



Tennessee  
Department of  
Human Services

## Modernization Project

# Release 1 Statewide Provider Townhall Summary

*Presented on February 15<sup>th</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>
<b>Schedule of Releases</b>	<ul style="list-style-type: none"> <li>We are launching our new system in two releases. Our first release will occur on February 28<sup>th</sup>. This release will allow Providers to access the new Provider Portal to manage their participation in the Certificate Program, as well as gain access to the new Provider and Customer Mobile Apps.</li> <li>In our 2<sup>nd</sup> release, scheduled to go live statewide in late May, Providers will be able to use the Provider Portal to manage their license, compliance requirements, and other activities.</li> </ul>	<a href="#">Schedule of Releases</a>



# Provider Town Hall Summary

**What is my role during this transition?**

- We ask Providers to take time to understand our new systems, seek answers to questions they have, and mentor their colleagues on the systems if they can.
- Learning these new systems will take time and there are a plethora of resources and tools available to Providers to help facilitate the transition.

[Your Role During this Transition](#)

## How to Prepare for the Child Care Modernization

Topic	Key Takeaways	Watch here!
<b>How do I register for a Provider Portal account?</b>	<ul style="list-style-type: none"> <li>• Beginning on <b>February 28<sup>th</sup></b>, Primary Contacts for each Provider should make their Provider Portal accounts using the email on file with TDHS and enter their FEIN and FEIN extension numbers to gain access to manage their Provider Site.</li> <li>• Once the Primary contact creates their Provider Portal account, other individuals in their organization can make an account and request site access to a Provider Site.</li> </ul>	<a href="#">Primary Contact Provider Portal Account Set-Up Overview and Demonstration</a>
<b>What should I do when the new systems go live on February 28<sup>th</sup>?</b>	<ul style="list-style-type: none"> <li>• Once our systems go live on February 28<sup>th</sup>, Providers should:               <ul style="list-style-type: none"> <li>○ Have their Primary Contacts register for an account</li> <li>○ Have their Staff register for accounts and request site access</li> <li>○ Familiarize themselves with the Provider Portal</li> <li>○ Look into using the new Provider/Customer Mobile Apps</li> <li>○ Prepare to Submit EAVs in the Provider Portal in March</li> </ul> </li> <li>• 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>.</li> </ul>	<a href="#">Time to Get Ready!</a>
<b>When will EAVs be due in the new Provider Portal?</b>	<ul style="list-style-type: none"> <li>• Through the end of February, Providers should continue to submit EAVs using <b>EAVPay</b>. Beginning in March, EAVs must be submitted weekly in the Provider Portal.</li> <li>• 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 Central Time. However, the first EAV of March can be submitted early on March 7<sup>th</sup> if Providers are set up in the new Provider Portal.</li> </ul>	<a href="#">EAV Submission Timeline</a>
<b>How can I prepare for February 28<sup>th</sup>?</b>	<ul style="list-style-type: none"> <li>• Check out the TDHS Website's Modernization Resources Page</li> <li>• Confirm with your licensing consultant that your Primary Contact's email is correct</li> <li>• Look into adopting the new Provider/Customer Mobile Apps</li> </ul>	<a href="#">What to do Between Now and February 28<sup>th</sup>?</a>

### 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

