

MDHHS

MISSISSIPPI DEPARTMENT OF HUMAN SERVICES

Online Change of Provider Training for Providers

November 9, 2021

Division of Early Childhood Care &
Development

Purpose

Online Change of Provider

The Division of Early Childhood Care & Development is introducing the newest enhancement to the Child Care Payment Program Information System.

This fully electronic process allows for parents to request a change in provider online.

It is designed to reduce processing time and allow for parents and providers to have increased control over the process.

During this session, remember:

Current Provider = the provider serving the child at the time of the request.

New Provider = the provider that the parent wishes to use by submitting the request.

This process launches November 10, 2021. DECCD will continue to process all paper applications that are in process or submitted before November 24, 2021.

Parent Process

Overview

- This process begins when a parents has a need to change providers and has already located a new provider.
- Parents will login to the application portal and select the Provider Change Request Option.
- Parents will enter in the last date of attendance at their current provider. NOTE: A 2-week notice period is required, and parents will not be able to enter in a date prior to that notice.
- Parents will enter in the first date of attendance at the new provider.
- Parents will select the new provider of their choice.
- Parent reviews and submits the request.
- Parent has 7 days to cancel the request.

Provider Process - Receiving the Request

Current Provider

- Once a parent has submitted their online request for Change of Provider, the current provider will receive this notice via email.

Dear Provider:

DECCD has received a change of provider request from [REDACTED] for [REDACTED]
[REDACTED]

The final date of child attendance will be 09-04-2019.

If this is correct, no action is needed.

If you wish to deny this change, you must login to your E-Ledger site and deny the request. Providers will have 7 days to deny the request before the request will automatically be granted.

NOTE: Providers are only able to deny change of provider requests if the parent has not paid all monthly co-payment fees assigned by DECCD. Tuition overages are separate from copayment fees. You may not deny a change of provider request if the parent has unpaid tuition overages.

This change will NOT be considered final until you have received notification from DECCD. The parent could cancel the request or the other child care provider could deny the request.

Provider Process - Receiving the Request

DECCD has received a change of provider request from [REDACTED] for [REDACTED]

The first date of child attendance will be 09-01-2019.

If this is correct, no action is needed.

If you wish to deny this request, you must login to your E-Ledger site and deny the request. Providers will have 7 days to deny the request before the request will automatically be granted.

This change will NOT be considered final until you have received notification from DECCD. The parent could cancel the request or the other child care provider could deny the request.

New Provider

Once a parent has submitted their online request for Change of Provider, the new provider will receive this notice via email.

Provider Process - Receiving the Request

BOTH Current & New Providers

- Once a parent submits their online request for a Change of Provider, both the current provider and the new provider receive a notification of the change in the Provider Portal.



The screenshot displays the Provider Portal interface. On the left is a sidebar menu with the following items: Request a Change, Parent Request, Manage Holidays, Manage Rates, Reports, and Logout. A red arrow points from the 'Parent Request' menu item to a notification banner at the top of the main content area. The banner contains a red triangle icon and the text: "You have 1 change(s) requested by the parent that may need your attention. Click [here](#) to view the details." Below the notification, three photographs illustrate the process. The first photo shows a teacher and a child at a table, with a callout box stating "Click this menu to check the parent request". The second photo shows two children eating at a table, with a callout box stating "Following message displayed". The third photo shows a child playing with colorful toys on a table.

Provider Process - Approving the Request

- To allow this request for a change in provider **NO ACTION IS NEEDED** by either the current provider or the new provider.

Provider Process - Denying the Request

BOTH Current & New Providers

- This is the information displayed under the “Parent Request” tab.
- A full list of all the requests received will automatically appear on the screen.
- Providers can also search by date, status, type, parent name, or child name.
- **If the requested change is allowable, NO ACTION IS REQUIRED.**
- A provider may deny the request under the “Action” column.

Parent Request For Change Of Provider

ⓘ Action Date Between * 07/14/2019 And * 09/14/2019 Status <Select One> Type <Select One> Filter Reset

Parent Name Child Name

Parent	Child	Child DOB	Certificate Start Date	Type	Action Date	Status	Action	Notes
		05/23/2018		Admission	09/01/2019	Requested	Deny	
		11/08/2014		Admission	09/01/2019	Denied by other provider		
		09/19/2016		Admission	09/04/2019	Cancelled by parent		
		11/20/2014	09/01/2019	Admission	09/01/2019	Approved		

Provider could Deny parent request by clicking the Deny Button

Provider Process - Denying the Request

BOTH Current & New Providers

- A **current** provider may only deny a request to change provider if the parent owes a co-payment to the provider.
- The **new** provider may deny the request for any reason.
- To deny a request, you must enter the reason for the denial in the notes box then click, "OK".

Parent Request For Change Of Provider

Action Date Between * 07/12/2019 And * 09/12/2019 Status <Select One> Type <Select One> Filter Reset

Parent Name Child Name

Parent	Child	Child DOB	Certificate Period	Type	Action Date	Status	Action	Notes
		11/08/2014	10/01/2018 - 12/31/2099	Moving Out	08/31/2019	Requested	Deny	

* Notes

Payment pending

Are you sure to deny this request? OK Cancel

Deny the application by entering the relevant notes

Provider Process - Denying the Request

- Both Current and New providers may deny the request within 7 days of the email notification.
- The request will be automatically approved if no action is taken to prevent the request within 7 days of the email notification.

Provider Process - Denying the Request

Current Provider

- If the current or new provider denies the request through their online portal, they will also receive this notice via email.

Dear Provider:

The request for a change of provider for [REDACTED]

With a last date of attendance 09-03-2019

Has been cancelled by [REDACTED]

This request for a change will not be completed and you should consider this request cancelled.

Provider Process - Denying the Request

Dear Provider:

The request for a change of provider for [REDACTED]

With a first date of attendance 09-01-2019

Has been denied by [REDACTED] CHILDCARE LEARNING CENTER

This request for a change will not be completed and you should consider this request cancelled.

New Provider

If the current or new provider denies a parent's request for the change of provider, the other provider will receive this notification via email.

Parent Process

Parents can cancel a request within 7 days after it was submitted.

Dear Provider:

The request for a change of provider for [REDACTED]

With a first date of attendance 09-03-2019

Has been cancelled by [REDACTED]

This request for a change will not be completed and you should consider this request cancelled.

New Provider

- If a parent cancels their request for a change in provider, the new provider will receive this notice via email.

Change of Provider –Status

- Once applications are submitted to the online provider portal, the status will show.

Requested = Parent has submitted a request and the 2-week notice period is in effect.

Approved = The 7-day denial/cancellation period has ended. The 2-week notice period will finish, and the request will be completed.

Denied/Denied by other Provider = Either the current or new provider has denied the request. This request has ended.

Cancelled by Parent = The parent has withdrawn their request for a change of provider. This request has ended.

Parent Request For Change Of Provider

Action Date Between * 07/14/2019 And * 09/14/2019 Status <Select One> Type <Select One>

Parent Name Child Name

Parent	Child	Child DOB	Certificate Start Date	Type	Action Date	Status	Action	Notes
		05/23/2018		Admission	09/01/2019	Requested	<input type="button" value="Deny"/>	<input type="checkbox"/>
		11/08/2014		Admission	09/01/2019	Denied by other provider		<input type="checkbox"/>
		09/19/2016		Admission	09/04/2019	Cancelled by parent		<input type="checkbox"/>
		11/20/2014	09/01/2019	Admission	09/01/2019	Approved		<input type="checkbox"/>

Parent Emergency Transfer Request

- In the event of emergency circumstances, a parent may request an emergency transfer to a new provider. Examples of emergency circumstances include, but are not limited to:
 - Physical Altercation between the Parent and Staff Member (including Director). If an issue arises at the child care center between the parent and staff member (including director) of the child care center resulting in police involvement, a transfer may be requested. The DECCD Director may also contact the child care provider to obtain additional evidence and will weigh all evidence as a whole.
 - Injury of a Child: If an issue arises at the child care center resulting in an injury of any child enrolled in the center such as neglect, lack of supervision, or physical harm, a transfer may be requested.
- The parent must submit a written emergency request to DECCD requesting an emergency transfer **without** giving a two-week notice to the current provider.
- In the request the parent must explain the details and the reason for the emergency request. Please be sure to include the last day of attendance for the child(ren).
- Submit the request to cc.payment@mdhs.ms.gov or it can be fax to (601)359-4422.
- The emergency request will be submitted to the division director for approval/denial once all documentation has been submitted by the parent and or provider.
- The parent and provider will receive a decision once all evidence has been reviewed.

Change of Provider

Summary

- Parent submits the request online.
- Both current and new provider receive email and updates to their portal.
- No action is required to approve the request.
- Current provider receives two-week notice.
- Current provider may only deny request for owed co-payment. Parent and new provider are notified.
- New provider may deny request for any reason. Parent and current provider are notified.
- Parent may cancel the request within 7 days of submission. Current and new provider are notified.

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