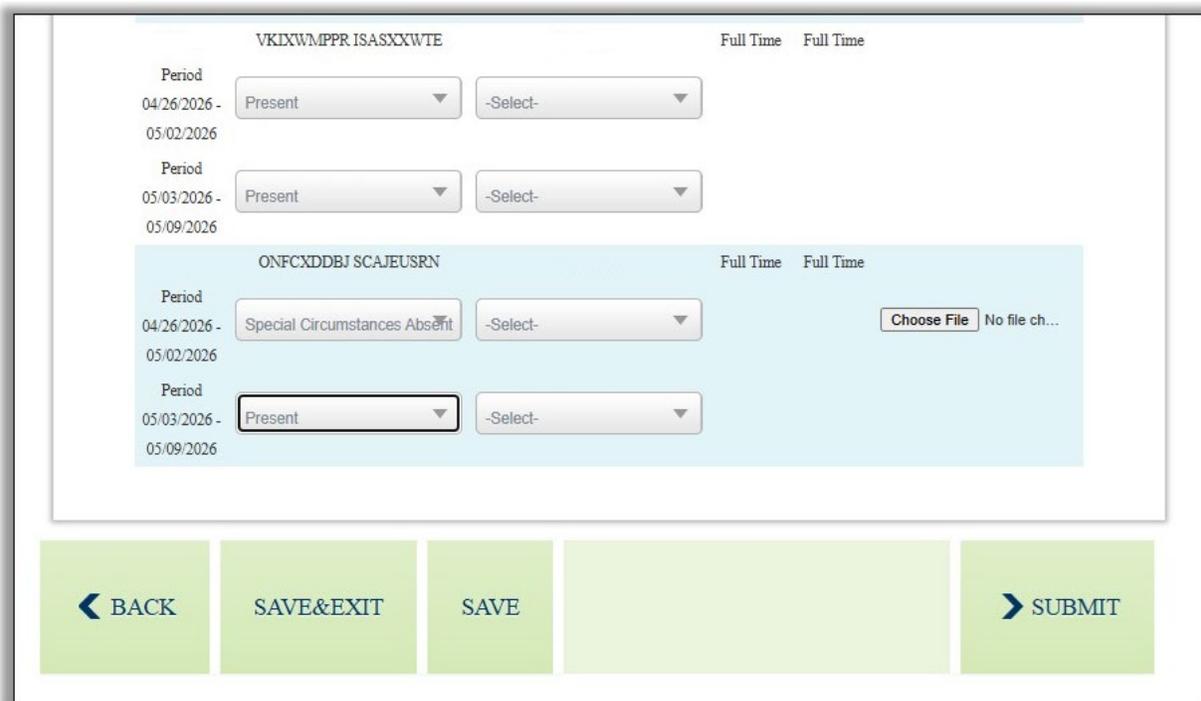
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Note: Reasons for attendance statuses are as follows:

Status	Reason
Present	Child Attended Some Part of the Week
Absent	Vacation School Closure Weather Other
Non Attending	Payment Not Requested
Special Circumstances Absent Notice	Medical/Other Family Request Family Child Care Vacation Closure
Upgrade/Downgrade	Vacation School Closure Parent Schedule Other

3. Upload **Special Circumstances Absent Notice(s)**, if applicable.
 - a. Select option to upload Special Circumstances Absent Notice(s) if you have one or more children that are absent for more than four (4) consecutive weeks.

NOTE: If you have a child that will be absent for more than four weeks because of special circumstances, mark the child as **Absent - Special Circumstance** and select the option to upload a **Special Circumstances Absent Notice**.



The screenshot shows a web interface for managing attendance. At the top, it displays the user ID 'VKIXWMPPR ISASXXWTE' and the role 'Full Time Full Time'. Below this, there are two rows of form fields for different periods. The first row is for the period 04/26/2026 - 05/02/2026, with a dropdown menu set to 'Present' and another set to '-Select-'. The second row is for the period 05/03/2026 - 05/09/2026, also with 'Present' and '-Select-' dropdowns. A third row, highlighted in light blue, is for the period 04/26/2026 - 05/02/2026, with a dropdown menu set to 'Special Circumstances Absent' and another set to '-Select-'. To the right of this row is a 'Choose File' button and the text 'No file ch...'. Below the form fields are five green buttons: 'BACK', 'SAVE&EXIT', 'SAVE', an empty button, and 'SUBMIT'.

4. Click **Submit**. The following message will appear once successfully submitted: **Attendance has been submitted successfully.**

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NOTE: If there is a previous attendance that has not been yet submitted, the system will not allow submission of the current batch's attendance until previous ones have been submitted.

 Error: Please ensure that all outstanding previous attendance records have been submitted before completing this attendance record.

Attendance Report Summary

Select Year:

2026

Batch	Fiscal Year	Week One Begin Date	Week Two Begin Date	Status	Attendance Due Date	Status change date	Actions
21	2026	02/15/2026	02/22/2026	Generated	03/06/2026	02/27/2026	Report
20	2026	02/01/2026	02/08/2026	Generated	02/20/2026	02/18/2026	Report
19	2026	01/18/2026	01/25/2026	Saved	02/06/2026	01/31/2026	Continue Saved
18	2026	01/04/2026	01/11/2026	Issued	01/23/2026	01/17/2026	View

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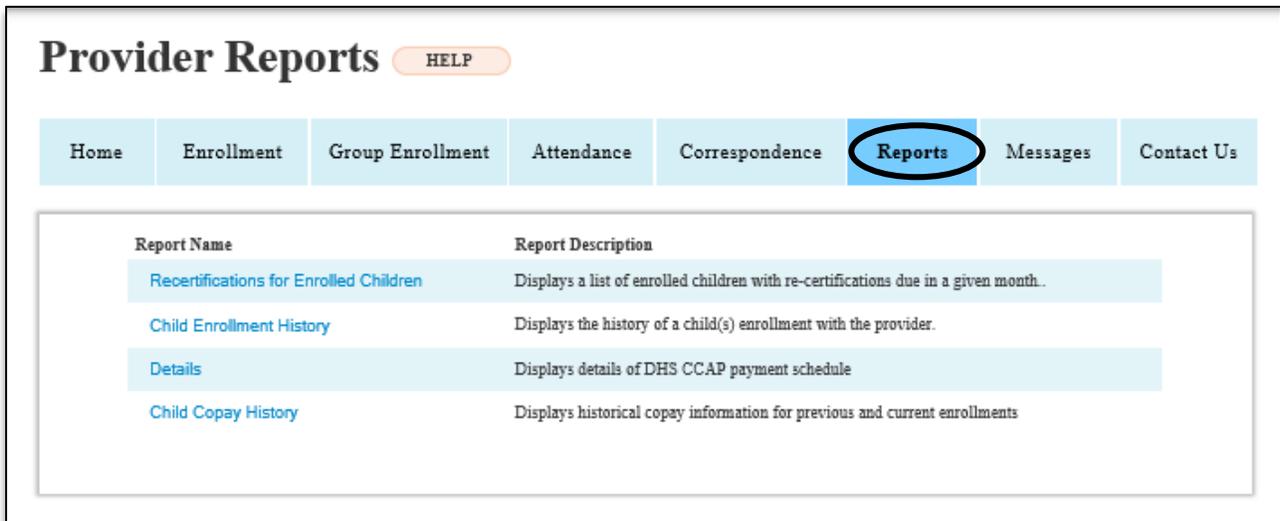
Reports

The **Reports** screen is for providers to view reports.

There are four types of reports generated by RIBridges:

- **Recertification of Enrolled Children:** Displays list of enrolled children with recertification due in the selected month.
- **Child Enrollment History:** Displays history of child's enrollment with provider.
- **Details:** Displays the details of DHS CCAP payment.
- **Child Copay History:** Displays historical copay information for previous and current enrollments.

To view, click the **Report Name** link.

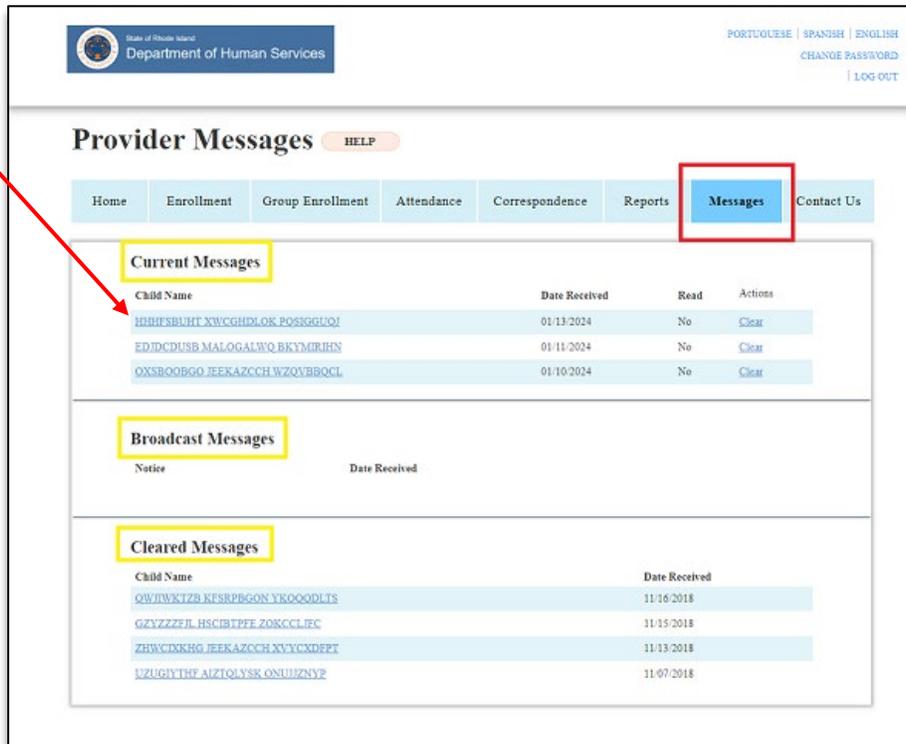


Report Name	Report Description
Recertifications for Enrolled Children	Displays a list of enrolled children with re-certifications due in a given month.
Child Enrollment History	Displays the history of a child(s) enrollment with the provider.
Details	Displays details of DHS CCAP payment schedule
Child Copay History	Displays historical copay information for previous and current enrollments

Messages

The **Messages** screen is for providers to view Current Messages (messages related to specific children), Broadcast Messages (messages sent to all providers by DHS), and cleared messages (messages deleted by the user)

To view a message, click the **name** link.



Provider Messages HELP

Home | Enrollment | Group Enrollment | Attendance | Correspondence | Reports | **Messages** | Contact Us

Current Messages

Child Name	Date Received	Read	Actions
HHHFSBUHT XWCGHDLOR POSGGUQI	01/13/2024	No	Clear
EDJDCDUB MALOGALWQ BKYMRIHN	01/11/2024	No	Clear
OXSROOBGO JEEKAZCCH WZOYBBOCL	01/10/2024	No	Clear

Broadcast Messages

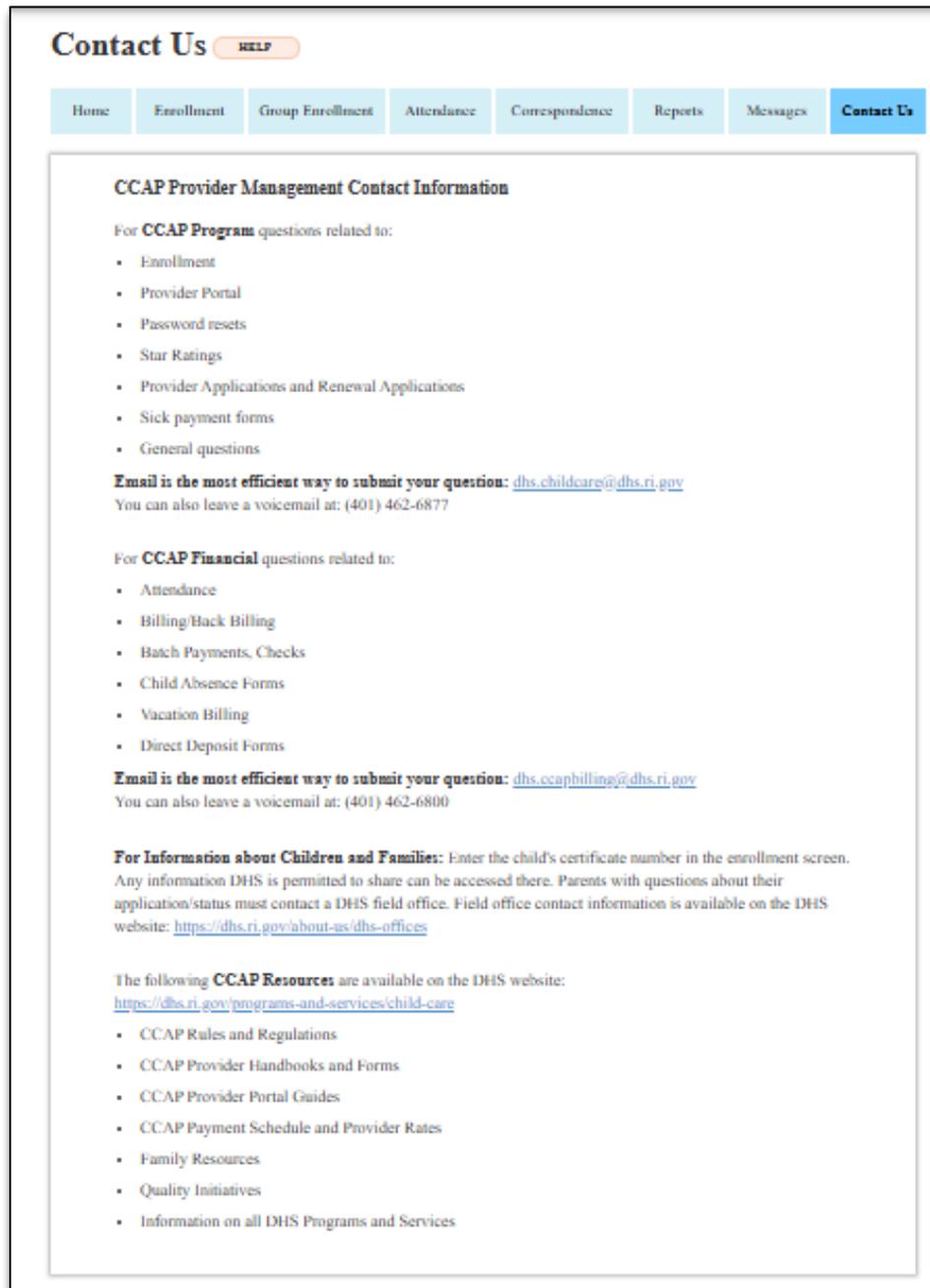
Notice	Date Received

Cleared Messages

Child Name	Date Received
QWJWKTZB KFSRFBGONYKOOODLTS	11/16/2018
GZYZZZJL HSCBTPFE ZOKCCLJEC	11/15/2018
ZHWCKKHG JEEKAZCCH XYCYXDFET	11/13/2018
UZUGYTHF AJZTQLYSR ONUJZNYF	11/07/2018

Contact Us

The **Contact Us** screen provides ways to request assistance if you have questions or are experiencing issues using the portal.



Contact Us HELP

Home Enrollment Group Enrollment Attendance Correspondence Reports Messages **Contact Us**

CCAP Provider Management Contact Information

For **CCAP Program** questions related to:

- Enrollment
- Provider Portal
- Password resets
- Star Ratings
- Provider Applications and Renewal Applications
- Sick payment forms
- General questions

Email is the most efficient way to submit your question: dhs.childcare@dhs.ri.gov
You can also leave a voicemail at: (401) 462-6877

For **CCAP Financial** questions related to:

- Attendance
- Billing/Back Billing
- Batch Payments, Checks
- Child Absence Forms
- Vacation Billing
- Direct Deposit Forms

Email is the most efficient way to submit your question: dhs.ccapbilling@dhs.ri.gov
You can also leave a voicemail at: (401) 462-6800

For Information about Children and Families: Enter the child's certificate number in the enrollment screen. Any information DHS is permitted to share can be accessed there. Parents with questions about their application/status must contact a DHS field office. Field office contact information is available on the DHS website: <https://dhs.ri.gov/about-us/dhs-offices>

The following **CCAP Resources** are available on the DHS website:
<https://dhs.ri.gov/programs-and-services/child-care>

- CCAP Rules and Regulations
- CCAP Provider Handbooks and Forms
- CCAP Provider Portal Guides
- CCAP Payment Schedule and Provider Rates
- Family Resources
- Quality Initiatives
- Information on all DHS Programs and Services