



Tennessee  
Department of  
Human Services

## Modernization Project

# Release 1 Statewide Provider Townhall Summary

***Presented on February 17<sup>th</sup>, 2022***

If you would like to revisit any topics covered during the session or need to review the material for the first time, please access the Town Hall materials on our [Child Care Modernization Provider Resources Website](#) under “Provider Town Hall Replays.” You may also listen to each topic as they were presented by using the timestamp links included below.

## What to Know About the Child Care Modernization Project

| Topic  | Key Takeaways   | Watch here!   |
|--|---|---|
| <b>Why does Child Care Modernization Matter to Me?</b> | <ul style="list-style-type: none"> <li>The Child Care modernization project reduces paperwork and provides new online tools to help you provide care that is safe, healthy, and educationally rich.</li> </ul>  | <a href="#">Transforming Your Customer Experience</a> |
| <b>What is the Child Care Modernization Project?</b>   | <ul style="list-style-type: none"> <li>We are launching a new online portal for Providers to manage their participation in the Certificate program, including submitting EAVs.</li> <li>We are also launching two new mobile applications for Providers and Customers to check children in and out of care, and store attendance data automatically.</li> </ul> | <a href="#">Modernization Project Overview</a>        |

## How to Prepare for the Child Care Modernization

| Topic  | Key Takeaways   | Watch here!   |
|--|---|---|
| <b>How do I manage enrollments in the Provider Portal?</b> | <ul style="list-style-type: none"> <li>Certificate children’s enrollment information in the Provider Portal will be entered/managed by TDHS.</li> <li>Children paying for care privately will be entered into the Provider Portal directly by Providers.</li> </ul> | <a href="#">Managing Enrollments in the Provider Portal</a> |



## Provider Town Hall Summary

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|---|--|--|
|   | <ul style="list-style-type: none"> <li>Providers can add authorized parents/guardians in the Provider Portal to grant them access to the new Mobile Apps. This allows children to have multiple individuals authorized to check them in/out of care.</li> </ul>  | <a href="#">Demonstration</a>  |
| <b>How do I use the new Provider Mobile App?</b>                                  | <ul style="list-style-type: none"> <li>Download and log in to the NowMobile app after registering your Provider Portal Account</li> <li>Use the Mobile App to check children in/out of care using an authorized parent/guardian's QR code or PIN code</li> </ul>   | <a href="#">Provider Mobile App Demonstration</a>                    |
| <b>How do Authorized Parents/Guardians use the new Customer Mobile App?</b>       | <ul style="list-style-type: none"> <li>All authorized parents/guardians must first create a Customer Portal Account. Then, they can download NowMobile and log in with the credentials created in the Customer Portal.</li> <li>The NowMobile app allows individuals to quickly check-in/out their children using a personal QR code or a PIN code.</li> </ul>   | <a href="#">Customer Mobile App Demonstration</a>                    |
| <b>How do I adopt the new Mobile Apps?</b>  | <ul style="list-style-type: none"> <li>To adopt the Mobile Apps, Providers should: <ul style="list-style-type: none"> <li>Utilize our resources to learn more about the Mobile Apps</li> <li>Identify the technology you will use to check-in/out children</li> <li>Communicate to customers about the change</li> <li>Manage and review your enrollments in the Provider Portal</li> </ul> </li> </ul>  | <a href="#">Mobile App Adoption Checklist</a>                        |
| <b>What should I do when the new systems go live on February 28<sup>th</sup>?</b> | <ul style="list-style-type: none"> <li>When our systems go live on February 28<sup>th</sup>, Providers should create their Provider Portal accounts, familiarize themselves with the Provider Portal, look into using the Provider/Customer Mobile Apps, and prepare to submit EAVs in the Provider Portal in March.</li> <li>We are hosting registration drives to help Providers set up accounts from 5-7 PM CT on March 1<sup>st</sup>, 3<sup>rd</sup>, 8<sup>th</sup>, and 10<sup>th</sup>.</li> </ul> | <a href="#">Time to Get Ready!</a>                                   |
| <b>When will EAVs be due in the new Provider Portal?</b>                          | <ul style="list-style-type: none"> <li>Through the end of February, Providers should continue to submit EAVs using <b>EAVPay</b>. Beginning in March, EAVs must be submitted weekly in the Provider Portal.</li> <li>To give Providers time to create their accounts, the first two EAVs of March are not due until Monday, March 14<sup>th</sup> by 6:00 CT. However, the first EAV of March can be submitted early on March 7<sup>th</sup>.</li> </ul>   | <a href="#">EAV Submission Timeline</a>                              |
| <b>How can I prepare for February 28<sup>th</sup>?</b>                            | <ul style="list-style-type: none"> <li>Check out the Modernization Resources Page</li> <li>Confirm with your licensing consultant that your Primary Contact's email is correct</li> <li>Look into adopting the new Mobile Apps</li> </ul>  | <a href="#">What to do Between Now and February 28<sup>th</sup>?</a> |

### We are here for you!

Beginning on February 28<sup>th</sup>, contact the TDHS Child & Adult Care Modernization Project's **Site Support Team** through the link listed here with any questions. Our team is available between 8:00 AM and 5:00 PM Central Time.

| SST Contact Information |   |
|-------------------------|---|
| <b>Zoom Link</b>        | <a href="https://deloitte.zoom.us/j/92094735246?pwd=RDNVVnNjQUVnSHpOR2ZMV3pZQ2lxUT09">https://deloitte.zoom.us/j/92094735246?pwd=RDNVVnNjQUVnSHpOR2ZMV3pZQ2lxUT09</a> |
| <b>Dial-In #:</b>       | +1 646 518 9805 or<br>+1 720 928 9299   |
| <b>Meeting ID:</b>      | 920 9473 5246   |
| <b>Password:</b>        | 863180  |

