INTRODUCTION

This guide was created for childcare providers to explain and demonstrate the common tasks you can perform on the Early Childhood Services Best Beginnings Child Care Provider Portal.

Tasks that can be performed in the Provider Portal are as follows:

1. Change your Provider Portal Password
2. Change your Provider Portal Email
3. Provider Rights and Responsibilities
   - Sign the Rights and Responsibilities if you are taking Best Beginnings Child Care Scholarship Children
   - View the Rights and Responsibilities document once it has been signed
4. Online Invoicing
   - Decide to participate in online invoicing
   - Decide to no longer participate in online invoicing
5. Search for, View and Submit invoices online *(Must be participating in online Invoicing)*
6. Search for and View Statement of Payment (SOP) online *(Must be participating in online Invoicing)*
7. Sign up to receive email alerts when: *(Must be participating in online Invoicing)*
   - The submittal period for an invoice will expire in 15 days.
   - A child's authorization for coverage will expire in 15 days.
   - A child's authorization for coverage will expire in 3 business days.
8. Assign staff the ability to:
   - View Invoices and the status of invoices
   - Enter attendance details on Invoices *(ONLY DIRECTORS can submit invoices)*
   - View Statements of Payment *(SOPs)*

NAVIGATION TIPS

1. Do NOT use the Web Browser to Navigate
   - This includes the Forward and Back Buttons
2. Use the Menu selections in the Portal to Navigate
   - Provider
   - Search
   - Account Maintenance
   - Home
   - Help
   - Logout
SIGNING ON

Follow the steps below to get a sign on to the provider portal

1. Open your web browser (i.e. Internet Explorer).

2. Access the Best Beginnings Provider Portal:
   - The URL is located at http://dphhs.mt.gov/CCUBS

3. Type your PS number in the Username field.
4. Type your password in the Password field.

**Note:** Check the “Unmask this password” checkbox to cause the characters to display on the webpage after you typed them, as shown below, to verify they are correct.)

5. Press Enter (or click the Login button) on the Sign In page.

If incorrect login information is entered, this message will display.
REQUESTING A NEW PASSWORD

How will you get your new password?

- **By Email:** If you have a Provider Portal email address on file with the Child Care Resource and Referral (CCR&R) a new password will be emailed to you. You should receive your new password within 30 minutes. Check your JUNK or SPAM box.

- **By Postal Mail:** If you do not have a Provider Portal Email address on file with the Child Care Resource and Referral (CCR&R) a new password will be mailed to you through the postal service. This may take a couple of days.

- **UNSURE?** If you are unsure if you have a Provider Portal Email on file please call your CCR&R and ask if you have a Provider Portal Email address on file.

  If you do not you can ask them to add a Provider Portal email address.

  You can also verify what Provider Portal email address they have and update it if needed.

Follow these steps to get a new password.

1. Open your web browser (i.e. Internet Explorer).

2. Access the Best Beginnings Provider Portal:
   - The URL is located at [http://www.dphhs.mt.gov/CCUBS](http://www.dphhs.mt.gov/CCUBS)

   ![Best Beginnings Childcare Provider Portal](image)
3. Click on the **Forgot Password?** link on the Sign In page.

4. Enter your Username (PS#) and your PV# (Provider Number)

5. Click the Request New Password button.

6. Confirmation of New Password
   - You will receive confirmation of your password being reset, and if it will be sent via email or postal mail (see above for how you will receive your password)

7. Look for an email if being sent that way
   - Make sure to check your JUNK or SPAM folders
CHANGING YOUR PASSWORD

Click the Change Password/Email button, available at the top of pages such as the Provider List.

This window is displayed:

1. Click in the Current Password field and type your current password
2. Tab to (or click in) the New Password field and type your new password. Remember, passwords cannot include spaces.
3. Tab to (or click in) the Confirm New Password field and type your new password again.
4. Click the Submit button.
   You will see a message at the top of the page that shows “Your changes have been saved.”
ENTERING/UPDATING E-MAIL ADDRESSES

On the Menu at the top of the page, select “Account Maintenance” then select “Change Password”

This window is displayed:
If the system has an email address for you, it will display in the “Email Address” field. If there is no email address on file the “Email Address” field will be blank

1. In the Update Email Address section, click in the Email Address box and type your email address.

2. Tab to (or click in) the Confirm Email Address box and type your email address again.

3. Press Enter (or click the Submit button).
You will see a message at the top of the page that shows “Your changes have been saved.”
VIEWING/UPDATING ONLINE INVOICING PARTICIPATION - DIRECTORS ONLY

Start with Step 1 If... You are the Director of **Multiple** Facilities

**One Director - Multiple Facilities**

Start with Step 2 If... You are the Director of **One** facility

**One Director – One Facility**
1. **START HERE** If... You are the Director of *Multiple* Facilities.
   - Click on the Provider/Facility Name in the Provider/Facility Name List.
   - You will be taken to the Provider Dashboard seen in Step 2.

   ![Provider Dashboard](image1)

2. **START HERE** If... You are the Director of *One* facility

   From the Provider Dashboard there are 2 ways to access the Online Invoicing Participation page:
   - Option 1: on the Best Beginnings Childcare Provider Portal Menu... *(Green Square & Circle)*
     - Select Provider
     - Select Online Invoices Participation
   - Option 2: in the “Online Invoicing Participation” Section *(Red Square & Circle)*
     - Select “Select or Update Your Participation”

   ![Provider Dashboard](image2)

   **Note:** Online Invoicing Status for the Facility will be displayed in the Online Invoicing Participation Section. It can be seen above *(yellow highlight)* that this facility is *“Not Using Online Invoicing”*
3a. Opting IN:

- In the “Online Invoicing Participation” section Mark the checkbox that is prior to the statement “Yes, this provider would like to participate in Online Invoicing” (Red Square)
- Click the “Begin Online Invoicing” button (Red Circle)

A confirmation message at the top of the page will be received. (Red Circle)
“Save was successful: You have now been enrolled in Online Invoicing”

- Navigate back to the Provider Dashboard (see Step 4)
- Online Invoicing Participation section will now say “Participating”
3b. Opting OUT:

- In the “Online Invoicing Participation” section Mark the checkbox that is prior to the statement “Yes, this provider no longer wishes to participate in Online Invoicing” (Red Square)
- Click the “End Online Invoicing” button (Red Circle)

A confirmation message at the top of the page will be received. (Red Circle) “Save was successful: You have now been disenrolled from Online Invoicing”

- Navigate back to the Provider Dashboard (see Step 4)
- Online Invoicing Participation section will now say “Not Using Online Invoicing”
4. **Navigate Back to the Provider Dashboard**

From the Online Invoice Participation Screen there are 2 ways to Navigate back to the Provider Dashboard

- **Option 1:** on the Best Beginnings Childcare Provider Portal Menu…. *(Green Square & Circle)*
  - Select Provider
  - Select Provider Dashboard

- **Option 2:** on the Best Beginnings Childcare Provider Portal Menu…. *(Red Square)*
  - Select “Home”
VIEWING/UPDATING E-MAIL NOTIFICATIONS - DIRECTORS ONLY

Start with Step 1 If... You are the Director of **Multiple** Facilities

**One Director - Multiple Facilities**

![Image of Best Beginnings Childcare Provider Portal]

Welcome

Providers

<table>
<thead>
<tr>
<th>Provider/Facility Name</th>
<th>Provider ID</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>BVIC Head Start - Main</td>
<td>PV0000000</td>
<td>No Action Required</td>
</tr>
<tr>
<td>BVIC Head Start - Santa Fe</td>
<td>PV0000000</td>
<td>No Action Required</td>
</tr>
<tr>
<td>BVIC Head Start - Ojai</td>
<td>PV0000000</td>
<td>No Action Required</td>
</tr>
<tr>
<td>BVIC Head Start - Thousand Oaks</td>
<td>PV0000000</td>
<td>No Action Required</td>
</tr>
<tr>
<td>BVIC Head Start - Simi Valley</td>
<td>PV0000000</td>
<td>No Action Required</td>
</tr>
<tr>
<td>BVIC Housing Authority - Main</td>
<td>PV0000000</td>
<td>No Action Required</td>
</tr>
<tr>
<td>BVIC Daycare Site</td>
<td>PV0000000</td>
<td>No Action Required</td>
</tr>
<tr>
<td>BVIC Head Start - Thousand Oaks</td>
<td>PV0000000</td>
<td>No Action Required</td>
</tr>
</tbody>
</table>

Showing 1 to 8 of 8 entries

Start with Step 2 If... You are the Director of **One** facility

**One Director – One Facility**

![Image of Best Beginnings Childcare Provider Portal]

Provider Dashboard

Provider Name: Best Beginnings Childcare

Provider Rights & Responsibilities Agreement

Provider Rights & Responsibilities Agreement Status: Completed on 02/27/2020

View Provider Rights & Responsibilities agreement

Online Invoicing Participation

Online Invoicing Status: Participating

Staff Portal Access

Update Access
1. **START HERE** If... You are the Director of **Multiple** Facilities.
   - Click on the Provider/Facility Name in the Provider/Facility Name List.
   - You will be taken to the Provider Dashboard seen in Step 2.

2. **START HERE** If... You are the Director of **One** facility
   From the Provider Dashboard there is 1 way to access the Email Notification page
   - On the Best Beginnings Childcare Provider Portal Menu.... **(Green Square & Circle)**
     - Select Provider
     - Select Email Notifications
3. In the Select Notifications section
   - Mark any checkboxes before the desired notification description
   - Click the Submit Selections button

4. A confirmation message at the top of the page will be received. **(Red Circle)**
   “Save was successful: Your Email Notification Selections have been successfully updated”

5. **Navigate Back to the Provider Dashboard**
   From the Online Invoice Participation Screen there are 2 ways to Navigate back to the Provider Dashboard
   - Option 1: on the Best Beginnings Childcare Provider Portal Menu…. **(Green Square & Circle)**
     - Select Provider
     - Select Provider Dashboard
   - Option 2: on the Best Beginnings Childcare Provider Portal Menu…. **(Red Square)**
     - Select “Home”
**VIEWING/UPDATING STAFF ACCESS - DIRECTORS ONLY**

**Start** with Step 1 If... You are the Director of **Multiple** Facilities

**One Director - Multiple Facilities**

![Image of Multiple Facility Providers]

Start with Step 2 If... You are the Director of **One** facility

**One Director – One Facility**

![Image of One Facility Provider Dashboard]
1. **START HERE** If... You are the Director of **Multiple** Facilities.
   - Click on the Provider/Facility Name in the Provider/Facility Name List.
   - You will be taken to the Provider Dashboard seen in Step 2.

2. **START HERE** If... You are the Director of **One** facility
   
   From the Provider Dashboard there are 2 ways to access the Staff Portal Access page
   - Option 1: on the Best Beginnings Childcare Provider Portal Menu.... *(Green Square & Circle)*
     - Select Provider
     - Select Staff Portal Access
   - Option 2: in the “Staff Portal Access” section *(Red Square & Circle)*
     - Select “Update Access”
1. Click any desired checkboxes in the Staff Portal Access section for the individuals listed.
   - Currently the only options are those checkboxes that are not greyed out. (Red Square)

2. Click the “By checking this box...” checkbox. (Green Square in above image)

3. Click the Submit Selections button in this section.

NOTE: ONLY the DIRECTOR can submit invoices for payment. STAFF Cannot submit invoices for payment, they can have the ability to enter a child’s time in and time out, but not the ability to submit the invoice for payment.

PASSWORDS ARE NOT TO BE SHARED!
Start with Step 1 If... You are the Director of Multiple Facilities

One Director - Multiple Facilities

Start with Step 2 If... You are the Director of One facility

One Director – One Facility
1. **START HERE** If... You are the Director of **Multiple** Facilities.
   - Click on the Provider/Facility Name in the Provider/Facility Name List.
   - You will be taken to the Provider Dashboard seen in Step 2.

2. **START HERE** If... You are the Director of **One** facility
   From the Provider Dashboard there is 1 way to access the Provider Rights and Responsibilities Agreement page
   - In the “Provider Rights & Responsibilities Agreement” section (Red Square & Circle)
   - Select “View Provider Rights & Responsibilities Agreement”

**Note:** Provider Rights & Responsibilities Agreement Status for the Facility will be displayed in the Provider Rights & Responsibilities Agreement Section. It can be seen above (yellow highlight) that “Completion required by 04/04/2020” for this Facilities Rights and Responsibilities agreement.
3. Complete the Rights and Responsibilities by
   • **Read** each item
   • **Add** your **Initials** in the box prior to each item line.
   • Scroll down to complete all items.

4. After all numbered items are **Initialed**,  
   • **Initial** the box at the bottom to certify your role as Director and your agreement with all Rights and Responsibilities.
5. Click the Submit button.
   • If the Submit button is grayed out, verify that all checkboxes have been checked.
   • The Submit button will also be grayed out if you have already submitted the document.

6. Once submit is saved you will be navigated back to the Provider Dashboard
   • The Provider Rights & Responsibilities Agreement section will now state “Completed on xx/xx/xxx”
VIEWING COMPLETED RIGHTS AND RESPONSIBILITIES – DIRECTORS ONLY

Start with Step 1 If... You are the Director of Multiple Facilities

One Director - Multiple Facilities

Welcome

Providers

<table>
<thead>
<tr>
<th>Provider/Facility Name</th>
<th>Provider ID</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>MULTICraggins</td>
<td>PV1000</td>
<td>No Action Required</td>
</tr>
<tr>
<td>MULTIC Head Start - Boulder Site</td>
<td>PV1010</td>
<td>No Action Required</td>
</tr>
<tr>
<td>MULTIC Head Start Neighborhood (510)</td>
<td>PV1020</td>
<td>No Action Required</td>
</tr>
<tr>
<td>MULTIC Head Start Thousand</td>
<td>PV1030</td>
<td>No Action Required</td>
</tr>
<tr>
<td>MULTIC Head Start Valley (300)</td>
<td>PV1040</td>
<td>No Action Required</td>
</tr>
<tr>
<td>MULTIC Holistic Housing Authority Head Start</td>
<td>PV1050</td>
<td>No Action Required</td>
</tr>
<tr>
<td>MULTIC High Park Site</td>
<td>PV1060</td>
<td>No Action Required</td>
</tr>
<tr>
<td>MULTIC Whittier Site</td>
<td>PV1070</td>
<td>No Action Required</td>
</tr>
</tbody>
</table>

Showing 1 to 8 of 8 entries

Start with Step 2 If... You are the Director of One facility

One Director – One Facility

Provider Dashboard

Provider Name: Multicultural Child Care

Provider Rights & Responsibilities Agreement

Provider Rights & Responsibilities Agreement Status

Completed on 10/27/2016

Online Invoicing Participation

Online Invoicing Status

Participating

Select or Update Your Participation

Invoices & SOPs

Current Invoicing Status

No Action Required

View or Update Current Invoicing

SOPs by Month & Archived Documents

Staff Portal Access

Update Access
1. **START HERE** If... You are the Director of **Multiple** Facilities.
   - Click on the Provider/Facility Name in the Provider/Facility Name List.
   - You will be taken to the Provider Dashboard seen in Step 2.

2. **START HERE** If... You are the Director of **One** facility
   
   From the Provider Dashboard there is 1 way to access the Provider Rights and Responsibilities Agreement page
   - In the “Provider Rights & Responsibilities Agreement” section (Red Square & Circle)
   - Select “View Provider Rights & Responsibilities Agreement”
3. Another web browser window will open displaying The Provider Rights & Responsibilities Agreement. From here you can print or save the agreement to your own files.

![Image of the Provider Rights & Responsibilities Agreement]

**Provider's Rights**

- **HD**
  - I have the right to receive a copy of the Child Care Authorization Plan. The Authorization Plan includes the following information for the family household:
    - The start and end date for child care authorized in a household;
    - The child care hours/day authorized for each child; and
    - The household's monthly co-payment.

- **HP**
  - I have the right to receive timely notification if a family's eligibility changes on the Best Beginnings Child Care Scholarship Program.
  - Timely notification is defined as a 15-calendar day notice before an action is taken that will change the child's Authorization Plan or a family's eligibility case closes.
  - I will receive a notice when a family's eligibility case closes.

- **HD**
  - I have the right to expect timely payment for child care scholarship services provided.
    - A payment is considered timely if the payment is processed within 21 days of the invoice being received by the Child Care Resource and Referral (CCR&R) agency.
    - Payments are generally received within 2 to 3 business days after processed, this includes EFTs, however, the timing of child care payments is not guaranteed by the Department.
    - Payments mailed to an incorrect address on file will NOT be forwarded; they will be returned via US mail to the State agency. To avoid this delay, please report any and all address changes immediately. To avoid mailing delays a direct deposit option is available.
    - Incorrect W-3 or Bank Account information on file at the Department may cause a payment delay.
    - Payments for care provided in a child's home are sent to the Parent. It is the responsibility of the parent to pay for child care services to the Family Friend and Neighbor (FFN) or Relative Care Exempt (RCE) in-home provider.

**Provider's Understanding**

- **Initals**
  - By initialing this box, I, , , certify that I am the Director of and I agree to these specified Rights And Responsibilities.
VIEWING INVOICES

Start with Step 1 If... You are the Director of **Multiple** Facilities

**One Director - Multiple Facilities**

Start with Step 2 If... You are the Director of **One** facility

**One Director – One Facility**
1. START HERE If... You are the Director of **Multiple** Facilities.
   - Click on the Provider/Facility Name in the Provider/Facility Name List.
   - You will be taken to the Provider Dashboard seen in Step 2.

![Provider Dashboard](image)

2. START HERE If... You are the Director of **One** facility
   From the Provider Dashboard there are 2 ways to access the Invoices & SOPs page
   - Option 1: on the Best Beginnings Childcare Provider Portal Menu.... *(Green Square & Circle)*
     - Select Provider
     - Select Invoices & SOPs
   - Option 2: in the “Invoices & SOPs” section *(Red Square & Circle)*
     - Select “View or Update Current Invoices”

![Invoices & SOPs Section](image)

**Note:** Current Invoice Status for any invoices that the Facility has will be displayed in the Invoices & SOPs section. It can be seen above *(yellow highlight)* that there is **“No Action Required”** for Invoices that this facility has.

*“No Action Required” does not mean that the facility does not have invoices.*
3. **Invoices & SOPs Page**  
   a. Select “Update Invoice” on the Invoice that you want to work on (Red Circle)  
      - This will open the Invoice Summary Page

4. **Invoice Summary Page**  
   - Select “View Invoice PDF” (Red Circle)  
     - This will open a new web browser page and display the PDF of the invoice that you are on

5. **Invoice PDF – is displayed**
SEARCHING INVOICES & SOPs

**Start** with Step 1 If... You are the Director of **Multiple** Facilities

**One Director - Multiple Facilities**

![Screen capture of Best Beginnings Childcare Provider Portal](image)

Showing 1 to 8 of 8 entries

**Start** with Step 2 If... You are the Director of **One** facility

**One Director – One Facility**

![Screen capture of Best Beginnings Childcare Provider Portal](image)
1. **START HERE** If... You are the Director of **Multiple** Facilities.
   - Click on the Provider/Facility Name in the Provider/Facility Name List.
   - You will be taken to the Provider Dashboard seen in Step 2.

2. **START HERE** If... You are the Director of **One** facility
   
   From the Provider Dashboard there are 2 ways to access the Invoices & SOPs page
   
   - Option 1: on the Best Beginnings Childcare Provider Portal Menu... *(Green Square & Circle)*
     - Select Provider
     - Select Invoices & SOPs
   - Option 2: in the “Invoices & SOPs” section *(Red Square & Circle)*
     - Select “View or Update Current Invoices”

   **Note:** Current Invoice Status for any invoices that the Facility has will be displayed in the Invoices & SOPs section. It can be seen above *(yellow highlight)* that there is **“No Action Required”** for invoices that this facility has.

   *“No Action Required” does not mean that the facility does not have invoices.*
The Invoices & SOPs page will display

3a. Invoices & SOPs Page
   i. Select “Invoice Search”
      - Select “Invoice Search” on the Invoice that you want to work on (Red Circle – 3A)
        - This will open the Invoice Search Page
   
   ii. Select Search Criteria
      - Enter the desired information that you want to search on. Searching can be done on any of the following fields:
        - Invoice ID, Benefit (Invoice) Month, Invoice Status, Case Number, Case Event Number, HOH Last Name. * Searching with a Case Event Number must be used in together with the Case Number. You cannot search on Case Event number alone.
      - Select “Search” Button
iii. Search Results

- Search results will be shown. Below results were based on searching for invoices in a specific month.

![Invoice Search](image)

3b. Invoices & SOPs Page

i. Select “SOP Search”

- Select “Invoice Search” on the Invoice that you want to work on (Green Circle – 3B)
  - This will open the Invoice Search Page

ii. Select Search Criteria

- Enter the desired information that you want to search on.
  - Minimum and Maximum date of issuance. *SOPs are issued every Monday*

- Select “Search” Button

![SOP Search](image)

iii. Search Results

- Search results will be shown.
  - Below results were based on searching for SOPs with:
    - a minimum date of issuance of 11-01-2019
    - A maximum date of issuance of 12-31-2019
WORKING AN INVOICE

Start with Step 1 If... You are the Director of **Multiple** Facilities

**One Director - Multiple Facilities**

Start with Step 2 If... You are the Director of **One** facility

**One Director – One Facility**
1. **START HERE** If... You are the Director of **Multiple** Facilities.
   - Click on the Provider/Facility Name in the Provider/Facility Name List.
   - You will be taken to the Provider Dashboard seen in Step 2.

![Provider Dashboard](image1)

2. **START HERE** If... You are the Director of **One** facility
   From the Provider Dashboard there are 2 ways to access the Invoices & SOPs page
   - Option 1: on the Best Beginnings Childcare Provider Portal Menu.... (*Green Square & Circle*)
     - Select Provider
     - Select Invoices & SOPs
   - Option 2: in the “Invoices & SOPs” section (*Red Square & Circle*)
     - Select “View or Update Current Invoices”

![Provider Dashboard](image2)

**Note:** Current Invoice Status for any invoices that the Facility has will be displayed in the Invoices & SOPs section. It can be seen above (*yellow highlight*) that there is “No Action Required” for Invoices that this facility has.
*“No Action Required” does not mean that the facility does not have invoices.

3. Invoices & SOPs Page

   iv. Select “Update Invoice” on the Invoice that you want to work on (Red Circle)
       - This will open the Invoice Summary Page

4. On the Invoice Summary Page

   - Select the Modify Time In/Time Out button (Red Circle)
     - This will open the Invoice Time Entry page where a child’s attendance can be entered
5. **Invoice Time Entry**
   - The Invoice Time Entry page will display a line for each day of the month. (below is just a sample page)
   - For each day enter:
     - Time In & Time Out
       *Time is to be entered as Actual Time. Example: 8:13am*
     - Comments (see example below)
       *Special characters ($%@, etc) are not allowed in the comments field*
   - Select “+Add Row” (**Red Circle**) in order to add additional rows for a single day
     - This allows entry when a child may leave mid-day
   *Example: Row 2 below is before and after school attendance by a school age child*

![Invoice Time Entry Example](image)

6. **Return to the Invoice Calendar Summary page** after data entry is completed
   - Select “Save and Return” to save changes and to return to the Invoice Calendar Summary page. (**Green Circle**)
   - The Invoice Calendar screen will be displayed again showing the total hours reported for the month

![Invoice Calendar Example](image)
7. Invoice Calendar Summary Page
   - **Entering the Copayment (Green Square & Circle)**
     - Enter the Copayment that has been received for the service month that the invoice is for.
     - (Yellow Highlight inside the Green square)
     - Click the “Save Updates” button (Green Circle)
     - Copayment has been saved
   
   - **Submitting the Invoice (Red Square & Circle)**
     - Mark the checkbox at the bottom of the page verifying that you are the director of the facility, etc... (Yellow Highlight inside the Red Square)
     - Click the “Submit” button (Red Circle)
     - The invoice has been saved and submitted
   
   c. Return to the Invoices & SOPs page
     - Select “Return” button
8. **Invoices & SOPs Page**
   - Invoice Description should now display “Submitted Online mm/dd/yyyy 00:00:00 am” with the date and time that the invoice was submitted.
UNSUBMITTING AN INVOICE

Start with Step 1 If... You are the Director of **Multiple** Facilities

**One Director - Multiple Facilities**

Start with Step 2 If... You are the Director of **One** facility

**One Director – One Facility**
1. **START HERE** If... You are the Director of **Multiple** Facilities.
   - Click on the Provider/Facility Name in the Provider/Facility Name List.
   - You will be taken to the Provider Dashboard seen in Step 2.

![Provider Dashboard](image1)

2. **START HERE** If... You are the Director of **One** facility
   From the Provider Dashboard there are 2 ways to access the Invoices & SOPs page
   - Option 1: on the Best Beginnings Childcare Provider Portal Menu.... *(Green Square & Circle)*
     - Select Provider
     - Select Invoices & SOPs
   - Option 2: in the “Invoices & SOPs” section *(Red Square & Circle)*
     - Select “View or Update Current Invoices”

![Provider Dashboard](image2)

**Note:** Current Invoice Status for any invoices that the Facility has will be displayed in the Invoices & SOPs section. It can be seen above *(yellow highlight)* that there is **“No Action Required”** for Invoices that this facility has.
“No Action Required” does not mean that the facility does not have invoices.

3. Invoices & SOPs Page
   - Invoice Description will display “Submitted Online mm/dd/yyyy 00:00:00 am” with the date and time that the invoice was submitted.
   - Select “Update Invoice” on the Invoice that you want to work on (Red Circle)
     - This will open the Invoice Summary Page

4. On the Invoice Summary Page
   - Select the Unsubmit Invoice and Edit (Red Circle)
     - This will open the Invoice Time Entry page where a child’s attendance can be entered
5. **On the Invoice Summary Page**
   - Select the Modify Time In/Time Out button *(Red Circle)*
     - This will open the Invoice Time Entry page where a child’s attendance can be entered

   ![Invoice Time Entry Page]

6. **Invoice Time Entry**
   - The Invoice Time Entry page will display a line for each day of the month. (below is just a sample page)
   - For each day enter:
     - Time In & Time Out
       - *Time is to be entered as Actual Time. Example: 8:13am*
     - Comments (see example below)
       - *Special characters ($%@, etc) are not allowed in the comments field*
     - Select “+Add Row” *(Red Circle)* in order to add additional rows for a single day
     - This allows entry when a child may leave mid-day
       - *Example: Row 2 below is before and after school attendance by a school age child*
### Invoice Time Entry

<table>
<thead>
<tr>
<th>Detail Date</th>
<th>Day Of Week</th>
<th>Time In</th>
<th>Time Out</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>5/1/2020</td>
<td>Friday</td>
<td>7:40 AM</td>
<td>5:54 PM</td>
<td>9.5</td>
</tr>
<tr>
<td>5/2/2020</td>
<td>Saturday</td>
<td>6:32 AM</td>
<td>5:10 PM</td>
<td>1.63</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3:32 PM</td>
<td>6:10 PM</td>
<td>2.60</td>
</tr>
</tbody>
</table>

Example for a School Age Child who attended before and after school.

7. **Return to the Invoice Calendar Summary page** after data entry is completed
   - Select “Save and Return” to save changes and to return to the Invoice Calendar Summary page. **(Green Circle)**
   - The Invoice Calendar screen will be displayed again showing the total hours reported for the month.

8. **Invoice Calendar Summary Page**
   - **Entering the Copayment (Green Square & Circle)**
     - Enter the Copayment that has been received for the service month that the invoice is for. **(Yellow Highlight inside the Green square)**
     - Click the “Save Updates” button **(Green Circle)**
       - Copayment has been saved
   - **Submitting the Invoice (Red Square & Circle)**
     - Mark the checkbox at the bottom of the page verifying that you are the director of the facility, etc... **(Yellow Highlight inside the Red Square)**
     - Click the “Submit” button **(Red Circle)**
       - The invoice has been saved and submitted

d. **Return to the Invoices & SOPs page**
   - Select “Return” button
9. Invoices & SOPs Page
   - Invoice Description should now display “Submitted Online mm/dd/yyyy 00:00:00 am” with the date and time that the invoice was submitted.
INVOICE SUMMARY PAGE FEATURES

• “View Invoice PDF” Button:
  - Will open the PDF Notification of the invoice in a new web browser. This allows the invoice to be printed and completed manually.

• “Authorization Date Range: (mm/dd/yyyy – mm/dd/yyyy):”
  - Will open the PDF Notification of the Authorization plan in a new web browser.

• Calendar Summary:
  - Displays the times entered on the Invoice Time Entry page once information is saved on that page.

• Modify Time In/Time Out:
  - Navigates user to the “Invoice Time Entry” page so that a Time In/Time Out can be entered

• Director Certification:
  - Certification that the director is submitting the invoice.
  - The Director is responsible for submitting the invoices and is the only staff person that has access to do so. **PASSWORDS are not to be shared in order to allow others to complete and submit invoices on the providers behalf**

• “Submit” Button: (if invoice has not been submitted for payment)
  - Saves the entered Time In/Time Out information and submits the invoice for payment
  - Once submitted the following information is no longer visible
  - Modify Time In/Time Out selection
  - The Director Certification box

• Rates:
  - The following rates are displayed: Provider Rates, The State Rates, The Paid Rates

• Copayment Entry:
  - Enter the received Copayment amount and select Save Updates (**Green Square and Circle**)
  - If no copayment has been received enter “0.00”

• “Return” Button:
  - Navigates the user back to the Invoice & SOPs page

See image of the Invoice Calendar on the following page
May Invoice 2020

Invoice Date: 5/1/2020

This invoice is for the billing period of 05/01/2020 - 05/31/2020. You will have the opportunity to submit the invoice the first day of the month following the billing period end date. Child care claims must reflect actual daily attendance and absences while the child care facility is open. Child care is limited to each child’s authorization plan and must be supported by signed/verified records. Invoices must include a child’s actual time in and time out of the child care facility. Time in and time out cannot be rounded. The child care program will not pay invoices or accept corrections submitted 40 days beyond the billing period or beyond the date the invoice is issued. Please, contact your regional CQIR office if you have any questions.

Parent Information

Name: [Redacted]
Address: [Redacted]
DOB: [Redacted]
Authority Date Range: [Redacted]

May 2020

<table>
<thead>
<tr>
<th>Sun</th>
<th>Mon</th>
<th>Tue</th>
<th>Wed</th>
<th>Thu</th>
<th>Fri</th>
<th>Sat</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Reported Hours in May for: 0:00

Provider Rates

<table>
<thead>
<tr>
<th>Provider Type</th>
<th>Full Time Day</th>
<th>Full Time Half Day</th>
<th>Half Time Day</th>
<th>Half Time Half Day</th>
</tr>
</thead>
<tbody>
<tr>
<td>Infant/Toddler</td>
<td>$100.00</td>
<td>$50.00</td>
<td>$50.00</td>
<td>$25.00</td>
</tr>
<tr>
<td>Preschool Age Child</td>
<td>$28.00</td>
<td>$14.00</td>
<td>$14.00</td>
<td>$7.00</td>
</tr>
<tr>
<td>School Age Child</td>
<td>$21.00</td>
<td>$10.50</td>
<td>$10.50</td>
<td>$5.25</td>
</tr>
</tbody>
</table>

State Rates

<table>
<thead>
<tr>
<th>Provider Type</th>
<th>Full Time Day</th>
<th>Full Time Half Day</th>
<th>Half Time Day</th>
<th>Half Time Half Day</th>
</tr>
</thead>
<tbody>
<tr>
<td>Infant/Toddler</td>
<td>$100.00</td>
<td>$50.00</td>
<td>$50.00</td>
<td>$25.00</td>
</tr>
<tr>
<td>Preschool Age Child</td>
<td>$28.00</td>
<td>$14.00</td>
<td>$14.00</td>
<td>$7.00</td>
</tr>
<tr>
<td>School Age Child</td>
<td>$21.00</td>
<td>$10.50</td>
<td>$10.50</td>
<td>$5.25</td>
</tr>
</tbody>
</table>

Paid Rates

<table>
<thead>
<tr>
<th>Provider Type</th>
<th>Full Time Day</th>
<th>Full Time Half Day</th>
<th>Half Time Day</th>
<th>Half Time Half Day</th>
</tr>
</thead>
<tbody>
<tr>
<td>Infant/Toddler</td>
<td>$100.00</td>
<td>$50.00</td>
<td>$50.00</td>
<td>$25.00</td>
</tr>
<tr>
<td>Preschool Age Child</td>
<td>$28.00</td>
<td>$14.00</td>
<td>$14.00</td>
<td>$7.00</td>
</tr>
<tr>
<td>School Age Child</td>
<td>$21.00</td>
<td>$10.50</td>
<td>$10.50</td>
<td>$5.25</td>
</tr>
</tbody>
</table>

Copayment Information

| Co-Pay Obligation for May | $0.00 |
| Co-Pay Paid in May        | $0.00 |

Save/Update Cancel

June 12, 2020
The Invoices & SOPs page – Features
The information contained on this page includes the following information:

- List of Current Cases and associated Invoices
  - Case Number
  - Head of Household
  - Children
  - Invoice
  - Invoice month
  - Description (this is the status of the invoice. For further information see the “Explanation of Invoice Statuses” document. The link to this document can be found at the bottom of the page. (Green Circle)
  - Option to “Update Invoice”
  - Option to view “Previous Invoices for ...”

- Invoice Search
- SOP Search
- Explanation of Invoice Statuses (see page 52)
  - This document explains the various statuses that an invoice may be in.
- Payment Information (see page 53)
  - This document explains Scholarship payment information. Including when scholarship payments are processed for payment.
VIEWING STATEMENT OF REMITTANCE/ARCHIVED DOCUMENTS

Start with Step 1 If... You are the Director of **Multiple** Facilities

**One Director - Multiple Facilities**

![Portal Screenshot]

Start with Step 2 If... You are the Director of **One** facility

**One Director – One Facility**

![Portal Screenshot]
1. **START HERE** If... You are the Director of **Multiple** Facilities.
   a. Click on the Provider/Facility Name in the Provider/Facility Name List.
   b. You will be taken to the Provider Dashboard seen in Step 2.

2. **START HERE** If... You are the Director of **One** facility

   From the Provider Dashboard there is 1 way to access the “Provider Statement of Payment List” page
   - In the “Invoices & SOPs” section (**Red Square & Circle**)
   - Select “SOPs by Month & Archived Documents”
3. **Provider Statement of Payment List page** (2 sections)
   a. SOPs for the Current Year (Example Below: Results for July 2019 to June 2020)
      - Select “View SOR” for the SOP that you want to view.
        * SOPs are issued on a weekly basis.
          - If only one SOP was issued during the month only one SOP will be listed for the month
          - If more than one SOP was issued during the month, all SOPs will be listed under the
            month that they were issued.
      - A PDF of the selected SOP will open in a new Web Browser window.

   b. Retrieve SOPs for Month
      1. Enter “The Month” and year (mm/yyyy) for the SOPs that are desired.
         (Yellow Highlight in Green Square – above image)
      2. Select Search (Green Circle – above image)
      3. After Search is selected in Step 2 above, the results for the Month/Year entered will appear.

        4. Select “View SOP”
           - A PDF of the selected SOP will open in a new Web Browser window.
1. Access the Invoices & SOPs page
   From the Provider Dashboard there are 2 ways to access the Invoices & SOPs page
   - Option 1: on the Best Beginnings Childcare Provider Portal Menu… (Green Square & Circle)
     - Select Provider
     - Select Invoices & SOPs
   - Option 2: in the “Invoices & SOPs” section (Red Square & Circle)
     - Select “View or Update Current Invoices”

2. Invoices & SOPs page
   - Select “Explanation of Invoice Statuses”
   - A PDF of the “Explanation of Invoice Statuses” document will open in a new Web Browser window.
1. Access the Invoices & SOPs page
   From the Provider Dashboard there are 2 ways to access the Invoices & SOPs page
   - Option 1: on the Best Beginnings Childcare Provider Portal Menu....  (Green Square & Circle)
     - Select Provider
     - Select Invoices & SOPs
   - Option 2: in the “Invoices & SOPs” section (Red Square & Circle)
     - Select “View or Update Current Invoices”

2. Invoices & SOPs page
   - click on the circled “Payment Information” link.
   - A PDF of the “Explanation of Invoice Statuses” document will open in a new Web Browser window.
LOGGING OUT

1. Menu Bar
   - Click the Logout button in the upper right corner. (Red Circle)
   - This bar appears regardless of what page you are on

2. Login screen
   - Is now displayed.
   - You can sign on again or close your browser.