

CCAP Certificates/Notices

Child Care enrollment documents will be accessible through the Provider Portal beginning May 5, 2018 for viewing and printing. Initial Child Care Certificates can be signed and uploaded to Benefind for workers to process.

Note:
Documents created prior to 5/5/2018 will not display in the Provider Portal.

Available Documents:

- Initial Child Care Service Agreement and Certificates (DCC-094)
- Notice of Change Child Care Service Agreement and Certificates (DCC-094)
- Provider Notification Letters (DCC-94C)
- Enrollment Approval Notices (DCC-117)
 - *New as of 11/23/2019:* available on the Provider Portal and mailed to providers when a child’s enrollment becomes active

Provider Prerequisites:

- Kentucky Online Gateway (KOG) account with approved Provider Portal PBF roles
- Provider(s) attached to the KOG account

Required Step for Clients:

- Contact Family Support worker to provide consent for Initial Certificates to display in the Provider Portal
 - Initial Certificates will not display unless client consent is documented in Benefind!

How to Access:

- Select a provider on the Provider Portal Home screen
- Click CCAP Certificates/Notices in the left navigation menu

CCAP Certificates/Notices screen displays:

- Provider Certificate, License, Registration (CLR) number
- Benefind Case # search option
- Filter by Period option
- Provider Documents
 - No Information Found displays if there are no results for the selected provider

Benefind Case Number	Case Name	Child Name	Document Date	Document Name	Document Due Date	Document Status	View	Upload
112039600	CASE, MOM	CASE, CHILD	04/30/2018	Child Care Service Agreement and Certificate(DCC-094)	05/10/2018	New	View	Upload
112039600	CASE, MOM	CASE, INFANT	04/30/2018	Child Care Service Agreement and Certificate(DCC-094)	05/10/2018	Uploaded	View	Upload
112039552	NAME, PARENT		04/26/2018	Provider Notification Letter		N/A	View	
112039552	NAME, PARENT	NAME, TODDLER	04/26/2018	Notice of Change Child Care Service Agreement and Certificate(DCC-094)		N/A	View	

CCAP Certificates/Notices

Provider Documents grid:

- Benefind Case Number for the client
- Case Name
- Child Name:
 - Initial and Notice of Change Certificates listed per child
 - Field blank for Provider Notifications and Enrollment Approval Notices as document may include multiple children
- Document Date:
 - Date document created in Benefind
- Document Name
- Document Due Date:
 - Date Initial Certificate must be returned with provider and client signatures
- Document Status:
 - New: applies to Initial Certificates that have not been uploaded
 - Uploaded: applies to Initial Certificates that have been uploaded
 - N/A: applies to Notice of Change Certificate, Provider Notifications and Enrollment Approval Notices
- View: link to open the associated document
- Upload: link to upload a signed Initial Certificate

Note:
Only the most recent Certificate will be available.
Suggest keeping hard copies for your records.

Viewing Documents:

- Click View to the right of the associated document
- Choose to Open, Save, etc.
- Document displays in a new window

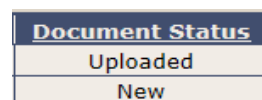
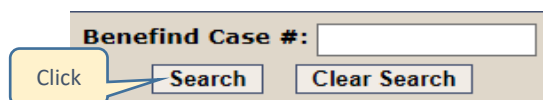
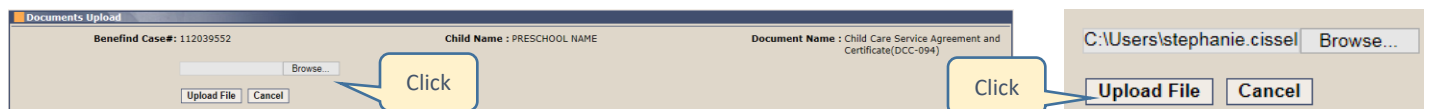
Document Name	Document Due Date	Document Status	View	Upload
Child Care Service Agreement and Certificate(DCC-094)	05/10/2018	New	View	Upload



Uploading Signed Certificates:

- Print the Initial Certificate, obtain provider and client signatures, and save to your computer
- Click Upload to the right of the associated Initial Certificate
- Document Upload panel displays
- Click Browse
- Select the document
- Click Upload File
- Documents Upload section collapses and successful message displays: **Uploaded successfully.**
- Click Search to view the updated Document Status

Document Name	Document Due Date	Document Status	View	Upload
Child Care Service Agreement and Certificate(DCC-094)	05/10/2018	New	View	Upload
Child Care Service Agreement and Certificate(DCC-094)	05/10/2018	New	View	Upload



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Search by Benefind Case #:

- Enter the 9-digit Case#
- Click Search
- Grid updates with results for that case
 - No Information Found displays if there are no results

Benefind Case #:

Provider Documents		
Benefind Case Number	Case Name	Child Name
112039600	CASE, MOM	CASE, CHILD
112039600	CASE, MOM	CASE, INFANT

Filtering by Period:

- Provider Documents grid defaults to Past 30 Days
- Select Past 60 Days or All (From 5/5/2018) to expand the time period
- Click Search
- Grid updates

Benefind Case #:

Period:

Business Process Notes and Tips:

- An email is sent when a new document is available.
 - To update email address:
 - Licensed and Certificate providers: email Division of Regulated Child Care at chfsoigrccportal@ky.gov
 - Registered, Out-of-State, and Military providers: contact Division of Child Care at 844-209-2657 or CCAPProviderPayments@ky.gov
- Certificates and Notices will continue to be mailed in addition to their availability on the Provider Portal
- Signed Initial Certificates may be returned via mail or fax if unable to upload

DCBS

P.O. Box 2104

Frankfort, KY 40602

Fax: 502-573-2005 or 502-573-2007

Additional Provider Portal Notes and Tips:

- The Provider Documents grid info can be sorted by clicking on any of the column labels
- Page numbers will display below the Provider Documents grid when there is a large number of results. Click the page numbers to view additional documents.
- Uploaded documents cannot be deleted. An additional document may be uploaded if the wrong document was selected.
- An error will display if an incorrect file type is selected for upload or if the file is too large:
 - Incorrect file type. File type must be .pdf, .tiff, or .jpeg.
 - File exceeds file size. File cannot be more than 2MB.
- If a network-related error occurs, wait a few minutes and try again. Contact the KICCS HelpDesk if the error continues.
 - Certificates or notices cannot be accessed at this time. Please try again.
 - CCAP certificate or notice cannot be viewed at this time. Please try again.
 - CCAP certificate cannot be uploaded to Benefind at this time. Please try again.

CCAP Certificates/Notices

Contact for Help:

- Provider Portal account creation, navigation questions, or network-related errors:
KICCS HelpDesk
Email: CHFS.KICCSHelpDesk@ky.gov
Phone (Frankfort): 502-564-0104, Option 6
Phone (toll free): 866-231-0003, Option 6
- Payment questions:
Division of Child Care
Email: CCAPProviderPayments@ky.gov
Phone: 844-209-2657