

Child Care Assistance Program Provider Portal

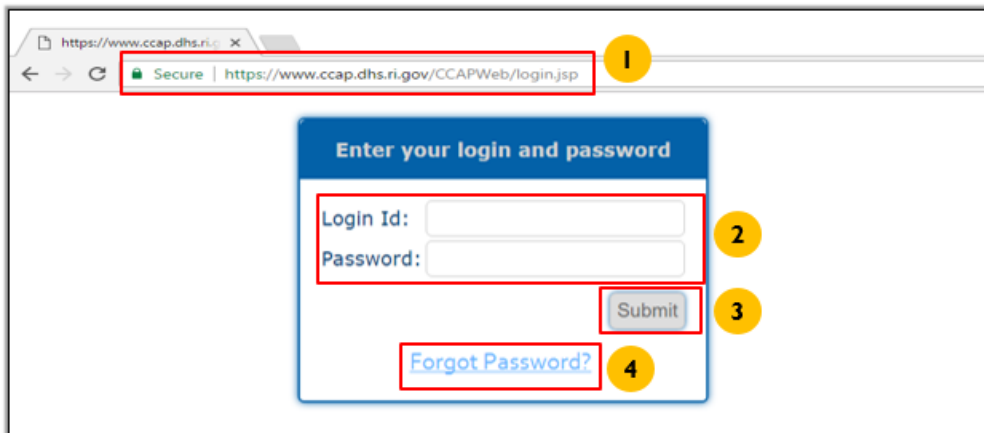
Overview

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.

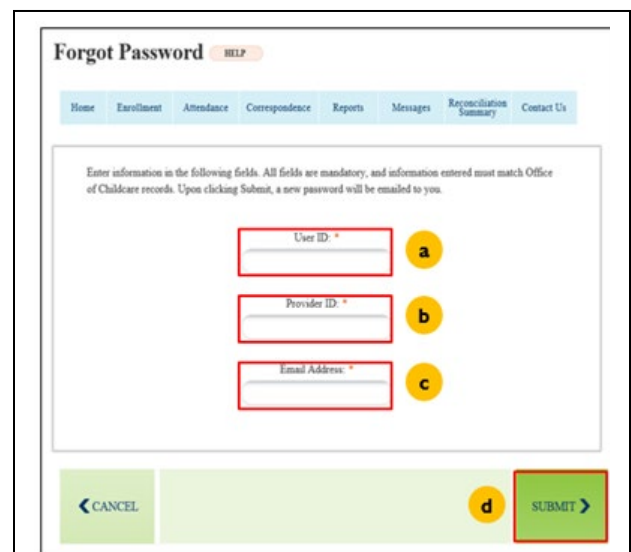
Logging In

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.

The screenshot shows the 'Provider Home Page' with a navigation bar containing 'Home', 'Enrollment', 'Group Enrollment', 'Attendance', 'Correspondence', 'Reports', 'Messages', and 'Contact Us'. The 'Home' tab is highlighted with a red circle. Below the navigation bar, there are two main sections: 'Provider Information' and 'Contact Information'. The 'Provider Information' section includes fields for 'Provider Name', 'Provider Address', and 'Provider City, State Zip'. The 'Contact Information' section includes fields for 'Provider Phone Number' and 'Provider Email Address'. To the right of these sections, there is a list of provider details: '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%', and 'PAC Amount:2.31'. Below these sections, there are two message sections: 'Broadcast Messages' and 'Message Center'. The 'Broadcast Messages' section has a table with columns 'Broadcast' and 'Date Received', and a 'View More' link. The 'Message Center' section has a table with columns 'Name' and 'Date Received', and a 'View More' link. The 'Name' column contains 'Child's Name', 'General Notice Subject', and three instances of 'A '''. The 'Date Received' column contains dates: '10/29/2019', '10/17/2019', '10/03/2019', '09/26/2019', '04/27/2018', and '04/26/2018'.

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

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

[View More](#)

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

State of Rhode Island
Department of Human Services

PORTUGUESE | SPANISH | ENGLISH
CHANGE PASSWORD
Provider Name | LOG OUT

Child Enrollment Summary HELP

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

Child Enrollment

Certificate Number: Last Name: First Name:

Certificate Number	Name	DOB	Age Group	Eligibility Status	Enrollment Start Date	Enrollment End Date	Current Copayment Amount	Copy 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

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.

The screenshot shows the 'Enroll New Child' web form. At the top left is the title 'Enroll New Child' with a 'HELP' button. Below the title is a navigation menu with buttons for 'Home', 'Enrollment', 'Group Enrollment', 'Attendance', 'Correspondence', 'Reports', 'Messages', and 'Contact Us'. The main form area contains several fields and sections:

- Certificate Number ***: A text input field containing '#####', highlighted with a red box and a yellow circle with the number '1'.
- Child Name ***: A dropdown menu showing 'Child Name 1', highlighted with a red box and a yellow circle with the number '2'.
- Certificate Summary**: A grey box containing the following information:
 - Parent Name: Parent Name
 - Eligibility Status: Eligible
 - Application Date: 05/05/2014
 - DHS Office: Providence DHS Office
 - Family Share: \$ 0.0
 - Eligibility Start Date: 01/27/2019
 - Eligibility End Date: 10/05/2019
 - Recertification Date: 09/30/2020
 - Authorized Hours : Full Time
- Enrollment Start Date ***: A text input field, highlighted with a red box and a yellow circle with the number '3'.
- Is the child related to you? ***: Radio buttons for 'Yes' and 'No'.
- Where is the child care provided? ***: A dropdown menu with '-Select-' selected, highlighted with a red box and a yellow circle with the number '3'.

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.

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:

Do you want to enroll another child on this certificate number??

Yes
 No

CANCEL
SUBMIT

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

[Home](#) [Enrollment](#) [Group Enrollment](#) [Attendance](#) [Correspondence](#) [Reports](#) [Messages](#) [Contact Us](#)

Enrollment Details

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: \$ 0.0 	

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																		
<table><thead><tr><th>Day</th><th>Start Time</th><th>End Time</th></tr></thead><tbody><tr><td>Monday</td><td>07:30AM</td><td>02:30PM</td></tr><tr><td>Tuesday</td><td>07:30AM</td><td>02:30PM</td></tr><tr><td>Wednesday</td><td>07:30AM</td><td>02:30PM</td></tr><tr><td>Thursday</td><td>07:30AM</td><td>02:30PM</td></tr><tr><td>Friday</td><td>07:30AM</td><td>02:30PM</td></tr></tbody></table>	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	
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																	

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.

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 be the Sunday of the current week or a Sunday in the future.
2. Click Next.

Change Effective date
11/17/2019

BACK NEXT

3. Enter the required information.

Update Enrollment Details HELP

Home Enrollment Group Enrollment Attendance Correspondence Reports Messages Contact Us

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: \$ 0.0

Enrollment Start Date: 11/17/2019

Is the child related to you? Yes No

Where is the child care provided? *
-Select-

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

	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

BACK
SUBMIT

4

5


6

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 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 



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.

Attendance Report Summary HELP

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

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

View Attendance Report

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

Attendance Report Details HELP

Home Enrollment Group Enrollment Attendance Correspondence Reports Messages Contact Us

 **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.

Policy has been updated to a maximum of five (5) days per child, per month.

Certificate Number	Name	Date of Birth	Enrollment Category	Upload Absence Notice
##### Period 10/20/2019 - 10/26/2019	Child Name 1 Present	##/##/####	Full Time	
Period 10/27/2019 - 11/02/2019	Present			
##### Period 10/20/2019 - 10/26/2019	Child Name 2 Present	##/##/####	Full Time	
Period 10/27/2019 - 11/02/2019	Present			
##### Period 10/20/2019 - 10/26/2019	Child Name 3 Present	##/##/####	Full Time	
Period 10/27/2019 - 11/02/2019	Present			

[← BACK](#)

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.

Attendance Report Details [HELP](#)

[Home](#) [Enrollment](#) [Group Enrollment](#) [Attendance](#) [Correspondence](#) [Reports](#) [Messages](#) [Contact Us](#)

! 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.

Upload Absence Notice

Individual Upload (One absence notice file to be uploaded for each child marked 'Absent - Notice Available')

Bulk Upload (One file containing all absence notices uploaded for all children marked 'Absent - Notice Available')

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:

Attendance Status	Reason
<ul style="list-style-type: none"> • Present 	<ul style="list-style-type: none"> • Leave dropdown on "Select"
<ul style="list-style-type: none"> • Absent – Notice Available • Absent – Notice Not Available (Payments will not be processed for these children until the notice is uploaded.) 	<ul style="list-style-type: none"> • Good Cause
<ul style="list-style-type: none"> • Non Attending (Payments are not made for children with this status) • Upgrade/Downgrade options 	<ul style="list-style-type: none"> • Vacation • School Closure • Weather • Good Cause

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

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

Certificate Number	Name	Date of Birth	Enrollment Category	Upload Absence Notice
#####	Child Name 1	##/##/####	Full Time	
Period				
11/03/2019	Present	-Select-		
-				
11/09/2019				
Period				
11/10/2019	Absent - Notice Available	Good Cause		Upload Absence Notice: Browse...
-				
11/16/2019				
#####	Child Name 2	##/##/####	Full Time	
Period				
11/03/2019	Present	-Select-		
-				
11/09/2019				
Period				
11/10/2019	Present	-Select-		
-				
11/16/2019				

← BACK
SAVE&EXIT
SAVE
→ SUBMIT

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 RIBridges. 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 [HELP](#)


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

Available Correspondence


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: !

-Document- ▼ ▼ Nov ▼ ▼ 2019 ▼ ▼ Search

Creation Date	Document Name	Certificate Number	Parent Name	Details
11/07/2019	DHS-0194-CCAP Payment Notice			

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.

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

Overview

The **Messages** screen is for providers to view Broadcast Messages.

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

Child Name	Date Received	Read	Actions
Child Name 1	10/29/2019	No	Clear
Child Name 2	10/17/2019	No	Clear

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:

Content	Email*	Telephone
<ul style="list-style-type: none">• Provider Management<ul style="list-style-type: none">• Attendance• Eligibility/Co-pay• Enrollment• Financial Matters• General Questions• New Provider Orientation• Provider Application• Provider Portal Access<ul style="list-style-type: none">• Password Resets	DHS.ChildCare@dhs.ri.gov	(401) 462-6877
<ul style="list-style-type: none">• Licensing	DHS.ChildCareLicensing@dhs.ri.gov	(401) 462-3009

* 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.