



Tennessee  
Department of  
Human Services

## Modernization Project

# Release 2 Pilot Provider Townhall Summary

***Presented on May 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 new [Modernization Resources Page](#) 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 Modernization Project

Topic	Key Takeaways	Watch here!
<b>Why does Modernization matter to me?</b>	<ul style="list-style-type: none"> <li>The 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 Modernization Project?</b>	<ul style="list-style-type: none"> <li>We are launching a new online system for Adult Day Services and Child Care Providers to manage their license with TDHS</li> <li>This system will be the central location to submit your annual report, view scheduled monitoring observation visits, address corrective action plans, apply for a license, and more!</li> </ul>	<a href="#">Modernization Project Overview</a>
<b>What is my role as a Pilot Provider and how can I prepare for it?</b>	<ul style="list-style-type: none"> <li>This release is a part of our Pilot Program, which gives you have the unique ability to get an early look at our new systems, receive extra support from our staff to guide you through this transition, and provide feedback to inform the Statewide rollout of this new system.</li> <li>We ask that you work to understand our new systems, seek answers to your questions, and mentor your colleagues throughout this transition.</li> </ul>	<a href="#">Your Role During This Transition</a>



### How to Prepare for the Modernization

Topic	Key Takeaways	Watch here!
<b>How do I register for a Provider Portal account?</b>	<ul style="list-style-type: none"> <li>If you are your facility's primary contact, you should set up your account on your go-live date. You will receive an email from TDHS a day or two before that date letting you know that your account is ready to be created, or you can simply visit our <a href="#">registration website</a> on your go-live date to begin.</li> <li>Staff at your facility can sign up thereafter and will request site access to manage the facility within the Provider Portal.</li> </ul>	<a href="#">Primary Contact Provider Portal Account Set-Up Overview</a>
<b>Importance of having a business email address</b>	<ul style="list-style-type: none"> <li>TDHS requests that Providers use a business email address to register for their Provider Portal account and do business with the agency.</li> <li>If you do not already have a business email address, we ask that you create one and use it to register for your Provider Portal account.</li> <li>Additionally, if you have previously registered for a customer-based TDHS system, such as the Pandemic Relief Portal, you must use a different email address to register for your Provider Portal account.</li> </ul>	<a href="#">Importance of Having a Business Email Address</a>
<b>Release 2 Provider Portal demonstration</b>	<ul style="list-style-type: none"> <li>You will complete a variety of key tasks in the Provider Portal. These include:             <ul style="list-style-type: none"> <li>Submitting your annual report</li> <li>Viewing and confirming appointments</li> <li>Reporting incidents and injuries</li> <li>Addressing corrective action plans</li> <li>Looking at your score card</li> <li>And more!</li> </ul> </li> </ul>	<a href="#">System Demo</a>
<b>What should I do once Release 2 is live?</b>	<ul style="list-style-type: none"> <li>Register for a Provider Portal account as a primary contact (if you do not have one already)</li> <li>Have staff register for their accounts and request site access</li> <li>Familiarize yourself with the Provider Portal and it's new features</li> <li>Prepare to complete you annual report in the Provider Portal (the due date on this varies by your licensure date)</li> </ul>	<a href="#">For Providers in Davidson County: Please complete the following activities as soon as possible!</a>
<b>What should I do between now and go-live?</b>	<ul style="list-style-type: none"> <li>Check out the <a href="#">Modernization Resources Page</a> to learn about our new Provider Portal</li> <li>Relay to your staff key features about the Provider Portal</li> <li>Confirm your primary contact's email address with your licensing consultant if you have not already</li> <li>Identify questions you have on the new system</li> </ul>	<a href="#">For Providers in Hawkins and Madison Counties: What to Do Between Now and Go-Live?</a>

### We are here for you!

Beginning on your go-live date, 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=RDNVVnNlQUVnSHpOR2ZMV3pZQ2lxUT09">https://deloitte.zoom.us/j/92094735246?pwd=RDNVVnNlQUVnSHpOR2ZMV3pZQ2lxUT09</a>
<b>Dial-In #:</b>	+1 646 518 9805 or +1 720 928 9299
<b>Meeting ID:</b>	920 9473 5246
<b>Password:</b>	863180

