



Tennessee  
Department of  
Human Services

## Modernization Project

# Release 1 Statewide Provider Townhall Summary

*Presented on February 22<sup>nd</sup>, 2022*

If you would like to revisit any topics covered during the session or need to review the material for the first time, please access the Town Hall materials on our new [Child Care Modernization Provider Resources Website](#) under “Provider Town Hall Replays.” You may also listen to each topic as they were presented by using the timestamp links included below.

## What to Know About the Child Care Modernization Project

Topic	Key Takeaways	Watch here!
<b>Why does Child Care Modernization Matter to Me?</b>	<ul style="list-style-type: none"> <li>The Child Care modernization project reduces paperwork and provides new online tools to help you provide care that is safe, healthy, and educationally rich.</li> </ul>	<a href="#">Transforming Your Customer Experience</a>
<b>What is the Child Care Modernization Project?</b>	<ul style="list-style-type: none"> <li>We are launching a new online portal for Providers to manage participation in the Certificate program, including submitting EAVs.</li> <li>We are also launching two new mobile applications for Providers and Customers to check-in and out children and store attendance data automatically.</li> </ul>	<a href="#">Modernization Project Overview</a>

## How to Prepare for the Child Care Modernization

Topic	Key Takeaways	Watch here!
<b>How do I manage attendance in the Provider Portal?</b>	<ul style="list-style-type: none"> <li>Attendance entries will automatically sync to the Provider Portal if using the Mobile Apps to check children in and out from care.</li> <li>Providers using other attendance management systems can import attendance records into the Provider Portal.</li> </ul>	<a href="#">Entering Attendance in the Provider Portal Demonstration</a>



## Provider Town Hall Summary

- Providers using other attendance management systems are encouraged to watch the [Introduction to Time and Attendance How-To Video](#) and access the [Uploading and Updating Attendance Quick Reference Guide](#) on the [Modernization Resources Page](#).

### How do I manage EAVs in the Provider Portal?

- Beginning in March, EAVs will run weekly from Sunday to Saturday. They will appear in your Provider Portal each Saturday and are due on Monday at 6:00 CT.
- The time and attendance data that is captured through the Mobile Apps or imported through Excel will automatically populate your EAVs each week. You must add/update absence information manually within your EAV.
- Backdated EAVs, as well as EAVs returned for revision, will be available for you to complete within the EAV section of the Provider Portal. Comments will be provided regarding EAVs returned for revision to assist you.

[Submitting EAVs in the Provider Portal Demonstration](#)

### How do I manage payments in the Provider Portal?

- You can review Past Pay Cycle Data, Remittance Notices, and Annual Provider Payment Reports in the Provider Portal.
- All of your payment information in the Provider Portal is available to download and print.

[Payment History in the Provider Portal Demonstration](#)

### What should I do when the new systems go live on February 28<sup>th</sup>?

- When our systems go live on February 28<sup>th</sup>, Providers should create their Provider Portal accounts, familiarize themselves with the Provider Portal, look into using the Provider/Customer Mobile Apps, and prepare to submit EAVs in the Provider Portal in March.
- We will be hosting registration drives to help Providers set up their accounts from 5-7 PM Central Time on March 1<sup>st</sup>, 3<sup>rd</sup>, 8<sup>th</sup>, and 10<sup>th</sup>.

[Time to Get Ready!](#)

### When will EAVs be due in the new Provider Portal?

- Through the end of February, Providers should continue to submit EAVs using **EAVPay**. Beginning in March, EAVs must be submitted weekly in the Provider Portal.
- To give Providers time to create their accounts, the first two EAVs of March are not due until Monday, March 14<sup>th</sup> by 6:00 CT. However, the first EAV of March can be submitted early on March 7<sup>th</sup>.

[EAV Submission Timeline](#)

### How can I prepare for February 28<sup>th</sup>?

- Check out the Modernization Resources Page.
- Confirm with your licensing consultant that your Primary Contact's email is correct.
- Look into adopting the new Provider/Customer Mobile Apps.

[What to do Between Now and February 28<sup>th</sup>?](#)

## We are here for you!

Beginning on February 28<sup>th</sup>, contact the TDHS Child & Adult Care Modernization Project's **Site Support Team** through the link listed here with any questions. Our team is available between 8:00 AM and 5:00 PM Central Time.

### SST Contact Information

<b>Zoom Link</b>	<a href="https://deloitte.zoom.us/j/92094735246?pwd=RDNVVnNjQUVnSHpOR2ZMV3pZQ2lxUT09">https://deloitte.zoom.us/j/92094735246?pwd=RDNVVnNjQUVnSHpOR2ZMV3pZQ2lxUT09</a>
<b>Dial-In #:</b>	+1 646 518 9805 or +1 720 928 9299
<b>Meeting ID:</b>	920 9473 5246
<b>Password:</b>	863180

