

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.

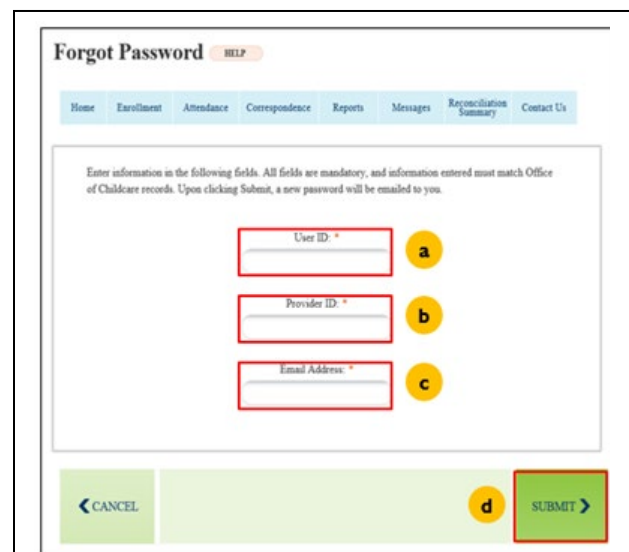
Logging In

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.

Provider Home Page

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Provider Information:

Provider Name

Provider Address

Provider City, State Zip

Contact Information:

Provider Phone Number

Provider Email Address

[Provider Terms and Conditions](#)

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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

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

[View More](#)

Overview

The **Enrollment** screen displays a list of children already enrolled with the provider and allows the provider to:

- Search for a specific enrollment
- Disenroll existing enrollments by Clicking on the **Disenroll** link
- View/update existing enrollments by Clicking on **View/Update** link
- Create new enrollments by Clicking on **Enroll New Child** button

PORTUGUESE | SPANISH | ENGLISH

CHANGE PASSWORD

Provider Name | LOG OUT

Child Enrollment Summary

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Child Enrollment

Certificate Number:

Last Name:

First Name:

Search

Reset

Certificate Number	Name	DOB	Age Group	Eligibility Status	Enrollment Start Date	Enrollment End Date	Current Copayment Amount	Copay History	Actions
#####	Name	##/##/####	Infant	Eligible	##/##/####		\$0.0		<div>Disenroll</div> <div>View/Update</div>
#####	Name	##/##/####	Toddler	Eligible	##/##/####		\$0.0		<div>Disenroll</div> <div>View/Update</div>
#####	Name	##/##/####	Pre-School	Eligible	##/##/####		\$0.0		<div>Disenroll</div> <div>View/Update</div>
#####	Name	##/##/####	Pre-School	Eligible	##/##/####		\$0.0		<div>Disenroll</div> <div>View/Update</div>

Enroll New Child

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' form. At the top is a 'HELP' button. Below it is a navigation bar with links: Home, Enrollment, Group Enrollment, Attendance, Correspondence, Reports, Messages, and Contact Us. The main form area contains the following fields and sections:

- Certificate Number ***: A text input field with a red box around it and a yellow circle with the number '1' next to it.
- Child Name ***: A dropdown menu with 'Child Name 1' selected, a red box around it, and a yellow circle with the number '2' next to it.
- Certificate Summary**: A section with a red oval around its title. It contains 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 date input field, part of a red box and yellow circle with the number '3'.
- Is the child related to you? ***: Radio buttons for 'Yes' and 'No', part of the red box and yellow circle with the number '3'.
- Where is the child care provided? ***: A dropdown menu with '-Select-' selected, part of the red box and 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

-Select

-Select

AM

To

-Select

-Select

AM

Time Slot 2

From

-Select

-Select

AM

To

-Select

-Select

AM

Update Attendance Hours

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

☐ Yes
 ☐ No

CANCEL

SUBMIT

4

5

6

7

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

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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

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

Change Effective date

11/17/2019

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NEXT

3. Enter the required information.

Update Enrollment Details [HELP](#)

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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

-Select

AM

To

-Select

AM

Time Slot 2

From

-Select

AM

To

-Select

AM

Update Attendance Hours

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SUBMIT


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



CLOSE

SUBMIT



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:

- Report** – These reports have not been submitted and can be edited.
- View** – These reports have been submitted and cannot be modified.

Attendance Report Summary HELP

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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
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
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

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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
#####	Child Name 1	##/##/####	Full Time	
Period 10/20/2019 - 10/26/2019	Present			
Period 10/27/2019 - 11/02/2019	Present			
#####	Child Name 2	##/##/####	Full Time	
Period 10/20/2019 - 10/26/2019	Present			
Period 10/27/2019 - 11/02/2019	Present			
#####	Child Name 3	##/##/####	Full Time	
Period 10/20/2019 - 10/26/2019	Present			
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

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 **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	Present	-Select-		
11/03/2019				
-				
11/09/2019				
Period	Absent - Notice Available	Good Cause		
11/10/2019				
-				
11/16/2019				
#####	Child Name 2	##/##/####	Full Time	
Period	Present	-Select-		
11/03/2019				
-				
11/09/2019				
Period	Present	-Select-		
11/10/2019				
-				
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](#)

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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

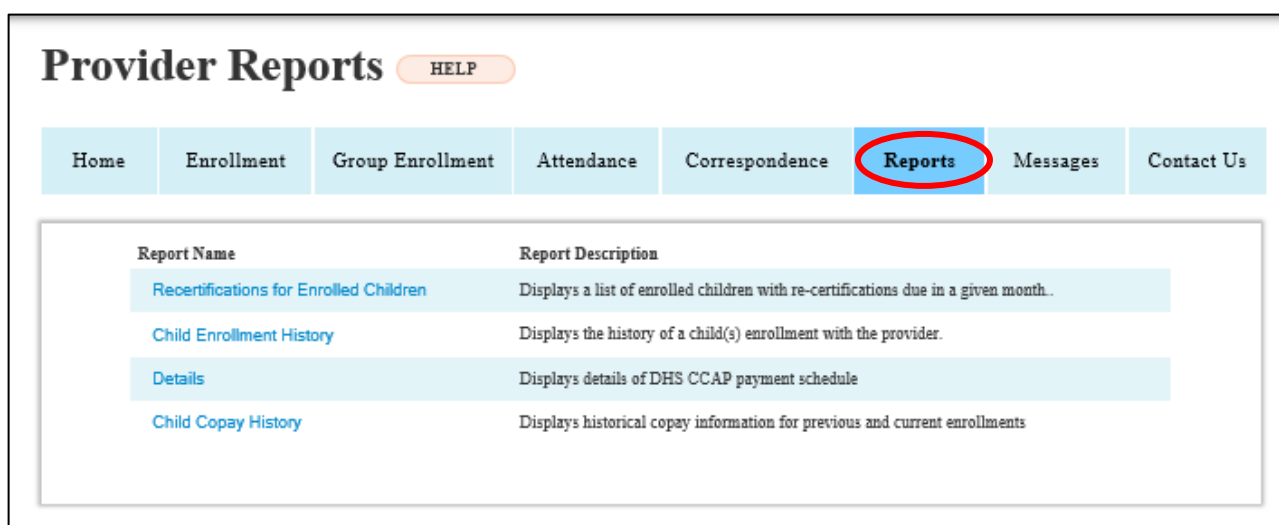
Overview

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.



Provider Reports [HELP](#)

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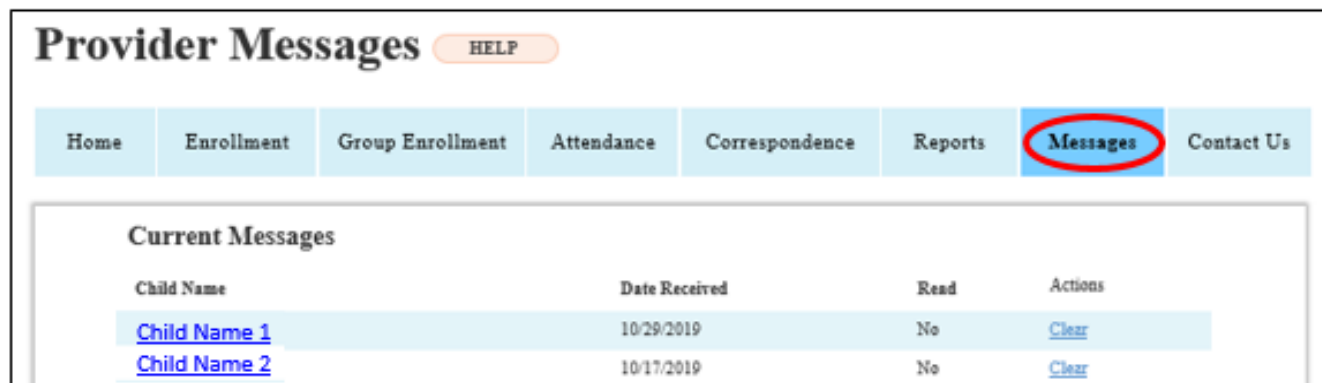
Report Name	Report Description
Recertifications for Enrolled Children	Displays a list of enrolled children with re-certifications due in a given month.
Child Enrollment History	Displays the history of a child(s) enrollment with the provider.
Details	Displays details of DHS CCAP payment schedule
Child 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.



Provider Messages [HELP](#)

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Current Messages

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.