

# Tennessee Department of Human Services

## Modernization Project



### Release 1 Pilot Provider Town Hall Summary

*Presented on January 6, 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

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> <li>As a pilot Provider, you have the first opportunity to learn and benefit from these tools during our <b>Pilot Program launching on January 17</b></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>
<b>What is my role as a Pilot Provider and how can I prepare?</b>	<ul style="list-style-type: none"> <li>The Pilot Program allows TDHS staff and Providers time to become accustomed to the new system with support</li> <li>As a Pilot Provider, please dive in to try the new systems and reach out to us for support</li> </ul>	<a href="#">Pilot Program</a>



## How to Prepare for the Child Care Modernization

Topic	Key Takeaways	Watch here!
How do I get started in the Provider Portal?	<ul style="list-style-type: none"> <li>Beginning on <b>January 17</b>, create your Primary Provider account and log-in for the first time</li> <li>Then, you can validate that the information uploaded for certificate children in your care is correct and, if desired, enter enrollment information for Private Pay Children</li> <li>Explore key features like adding authorized parents/guardians and submitting EAVs</li> </ul>	<a href="#">Provider Portal Introduction</a>  <a href="#">Demonstration</a>
How can I use the accompanying Mobile Check in/ Out Apps?	<ul style="list-style-type: none"> <li>To use the Mobile Check In/Out features for customers, identify the device you will use. The apps are compatible with Apple or Android Smart Devices</li> <li>Prepare staff and customers to use the new Check In/Out mobile apps</li> <li>Use Quick Reference Guides, How-to Videos and other resources provided by TDHS on <a href="#">this website</a> to learn more</li> </ul>	<a href="#">Mobile Apps Introduction</a>  <a href="#">Demonstration</a>
How will this change EAV submissions?	<ul style="list-style-type: none"> <li>The last EAV submission using EAVPay must include the attendance information through January 28, 2022</li> <li>Starting on February 4, 2022, submit EAVs <b>weekly</b> through the new Provider Portal. To use the automatic attendance capture feature the Mobile Apps provide, being using the Mobile Apps to collect attendance data on January 31</li> </ul>	<a href="#">EAV Submissions</a>
What's next in the Pilot release and how can I get support?	<ul style="list-style-type: none"> <li>The <a href="#">Modernization Project Resources website</a> is live – check it out!</li> <li><b>January 17 – February 11, 2022</b>, reach out to our support team Monday – Friday, 8:00 am – 5:00 pm if you have questions or need assistance</li> </ul>	<a href="#">What's Next</a>

### We are here for you!

Contact the TDHS Child & Adult Care Modernization Project's **Support Team** through the link below with any questions.



#### SST Contact Information

Web Access:	<a href="#">Join Meeting</a>
Dial-In #:	+1 646 518 9805 or +1 720 928 9299
Meeting ID:	920 9473 5246
Password:	863180