TN Department of **Human Services**

Completing a Change Report

Overview

This Quick Reference Guide shows Providers how to complete a change report in the Provider Portal.

Audience

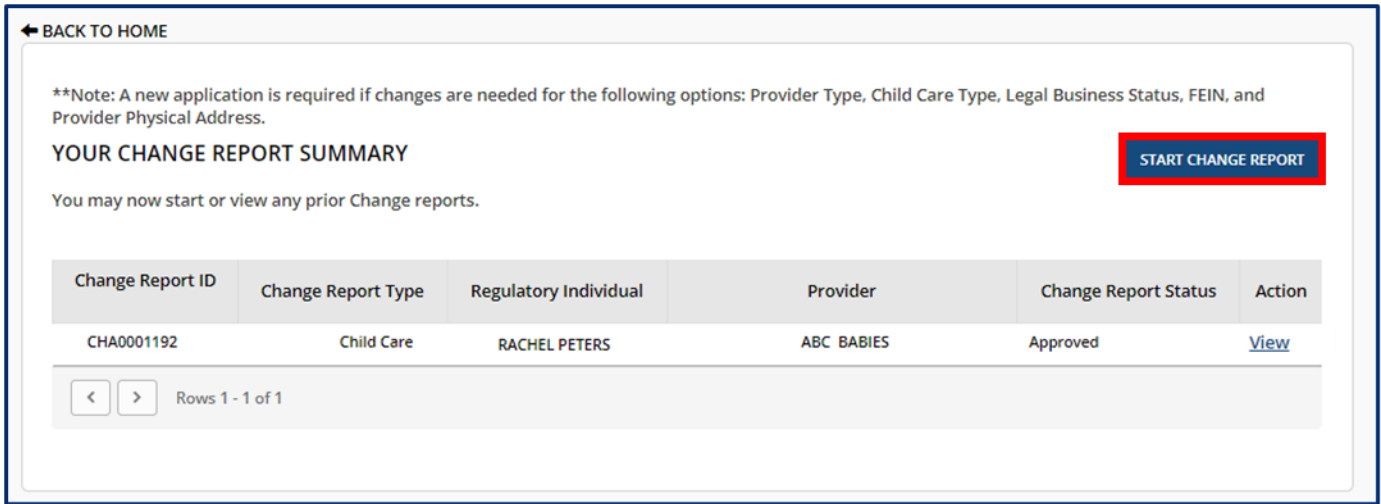Child Care and Adult Day Services Providers

Creating a Change Report

To complete your change report, begin by accessing your Provider Portal **Dashboard** and selecting the **Change Report** button under the **Manage Profile** section.
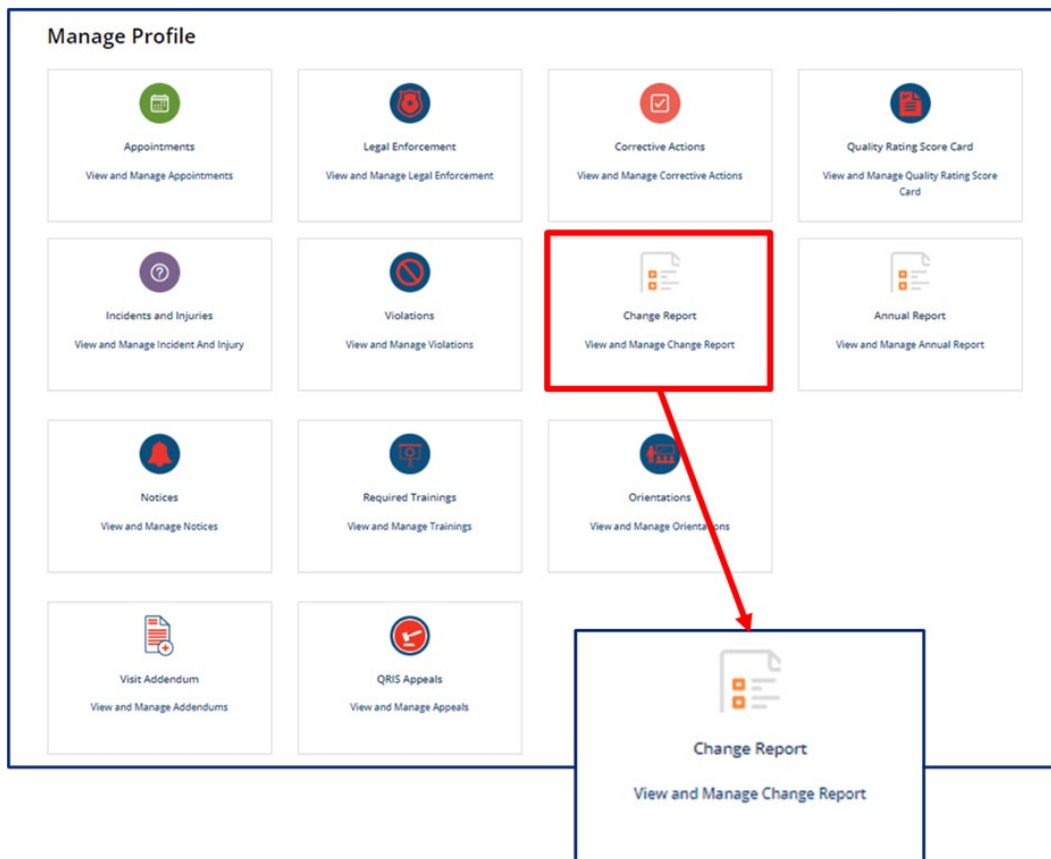
You will be then be taken to **Your Change Report Summary**. Here, you will see the **Start Change Report** button. Select this button to begin a new change report.

Upon selecting **Start Change Report**, you will see the instructions to start a new Change Report. The Change Report is not required to be completed in full. You can navigate to specific sections as needed. To proceed with starting a new Change Report, select **Next.**

If you have a change report in progress it will appear on **Your Change Report Summary**. You will see your **Change Report ID, Change Report Type, Regulatory Individual, Provider, and Change Report Status.**

To complete or review your existing change report, select the **View/Continue** button in the **Action** column.

**Note: A new application is required if changes are needed for the following options: Provider Type, Child Care Type, Legal Business Status, FEIN, and Provider Physical Address.
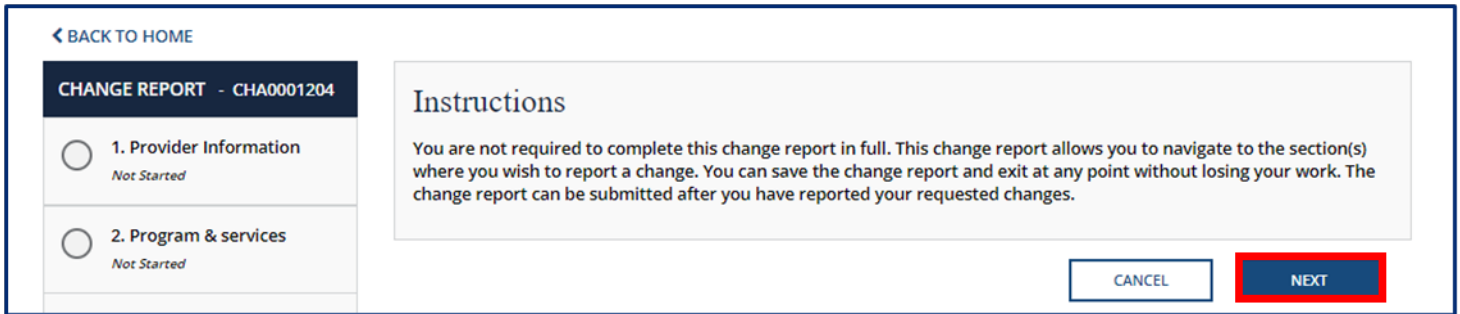
YOUR CHANGE REPORT SUMMARY

You may now start or view any prior Change reports.

Change Report ID	Change Report Type	Regulatory Individual	Provider	Change Report Status	Action
CHA0001118	Child Care	RACHEL PETERS	ABC BABIES	Draft	Continue
CHA0001102	Child Care	Train Test	ABC BABIES	Approved	View
CHA0001012	Child Care	State Tester	ABC BABIES	Draft	Continue
CHA0001008	Child Care		ABC BABIES	Approved	View

Rows 1 - 4 of 4

Upon creating or opening a change report, you will see a list of the categories you can update before submitting the report and the status of each step. Please note, depending on your Provider Type, you will have different categories available.

You may click **Save & Next** at the end of each section to progress through the report in order, **Back** to return to the previous section, or you may click on the category you wish to update to navigate directly to that section.

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Human Services

Child Care

CHANGE REPORT - CHA0001226
○ 1. Provider Information — *Not Started*
○ 2. Business Organization — *Not Started*
○ 3. Main Contact Information — *Not Started*
○ 4. Director & Primary Educator — *Not Started*
○ 5. Program & Services — *Not Started*
○ 6. Provider Fees — *Not Started*
○ 7. Child Care Level / Rates — *Not Started*
○ 8. Meals — *Not Started*
○ 9. Rate Policies — *Not Started*
○ 10. Classrooms/Ages — *Not Started*

○ 11. Accreditations — *Not Started*
○ 12. Curricula — *Not Started*
○ 13. Environment Aspects — *Not Started*
○ 14. Hours of Operations — *Not Started*
○ 15. Household Information — *Not Started*
○ 16. Insurance — *Not Started*
○ 17. Staff Information — *Not Started*
○ 18. Supporting Documentation — *Not Started*
○ 19. Declaration and E-signature — *Not Started*

Adult Day Services

CHANGE REPORT - CHA0001224
○ 1. Provider Information — *Not Started*
○ 2. Business Organization — *Not Started*
○ 3. Main Contact Information — *Not Started*
○ 4. Director & On-site Manager — *Not Started*
○ 5. Program & Services — *Not Started*
○ 6. Provider Fees — *Not Started*
○ 7. Care Level / Rates — *Not Started*
○ 8. Meals — *Not Started*
○ 9. Rate Policies — *Not Started*

○ 10. Age of Youngest/Oldest Adult — *Not Started*
○ 11. Accreditations — *Not Started*
○ 12. Environment Aspects — *Not Started*
○ 13. Hours of Operations — *Not Started*
○ 14. Household Information — *Not Started*
○ 15. Insurance — *Not Started*
○ 16. Staff Information — *Not Started*
○ 17. Supporting Documentation — *Not Started*
○ 18. Declarations and E-Signature — *Not Started*

Provider Information

You can update the contact information and mailing address for your site on this screen. There are grey fields listed on the Provider Information screen. These fields include:

- Name of Agency
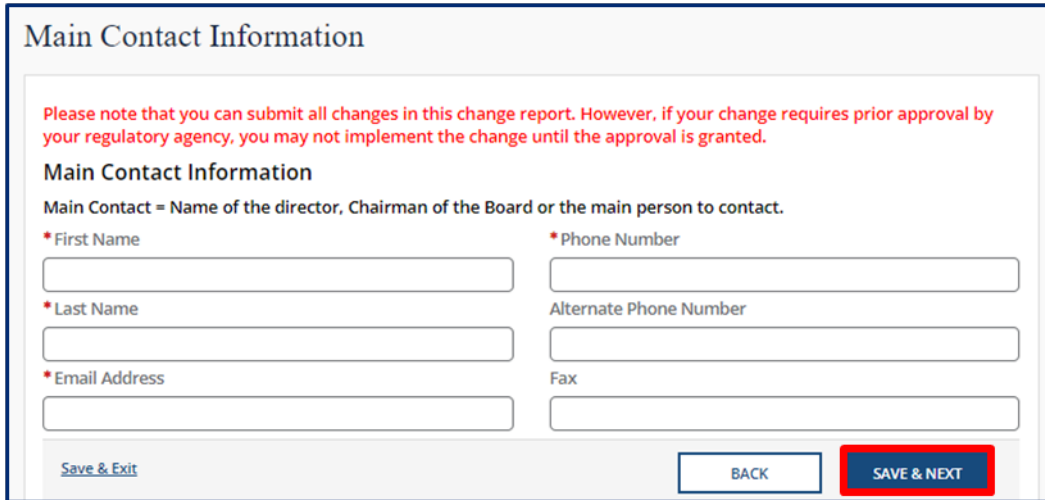- Provider Physical Address
- FEIN
- Child Care Type

These items cannot be modified on a change report. To change this information, you will need to complete a new licensing application. Confirm the information entered in the **Provider Email Address** and **Phone Number** fields is correct and update as needed.

Please note: you cannot implement any changes made on this screen until you have received approval from your regulatory agency.

Main Contact Information

In this section, you can update the main contact information of the facility director, chairman of the board, or the main person, Primary Contact, for the agency.

Once you complete filling out this section, click the **Save & Next** button to proceed to the next section.

Please note: you cannot implement any changes made on this screen until you have received approval from your regulatory agency.

Business Organization

In this section, you can update the Legal Name and contact information for your agency, as well as Board of Directors Information.

Business Organization

Business Organization

For changes in your legal organization, please contact your Regulatory Individual.

* Full Legal Name and d/b/a Name of Business

[   ]

* Legal Organization

[-- None --   ▼]

* FEIN

[   ]

* Contact First Name

[   ]

* Contact Last Name

[   ]

* Street Address - Line 1

[   ]

Street Address - Line 2

[   ]

* City

[   ]

* State

[▼]

* Franchise (SOS Filing Required)

[-- None --   ▼]

SOS or Business License Issuance/Renewal Date

[MM-DD-YYYY   🗓]

* Do you have a Board of Directors?

[-- None --   ▼]

* Zip

[   ]

* Phone Number

[   ]

Alternate Phone Number

[   ]

Fax

[   ]

Use the **pencil** button to to edit the associated information for current and former owners.

List of Owners

Please list all current and former owners

Action	Owner Type	Individual/Business Name	Email Address	Phone number	Alternate Phone Numb
✎	Individual	Business Owner			

Within the **Owners** pop-up window, edit the Owner's contact information as needed. Once complete, select **Save (CTRL + S).**

Owners

Owner Type

Individual

Please provide all known information.

*Individual/Business Name

Karen Kramer

Alternate Phone Number

*Email Address

educator@xyz.com

Fax

*Phone number

(615) 000-0000

SAVE(CTRL + S)

Use the **Add New** button to list all Owners' Experience. If this is not applicable, please proceed without adding experience details.

List of Owners Experience

If this is not applicable, please proceed without adding experience details.

ADD NEW

Action	Owner	Employer	Contact Person's First Name	Contact Person's Last Name	Email Address	S

Fill out the **Owner Experience** pop-up window. Once complete, select **Save (CTRL + S).**

If you answered **Yes** to **Do you have a board of directors?**, Click **Add New** to list Board Members.

Fill out the **Board Members** pop-up window. If the Board Member you are adding is Chairman of the Board, use the checkbox at the top of the window to signify this. Once complete, select **Save (CTRL + S).**

Once you complete this section, click the **Save & Next** button to proceed to the next section.

Director & Primary Educator

In this section, you can update information about the director and primary educator of your facility, as well as the experience this individual has in working with young children and references for this individual.

Begin by filling out the **Director & Primary Educator** and **Education** information sections.

Then, add the experience this individual has in working with young children. Select the **Add New** button to get started. If this is not applicable, proceed without adding experience details.

Complete the pop-up window that appears, detailing information on this individual's current or previous employer where they gained experience in working with young children. Once complete, select **Save (CTRL + S).**

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Once all experience is added, proceed to the references section. You must submit at least 3 references who are non-relatives. Select the **Add New** button in the **References** section.

Fill out the **References** pop-up window. Once complete, select **Save (CTRL + S).**

Once you complete this section, click the **Save & Next** button to proceed to the next section.

Please note: you cannot implement any changes made on this screen until you have received approval from your regulatory agency.

Director & On-Site Manager (ADS Only)

In this section, you can update information about the director and onsite manager of your facility, as well as the experience this individual has in working with adults and references for this individual.

Begin by filling out the **Director & On-Site Manager** and **Education** information sections.

Then, add the experience this individual has in working with adults. Select the **Add New** button to get started. If this is not applicable, proceed without adding experience details.

Complete the pop-up window that appears, detailing information on this individual's current or previous employer where they gained experience in working with adults. Once complete, select **Save (CTRL + S).**

Once all experience is added, proceed to the references section. You must submit at least 3 references who are non-relatives. Select the **Add New** button in the **References** section.

Fill out the **References** pop-up window. Once complete, select **Save (CTRL + S).**

Once you complete filling out this section, use the checkbox to confirm all information entered in this section is accurate. Click the **Save & Next** button to proceed to the next section.

Programs & Services

In this section, you can update any affiliations that apply to your agency using the **Affiliations** drop-down. Remove an affiliation by clicking the grey **X** next to the affiliation name.

Use the following three dropdown fields to signify whether your agency:
- Has admission requirements and enrollment procedures
- Has a provision to seek emergency medical care for those enrolled
- Is wheel chair accessible

Add any updates to Transportation to your facility by updating the appropriate questions. Use the dropdown field to add any 3ʳᵈ parties you contract with to provide programs & services.

Use the checkboxes to signify you have read and understand:
- Section 504 of the Rehabilitation Act of 1973
- Title VI- T.C.A. 4-21-904

If you provide transportation to and/or from school, add details on what transportation you provide by clicking the

Add New button or click the **Pencil** Icon to update information for your existing transportation. Click the **X** icon if you need to delete an entry.

Upon clicking the **Add New** button, please list the name of the school you are associated with and answer **Yes** or **No** on if you provide transportation **From Facility to School** and/or **From School to Facility.** Then, click **Save (CTRL + S)**.

You can select the **Add New** button to add Vehicles Utilized or click the **Pencil** Icon to update information for your existing vehicle. Click the **X** icon if you need to delete an entry.

Upon clicking the **Add New** button, please list the **Make**, **Model**, **License Plate** number, and **VIN** number for the vehicle. Then, click **Save (CTRL + S)**.
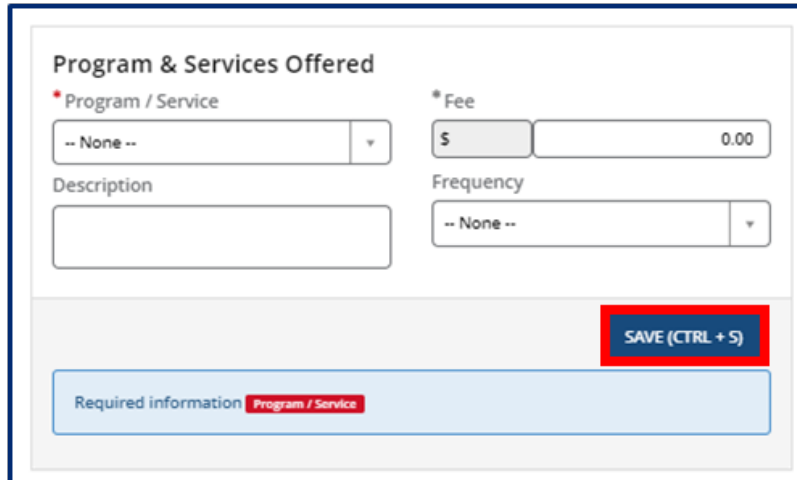
You can update specialized programs or enhanced services your facility provides on this screen. To add a program or service, select the **Add New** button or click the **Pencil** Icon to update information for your existing programs & services offered. Click the **X** icon if you need to delete an entry.

You can then select the applicable program or service from the **Program / Service** drop-down. Once you select one, add its corresponding **Fee,** a **Description**, and its **Frequency**. Then, click **Save (CTRL + S)**.

Once you complete this section, click the **Save & Next** button to proceed to the next section.

Please note: you cannot implement any changes made on this screen until you have received approval from your regulatory agency.

Provider Fees

In this section, you can update your Provider Fees. Indicate the amount, unit value (per minute, hour, day, week, year, etc.), whether that amount is for the family or the child, the date the fee starts, and the date the fee ends (if you are discontinuing a specific fee). Anniversary dates are only used for registration fees. If you charge registration annually, and all clients are charged on a specific day, enter that date in the anniversary date area. If registration is charged annually but is charged according to the child's enrollment date, leave this field blank.

To add a fee, select the **Add New** button and fill out the table shown below. You must add each fee's:
- Fee Type
- Amount
- Unit Value *(minute, hour, week, etc.)*
- Start Date
- Child / Family *(indicate whether this is per child, family, or adult in care)*
- End Date
- Anniversary Date

Then, click **Save (CTRL + S)**.

You can edit or delete existing provider fees on this screen. Click the **Pencil** icon to edit an existing fee or the **X** icon to delete an existing fee.

Once you complete filling out this section, click the **Save & Next** button to proceed to the next section.
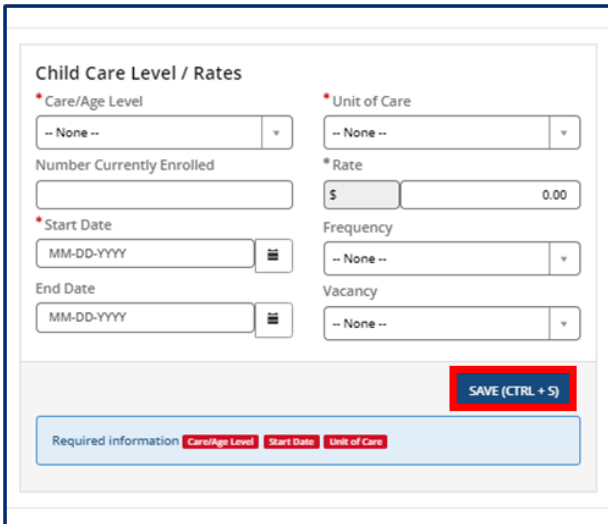
Care Level / Rates

In this section, update the various care levels of the children you enroll, along with the current number enrolled in each age group. If you offer a care level but have no children enrolled within it, enter "0".

The age ranges for each care level are as follows:
- Infants – 6 weeks to 12 months
- Toddlers – 13 months to 30 months
- 2 Year Olds – 24 months to 35 months
- 3 Year Olds – 36 months to 47 months
- 4 Year Olds – 48 months to 59 months
- 5 Year Olds – 60 months to 72 months
- School-Agers – Kindergarten to 12 years old

To add an age range, select the **Add New** button and fill out the pop-up window that appears. You must provide each **Care/Age Level**, **Unit of Care**, **Enrollment** (number of children enrolled in that care level), **Rate**, **Start Date**, **End Date**, and **Frequency**. Use the **Vacancy** field to indicate if you have vacancies at the selected Care/Age Level. Once complete, select **Save (CTRL + S).** Please note, depending on your Provider Type, the pop-up screen will vary.

Child Care
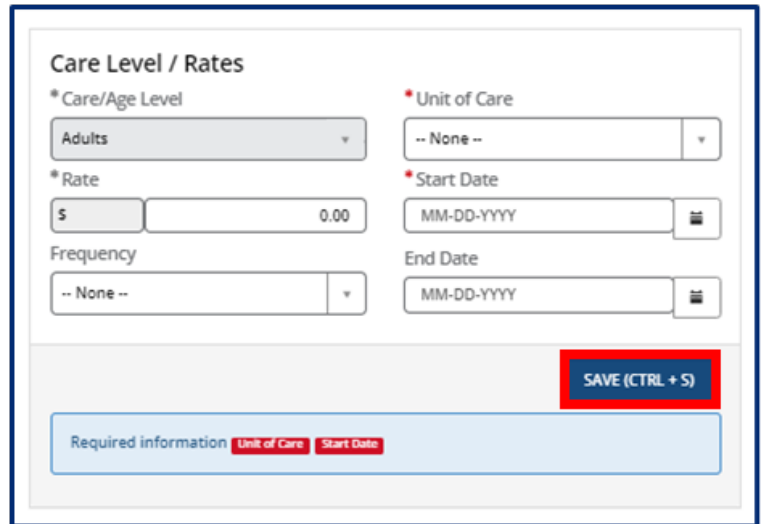
Adult Day Services

Click the **Pencil** icon to edit an existing child care level/rate or the **X** icon to delete an existing care level/rate.

Once you complete filling out this section, click the **Save & Next** button to proceed to the next section.

Meals

In this section, you can update information related to the meals you provide in your program. Fill out the section to update:

- How meals are provided in your facility
- The specific meals you serve
- If you are interested in participating in the Child and Adult Care Food Program

Once you complete filling out this section, click the **Save & Next** button to proceed to the next section.

Please note: you cannot implement any changes made on this screen until you have received approval from your regulatory agency.

Rate Policies

In this section, select all rate policies that apply to your program. You can mark applicable **Funding Sources** and **Discounts** using their associated drop-downs.

To remove a Funding Source or Discount, click the grey **X** icon beside the name of the item you wish to delete.

Once you complete filling out this section, click the **Save & Next** button to proceed to the next section.

Classrooms / Ages

In this section, you can update the age of the youngest and oldest children you are willing to serve on a regular basis and list the unit of age for each *(weeks, months, or years)*. Additionally, you can update the number of classrooms your agency has.

Use the **Add New** button to provide details regarding the ages in each classroom.

Classroom Age Groups

Provide details for all classrooms and the ages for each.

ADD NEW

Action	Classroom Number	Age of Youngest Child	Unit Age for Youngest Child	Age of Oldest Child
		No Records Found		

Fill out the Classroom Age Groups pop-up window. Once complete, select **Save (CTRL + S).**

Classroom Age Group

*Classroom Number

-- None --

*Age of Youngest Child

-- None --

*Age of Oldest Child

-- None --

*Unit Age for Youngest Child

-- None --

*Unit Age for Oldest Child

-- None --

SAVE (CTRL + S)

Required information Classroom Number Age of Youngest Child Unit Age for Youngest Child Age of Oldest Child Unit Age for Oldest Child

Once you complete filling out this section, click the **Save & Next** button to proceed to the next section.

Please note: you cannot implement any changes made on this screen until you have received approval from your regulatory agency.

Age of Youngest / Oldest Adult (ADS Only)

In this section, update the youngest and oldest adult your agency currently serves. Use the **Adult Minimum Age** and **Adult Maximum Age** fields to enter the respective ages.

Age of Youngest/Oldest Adult

Please note that you can submit all changes in this change report. However, if your change requires prior approval by your regulatory agency, you may not implement the change until the approval is granted.

Adult Minimum Age

Adult Maximum Age

Save & Exit   BACK   SAVE & NEXT

Once you complete filling out this section, click the **Save & Next** button to proceed to the next section.

Please note: you cannot implement any changes made on this screen until you have received approval from your regulatory agency.

Accreditations

In this section, update or add any additional accreditations. To add an accreditation, select the **Add New** button.

Accreditations

Accreditations

Select all Accreditations that apply to your agency. If Accreditations have a different Start Date or End Date, please list separately.
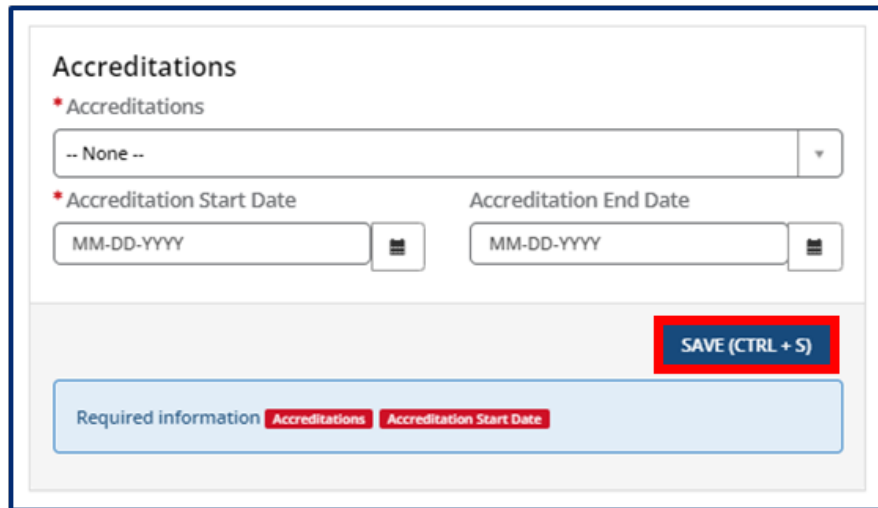
ADD NEW

Action	Accreditations	Accreditation Start Date	Accreditation End Date
		No Records Found	

Save & Exit   BACK   SAVE & NEXT

Fill out the **Accreditations** pop-up window. Select the name of the **Accreditation**. Enter in the accreditation's **Start Date** and **End Date**. Once complete, select **Save (CTRL + S).** Please note, each accreditation should only be added once.

Once you complete filling out this section, click the **Save & Next** button to proceed to the next section.

Curricula (Child Care Only)

In this section, you may update the curricula you use. To add a curriculum, select the **Add New** button.
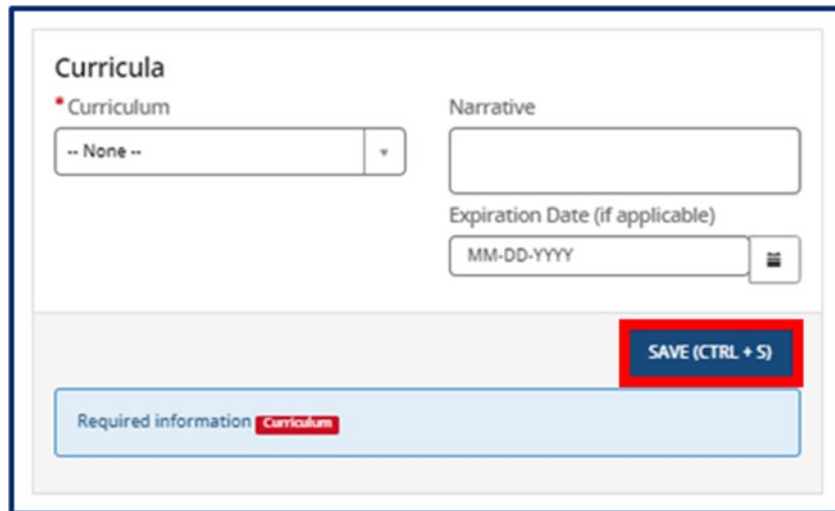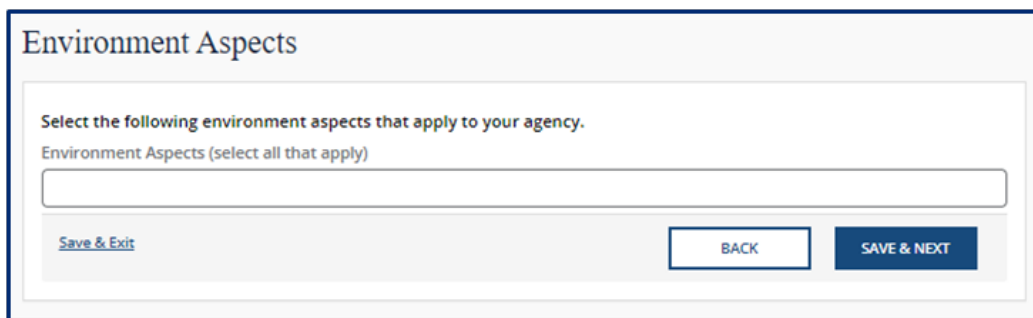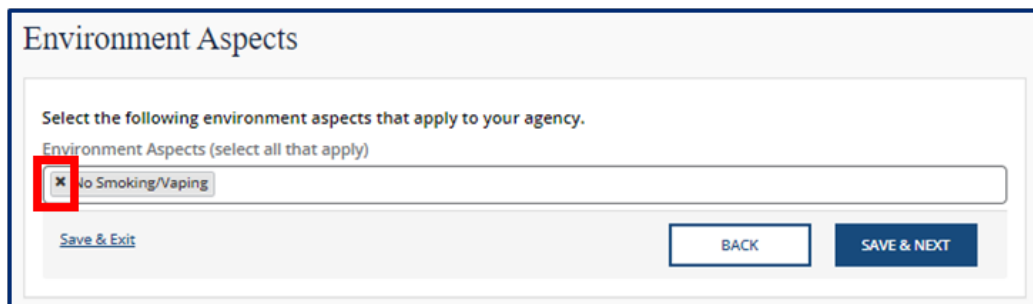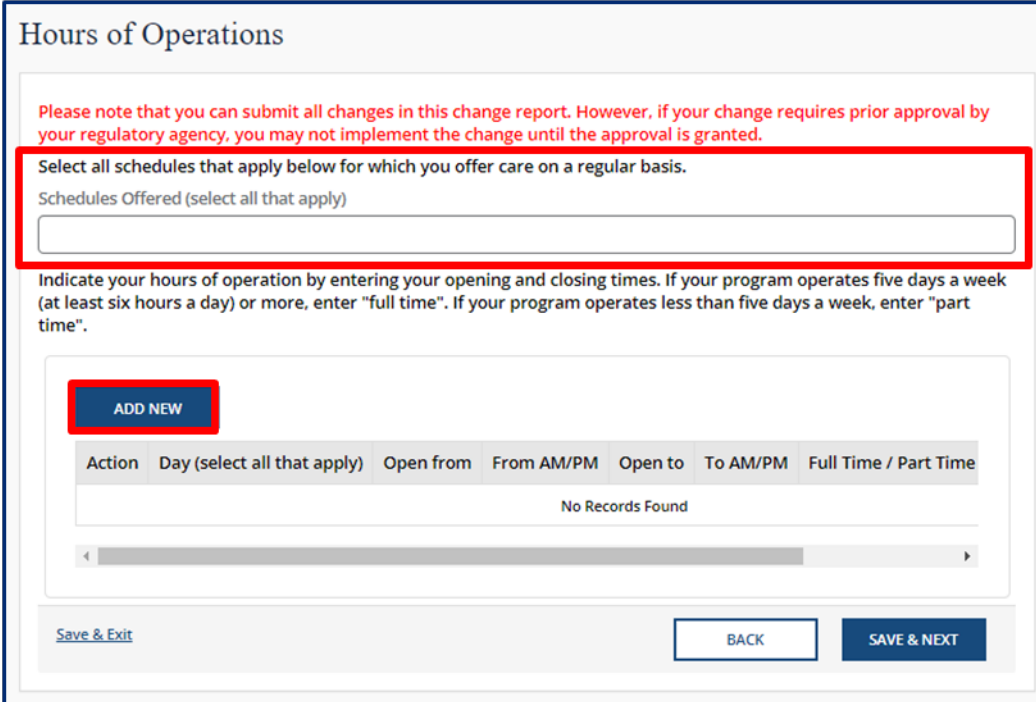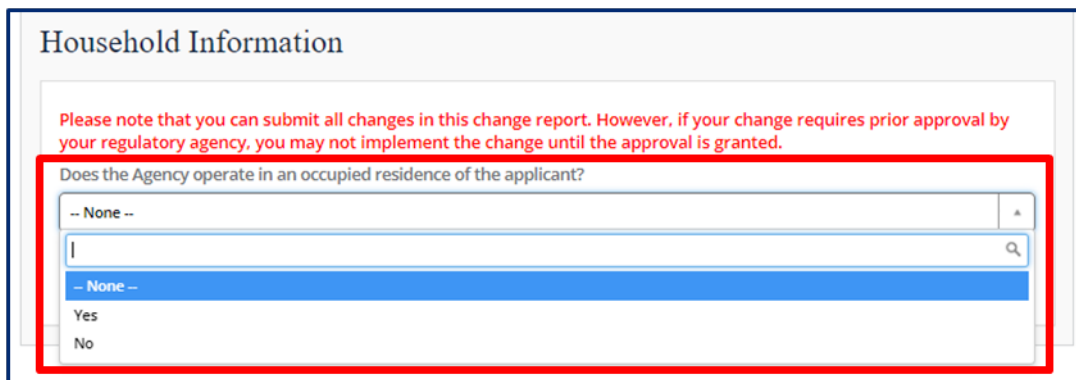

Fill out the **Curricula** pop-up window. Use the **Curriculum** drop-down to select the curriculum you use. You may select **Other** if the one you use is not listed. Optionally, add a narrative that explains this curriculum and when it expires. Once complete, select **Save (CTRL + S).**

Curricula

*Curriculum

[-- None -- ▾]

Narrative

[ ]

Expiration Date (if applicable)

[MM-DD-YYYY   📅]

SAVE (CTRL + S)

Required information **Curriculum**

Once you complete filling out this section, click the **Save & Next** button to proceed to the next section.

Environment Aspects

In this section, update the environment aspects that apply to your agency using the **Environment Aspects** drop-down. Examples include "No Pets" and "Wheelchair Accessible".

Environment Aspects

Select the following environment aspects that apply to your agency.

Environment Aspects (select all that apply)

[ ]

Save & Exit   [BACK]   **SAVE & NEXT**

To remove an environment aspect, click the grey **X** icon beside the name of the item you wish to delete.

Environment Aspects

Select the following environment aspects that apply to your agency.

Environment Aspects (select all that apply)

[× No Smoking/Vaping]

Save & Exit   [BACK]   **SAVE & NEXT**

Once you complete filling out this section, click the **Save & Next** button to proceed to the next section.

Hours of Operation

In this section, you can update the schedules you offer and your specific hours of operation. Begin by selecting new schedules that you offer on a regular basis using the **Schedules Offered** drop-down. Examples include "After School", "Full Time", and "School Year".

Then, select the **Add New** button to provide the specific times your facility is open.

You must provide:
- Each Day you are open
- The time you are open from
- The time you are open to
- If you are open Full Time or Part Time
- And any additional comments

Once complete, select **Save (CTRL + S).**

Once you complete filling out this section, click the **Save & Next** button to proceed to the next section.

Please note: you cannot implement any changes made on this screen until you have received approval from your regulatory agency.

Household Information

In this section, you can update your home daycare status. Answer "Yes" or "No" to the question regarding whether the agency operates in the residence of the reporter.

If your physical address changes with your home daycare status, you will need to complete a new licensing application. Refer to section 3.2 Applying for Provisional/Temporary Licensure for more information.

If yes, you must then submit information on all other household members. Select the **Add New** button to enter this information.

Fill out the **Household Members** pop-up window. Once complete, select **Save (CTRL + S)**.

To edit household members, click the **Pencil** icon. To remove a household member, click the **X** icon.
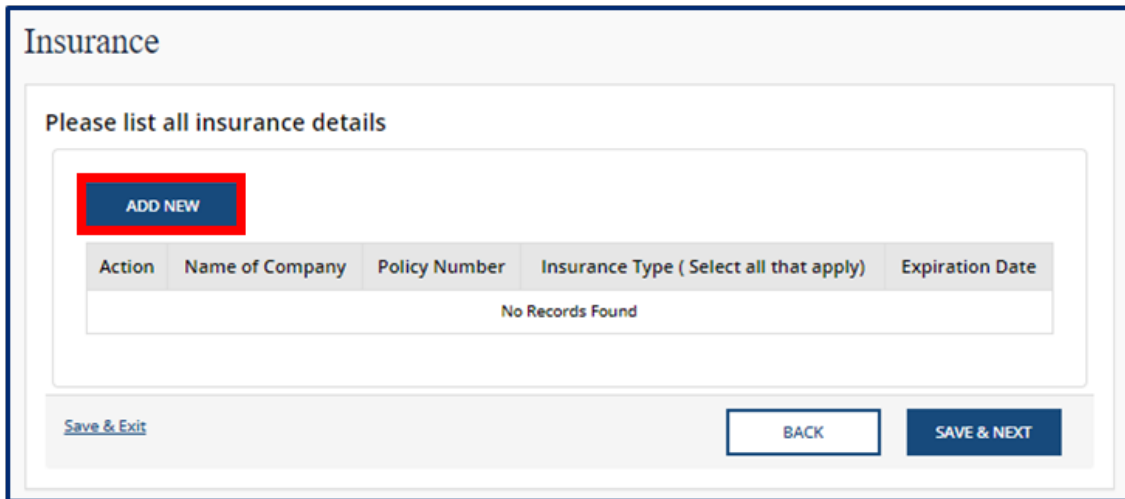
Once you complete this section, click the **Save & Next** button to proceed to the next section.

Please note: you cannot implement any changes made on this screen until you have received approval from your regulatory agency.

Insurance

In this section, you can update details on the insurance you carry. Select the **Add New** button to enter a new insurance policy.
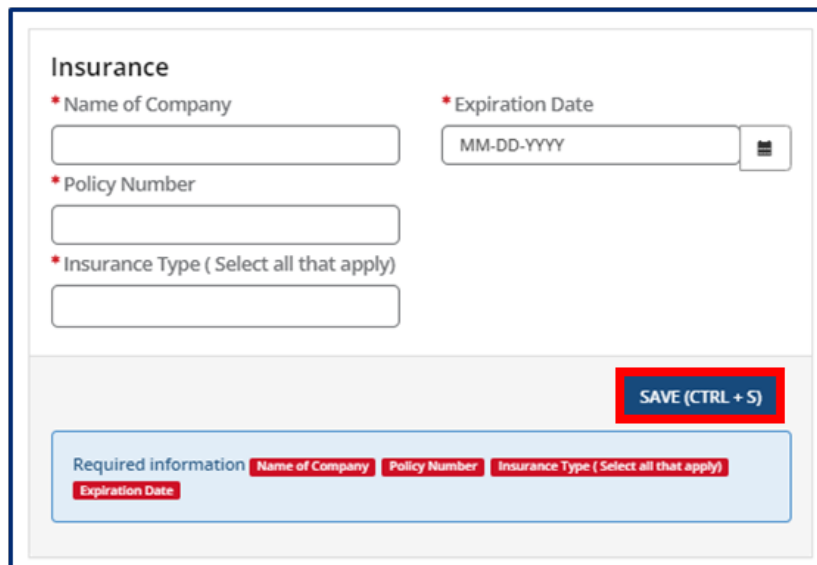
Fill out the **Insurance** pop-up window. Once complete, select **Save (CTRL + S).**

To edit an insurance policy, click the **Pencil** icon. To remove an insurance policy, click the **X** icon.

Once you complete filling out this section, click the **Save & Next** button to proceed to the next section.

Staff Information

In this section, you can update the details and qualifications of all staff at your facility. Begin adding **Staff Records** by clicking the **Add New** button.

Fill out the **Staff Records and Qualifications** pop-up window. You must provide each staff member's:

- **First Name**
- **Last Name**
- **Last 4 Digits of SSN** (you may mark if your staff member does not have an SSN)
- **Date of Birth**

You may update existing staff information. Click the **Pencil** icon to edit a staff member's information, or click the **X** icon to delete a staff member's information.

Once complete, select **Save (CTRL + S).**

After staff records have been updated, you will be prompted to upload your staffing pattern in the **Supporting Documentation** section. Click the **Save & Next** button to proceed to the next section.

Supporting Documentation

In this section, you must upload supporting documentation that relates to the changes made in your report. The specific list of documents is listed within the Provider Portal.

Use the dropdown below **Have any of the below documents changed since your last Annual or Change Report submission?** to signify whether or not your **Emergency Preparedness Plan**, **Floor Plan**, **Pictures**, or **Transportation Plan** have changed since your last Annual or Change Report submission. If they have not changed, the documents on file will be reused and you are not required to re-upload them. If any of the documents have changed, you will be required to re-upload the documents. Please note, depending on your Provider Type, the Supporting Documentation tab will differ.

Child Care | **Adult Day Services**

To add a document, you must first select the **Document Type** and click the **Add Document** button. All uploaded documents will appear in a table at the bottom of the screen. To make changes to a document that you have uploaded, use the **Delete** button and re-upload the document as needed.

Once all documents have been added, you may press the **Save & Next** button.

Declaration and E-Signature

You must complete declarations and e-sign the report before you can submit it to your regulatory individual.

Select your role at the facility with the **Role** dropdown menu. Type your name in the **Enter Your Name** field. The submission timestamp will auto-populate for you.

Click **Submit**. This will fully submit your Change Report for TDHS review.

Submission

Upon submission of your Change Report, you will be taken to **Your Change Report Summary**.

To submit additional documents to a Change Report that is in a pending status, use the Submit Documents link. You will not have the ability to submit additional documents when your Change Report is approved.

Revision Required

If your Change Report requires revision, you will see a notification on the **Manage My Sites** icon of the Provider Portal homepage.
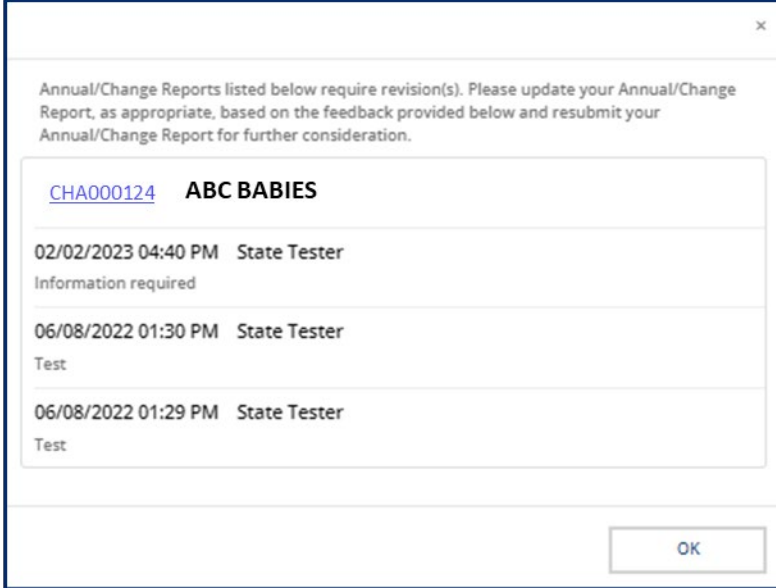
Clicking the **Revision Required** link will open a pop-up window which contains feedback from your Licensing Consultant regarding the specific reports and/or fields that require revision. Update your Change Report based on this feedback prior to re-submitting the report for further consideration.

Annual/Change Reports listed below require revision(s). Please update your Annual/Change Report, as appropriate, based on the feedback provided below and resubmit your Annual/Change Report for further consideration.

CHA000124   **ABC BABIES**

02/02/2023 04:40 PM   State Tester
Information required

06/08/2022 01:30 PM   State Tester
Test

06/08/2022 01:29 PM   State Tester
Test

OK