

Tennessee
Department of
Human Services and
Department of
Education

Modernization Project



Department of Education Provider Town Hall Summary

Presented on July 11th, 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!
What is the Modernization Project?	<ul style="list-style-type: none">We are launching a new online system for Child Care Providers to manage their license with the Department of EducationThis system will be the central location to submit your annual report, view announced visits/appointments, address corrective action plans, apply for a license, and more!	Modernization Project Overview
Your Role During This Transition	<ul style="list-style-type: none">We ask that, over the course of this release, you work to understand our new systems, seek answers to your questions, and mentor your colleagues throughout this transition.	Your Role During This Transition

What to Do in Your New Provider Portal

Topic	Key Takeaways	Watch here!
How Do I Register for a Provider Portal Account?	<ul style="list-style-type: none"> If you are your facility's primary contact, you should set up your account as soon as possible. You can create an account by registering on our Provider Portal website. Staff at your facility can sign up for accounts thereafter and will request site access to manage the facility within the Provider Portal. 	Primary Contact Provider Portal Account Set-Up Overview
Importance of Having a Business Email Address	<ul style="list-style-type: none"> TDHS requests that Providers use a business email address to register for their Provider Portal account and do business with the agency. 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. 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. 	Importance of Having a Business Email Address
Release 2 Provider Portal Demonstration	<ul style="list-style-type: none"> You will complete a variety of key tasks in the Provider Portal. These include: <ul style="list-style-type: none"> Submitting your annual report Viewing and confirming appointments Reporting incidents and injuries Addressing corrective action plans And more! 	System Demo
Next Steps	<ul style="list-style-type: none"> Register for a Provider Portal account as a primary contact (if you do not have one already) Have staff register for their accounts and request site access Familiarize yourself with the Provider Portal and it's new features Prepare to complete you annual report in the Provider Portal (the due date on this varies by your licensure date) 	Please Complete the Following Activities As Soon As Possible!
Accessing the Modernization Resources Page	<ul style="list-style-type: none"> Check out the Modernization Resources Page to learn about our new Provider Portal This page contains recordings of previous town halls, quick reference guides, how-to videos, frequently asked questions, and other resources to learn about the Provider Portal 	Modernization Project Resources Page

We are here for you!

If you need any assistance, 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	
Zoom Link	https://deloitte.zoom.us/j/92094735246?pwd=RDNVVnNiQUVnSHpOR2ZMV3pZQ2lxUT09
Dial-In #:	+1 646 518 9805 or +1 720 928 9299
Meeting ID:	920 9473 5246
Password:	863180

