Quick Reference Guide

Child Care Assistance Program Provider Portal

Overview

The CCAP Provider Portal is for CCAP Approved Providers to process enrollments for CCAP Approved 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 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 your password?
   a. Enter your User ID
   b. Enter your Provider ID
   c. Enter your Email Address
   d. Click Submit
      i. 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 accompanied with your user id, provider id, name and phone number.
Overview

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

Overview

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

a. Search for a specific enrollment
b. Disenroll existing enrollments by Clicking on the Disenroll link
c. View/update existing enrollments by Clicking on View/Update link
d. Create new enrollments by Clicking on Enroll New Child button
Enroll 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 and the child’s authorized hours and age category or the family’s Pending Certificate Notice; a Pending Certificate is proof of the family’s application not a determination of eligibility, 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.

3. Enter the Enrollment Start Date and the other information in this section.
   *Note: This date must always be the Sunday, if the child starts on a Monday – Saturday the start date should be the Sunday prior.
4. Enter the Child Care Schedule
   
   Note: Select one or multiple day(s) of the week and enter the starting and ending time in From and To boxes respectively. Enter time in Time Slot 1 and if needed 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

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 should be the Saturday date prior to your Sunday Enrollment Date.
**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 Screen](image-url)
Below are the steps to update an 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.*

3. Enter the required information.
4. **Enter the Child Care Schedule**
   
   *Note: Select one or multiple day(s) of the week and enter the starting and ending time in From and To boxes respectively. Enter time in Time Slot 1 and if needed 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. **Click Submit** to update the enrollment.

---

**Child Care Schedule**

<table>
<thead>
<tr>
<th>Day</th>
<th>Start Time</th>
<th>End Time</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sunday</td>
<td>09:00AM</td>
<td>05:00PM</td>
<td>8:00</td>
</tr>
<tr>
<td>Saturday</td>
<td>09:00AM</td>
<td>05:00PM</td>
<td>8:00</td>
</tr>
<tr>
<td>Monday</td>
<td>07:00AM</td>
<td>08:45AM</td>
<td>1:45</td>
</tr>
<tr>
<td>Monday</td>
<td>03:00PM</td>
<td>06:30PM</td>
<td>3:00</td>
</tr>
<tr>
<td>Tuesday</td>
<td>07:00AM</td>
<td>08:45AM</td>
<td>1:45</td>
</tr>
<tr>
<td>Tuesday</td>
<td>03:00PM</td>
<td>06:00PM</td>
<td>3:00</td>
</tr>
<tr>
<td>Wednesday</td>
<td>07:00AM</td>
<td>08:45AM</td>
<td>1:45</td>
</tr>
<tr>
<td>Wednesday</td>
<td>03:00PM</td>
<td>06:00PM</td>
<td>3:00</td>
</tr>
</tbody>
</table>

**Total Enrolled Hours:** 30.5Hrs

**Enter Actual Hours Attended**

- Sunday
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday

**Time Slot 1**

- From
  - Select
  - AM
  - To
  - Select
  - AM

**Time Slot 2**

- From
  - Select
  - AM
  - To
  - Select
  - AM

**Update Attendance Hours**

**SUBMIT**

---

**BACK**
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.

2. Click Submit

![Disenroll Child Screen]

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

[Submit]
Overview

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 modified.
View Attendance Report

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

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

1. Select an option to upload Absent Notice(s), if you have one or more children that were absent for the entire week; if not, proceed to Step 2.

   Note: Attendance is tracked weekly; therefore, if a child attends at least one day of the week, the provider can mark the child as present. If the child’s attendance continues to be significantly less than the enrolled hours for more than three weeks, then the provider should downgrade the enrollment.

Policy has been updated to a maximum of five (5) days per child, per month.
2. Select Attendance Status for each child.
3. Select Reason for Attendance Status, as applicable for each child.

*Note: Reasons for Attendance Statuses are as follows:

<table>
<thead>
<tr>
<th>Attendance Status</th>
<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>Present</td>
<td>Leave dropdown on “Select”</td>
</tr>
<tr>
<td>Absent – Notice Available</td>
<td>Good Cause</td>
</tr>
<tr>
<td>Absent – Notice Not Available</td>
<td>Vacation</td>
</tr>
<tr>
<td></td>
<td>School Closure</td>
</tr>
<tr>
<td></td>
<td>Weather</td>
</tr>
<tr>
<td></td>
<td>Good Cause</td>
</tr>
<tr>
<td>Non Attending</td>
<td>Vacation</td>
</tr>
<tr>
<td>(Payments are not made for children with this status)</td>
<td></td>
</tr>
<tr>
<td>Upgrade/Downgrade options</td>
<td></td>
</tr>
<tr>
<td>Vacation</td>
<td>Good Cause</td>
</tr>
<tr>
<td>School Closure</td>
<td>Good Cause</td>
</tr>
<tr>
<td>Weather</td>
<td>Good Cause</td>
</tr>
<tr>
<td>Good Cause</td>
<td></td>
</tr>
</tbody>
</table>

4. Upload Absent Notice, as applicable.
5. Click Submit

*Note: The following message will appear once successfully submitted: Success: Attendance has been submitted successfully.
Correspondence

Overview

The Correspondence screen is for providers to view notices.

There are four types of correspondence/notices that are sent to the child care provider. These notices are sent automatically by RI Bridges. You can search for correspondence up to one year back.

The 5 notices are:
- DHS-0199 – Provider’s Letter for Disenrollment
- DHS-0194 – CCAP Payment Notice
- DHS-0195 – CCAP Provider Closure Notice
- DHS-0198 – Child Care Enrollment Provider Notice

To search for a specific notice:
1. Enter the required information
2. Click Search
3. From the search results, click the PDF icon next to the document to view details.

View Correspondence Details

Here is a summary of correspondence sent to the child care provider. You can view correspondence up to one year back. You may click on the PDF icon to view the details.

This information is current as of Nov 18, 2019 at 17:18:53 EST.

Keep in mind that you will need to have a program called Adobe Acrobat Reader to see and print this information. If you do not have this program on your computer, you may install it for free by clicking:
Reports

Overview

The Correspondence screen is for providers to view reports.

There are four types of reports are 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.

<table>
<thead>
<tr>
<th>Report Name</th>
<th>Report Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recertification for Enrolled Children</td>
<td>Displays list of enrolled children with recertifications due in a given month.</td>
</tr>
<tr>
<td>Child Enrollment History</td>
<td>Displays history of a child(s) enrollment with the provider.</td>
</tr>
<tr>
<td>Details</td>
<td>Displays details of DHS CCAP payment schedule</td>
</tr>
<tr>
<td>Child Copay History</td>
<td>Displays historical copay information for previous and current enrollments</td>
</tr>
</tbody>
</table>

Messages

Overview

The Messages screen is for providers to view Broadcast Messages.

To view, click the Child Name link.

<table>
<thead>
<tr>
<th>Current Messages</th>
<th>Date Received</th>
<th>Read</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Child Name 1</td>
<td>10/29/2019</td>
<td>No</td>
<td>Clear</td>
</tr>
<tr>
<td>Child Name 2</td>
<td>10/17/2019</td>
<td>No</td>
<td>Clear</td>
</tr>
</tbody>
</table>
Contact Us

Overview

The Contact Us screen are ways to request assistance if you have questions or are experiencing issues using the Provider Portal.

Please note that we are continuously working on ways to improve your user-experience; this page is still in progress, so we ask that you refer to the below information when trying to reach us for assistance:

<table>
<thead>
<tr>
<th>Content</th>
<th>Email*</th>
<th>Telephone</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Provider Management</td>
<td><a href="mailto:DHS.ChildCare@dhs.ri.gov">DHS.ChildCare@dhs.ri.gov</a></td>
<td>(401) 462-6877</td>
</tr>
<tr>
<td>• Attendance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Eligibility/Co-pay</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Enrollment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Financial Matters</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• General Questions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• New Provider Orientation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Provider Application</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Provider Portal Access</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Password Resets</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Licensing</td>
<td><a href="mailto:DHS.ChildCareLicensing@dhs.ri.gov">DHS.ChildCareLicensing@dhs.ri.gov</a></td>
<td>(401) 462-3009</td>
</tr>
</tbody>
</table>

* Please note the preferred method of contact is email.

We respectfully request that you allow us two business days to respond prior to following up.