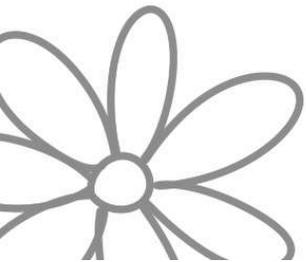


care4kids
MAKING CHILD CARE AFFORDABLE



CARE 4 KIDS PROVIDER PORTAL

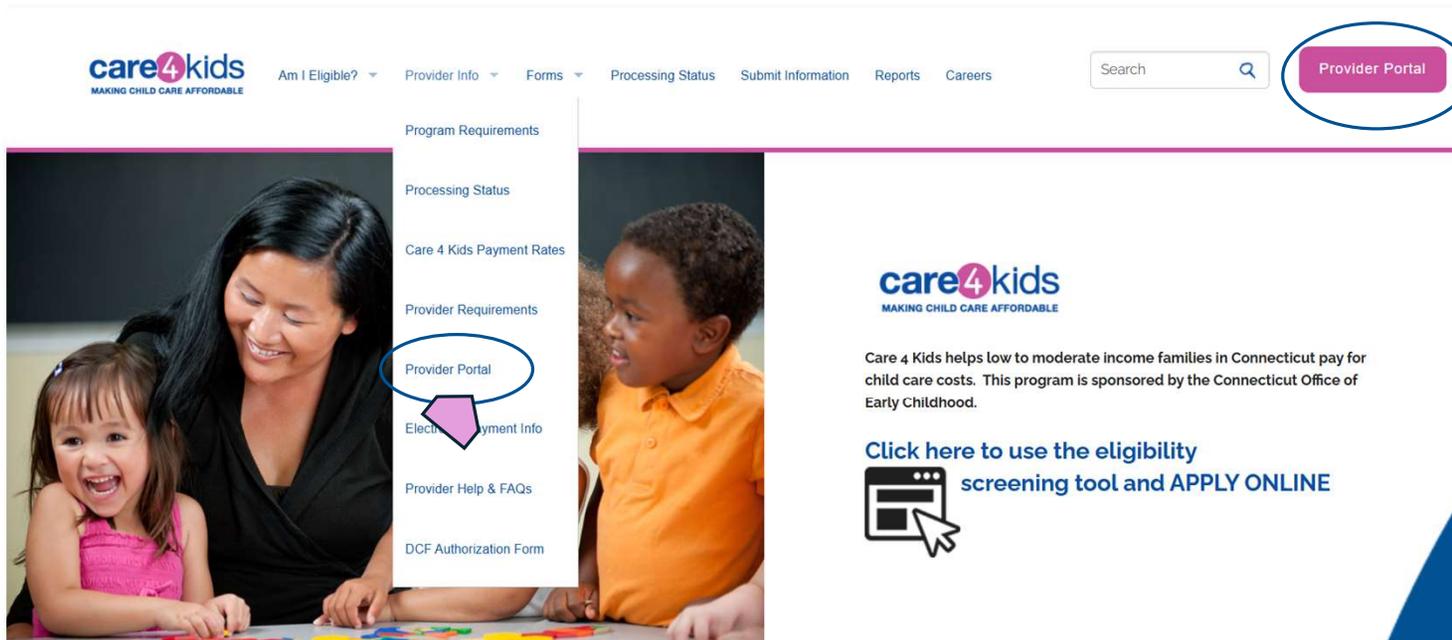
The Care 4 Kids Provider Portal allows providers to manage their electronic payment information, submit monthly invoices and manage electronic delivery of Care 4 Kids notices.



INSTRUCTIONS FOR REGISTERING FOR PROVIDER PORTAL

1.

To register for the Provider Portal visit www.ctcare4kids.com, click on Provider Info and choose Provider Portal from the drop-down menu, or click on the pink Provider Portal button.



The screenshot shows the care4kids website interface. At the top left is the care4kids logo with the tagline 'MAKING CHILD CARE AFFORDABLE'. To the right of the logo is a navigation menu with items: 'Am I Eligible?', 'Provider Info', 'Forms', 'Processing Status', 'Submit Information', 'Reports', and 'Careers'. A search bar is located to the right of the menu. A pink button labeled 'Provider Portal' is circled in blue, with a pink arrow pointing to it from the right. Below the 'Provider Info' menu item, a drop-down menu is open, listing several options: 'Program Requirements', 'Processing Status', 'Care 4 Kids Payment Rates', 'Provider Requirements', 'Provider Portal', 'Electronic Payment Info', 'Provider Help & FAQs', and 'DCF Authorization Form'. The 'Provider Portal' option in the drop-down menu is also circled in blue, with a pink arrow pointing to it from the left. Below the navigation menu is a large image of a woman smiling with two children. To the right of the image is the care4kids logo and a paragraph of text: 'Care 4 Kids helps low to moderate income families in Connecticut pay for child care costs. This program is sponsored by the Connecticut Office of Early Childhood.' Below this text is a link: 'Click here to use the eligibility screening tool and APPLY ONLINE' with a cursor icon pointing to the text.

INSTRUCTIONS CONTINUED

2. Click the blue Register button.

welcome to care 4 Kids Provider Portal

The Care 4 Kids Provider Portal allows providers to manage their electronic payment information, submit monthly invoices and manage electronic delivery of Care 4 Kids notices. For more information, please visit www.ctcare4kids.com or call Care 4 Kids at 1-888-214-5437.

Getting started:

- If this is your first time here and you received a PIN number in the mail, please select the [register](#) link or button.
- If you are a returning user, [login](#) with your username and password.
- If you are a returning user and forgot your password, click the [forgot password](#) link.
- If you are a returning user and forgot your username, click the [forgot username](#) link.
- If you were notified of your eligibility for electronic payment and did not receive your PIN or lost your PIN, click the [request new pin](#) link.
- If you are having trouble registering, please call Care 4 Kids at 1-888-214-5437

Login

Username *

Password (Case Sensitive) *

* indicates required field.

[Login](#)

[Forgot Password](#)

[Forgot Username](#)

[Request New PIN](#)

Not Registered?

[Register](#)



INSTRUCTIONS CONTINUED

3. Complete form.

- Enter your information on the Register page.
- Enter your Social Security or FEIN number.
- Enter the PIN number you received in the mail.
- Create your Username:
 - Username must contain at least 5 characters, start with a letter and end with a letter or number. It should only contain letters, numbers, underscores, and one dot (.).
- Create your Password:
 - Password must contain at least 6 characters. It must have at least one uppercase letter, lowercase letter, number and a special character (!, #, \$, %, &, *, +, -, <, >, =, ?, @).
- Confirm Password:
 - Retype your password.
- Enter your email address.
- Select and answer two security questions. These will be used to reset your password if you forget it.
- Select the **Register** button at the bottom to complete your registration.
- You will be automatically directed to the Payment Method screen and receive a message stating **Registration Successful**.

Register

Fill out this form to create a user profile.

Provider Information

SSN or FEIN (Example: 123456789. Do not use spaces or dashes.) *

PIN *

[I don't have a PIN](#)

Create Profile

Username *

Password (Case Sensitive) *

Retype Password *

Email

Security Question 1 *

Select Security Question



Your Answer *

Security Question 2 *

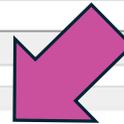
Select Security Question



Your Answer *

* indicates required field

Register



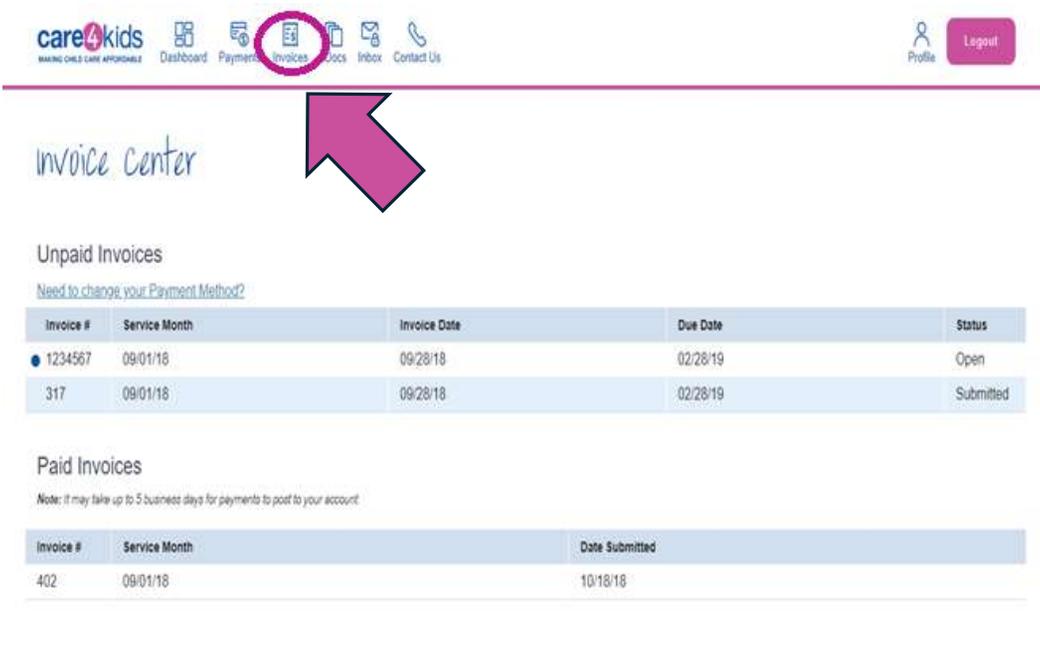
Navigating the Portal

- Providers can edit their email addresses, change their passwords or update their payment methods by either selecting the 'Profile' icon next to the 'Logout' button or by selecting 'Update Your Profile Information.'
- From the Dashboard, a provider can also view any unpaid invoices, complete and submit the invoice and view recent payments issued by C4K.
- Additionally, providers can view this information by selecting the corresponding tab at the top of the dashboard.

The screenshot shows the care4kids provider portal dashboard. At the top, there is a navigation bar with icons for Dashboard, Payments, Invoices, eDocs, Inbox, and Contact Us. A callout box points to this bar: "New navigation to quickly get to the section you are looking for." On the right side of the navigation bar, there is a "Profile" icon and a "Logout" button. A callout box points to the Profile icon: "Click here to quickly access your profile." Below the navigation bar, the dashboard is divided into several sections:

- You are logged in as:** A blue box containing the provider's name (JANE SMITH), address (1344 Silas Deane Highway, Rocky Hill, CT 06067), phone number (860-571-7500), and email address (lest@123abc.com). Below this information is a button labeled "Update Your Profile Information". A callout box points to this button: "Click here to edit your Profile Information including your email address, password and Payment Method."
- Payments:** A section with two sub-sections:
 - Unpaid Invoices:** A table with columns for Inv#, Status, and Due. It lists two invoices: one with Inv# 850 (Open, Due 02/28/19) and one with Inv# 317 (Submitted, Due 02/28/19). A callout box points to the "See all Invoices" link: "Click here to view your Payment Summaries."
 - Recent Payments:** A table with columns for Document Title and Paid. It lists two payments: "Child Care Check Remittance only" (Paid 10/16/18) and "Child Care Remittance only" (Paid 10/14/18). A callout box points to the "Update Payment Method" link: "Click here to quickly access your Profile Information to edit your Payment Method."
- Communications:** A section with two sub-sections:
 - Unread Messages:** A table with columns for Subject and Date. It lists one message: "Outreach Request" (Date 10/26/18). A callout box points to the "See all Inbox Conversations" link: "This feature is only available for Licensed Providers to access Secure Messaging."
 - Unread Documents:** A table with columns for Title and Date. It lists one document: "Special Mailing Notice" (Date 10/16/18). A callout box points to the "See all Documents" link: "Click here for electronic access to all notices including Certificates and Missing Information Notices"

How to Review and Complete an Invoice:



The screenshot shows the Care4Kids dashboard. At the top, there is a navigation bar with the Care4Kids logo and the tagline 'MAKING CHILD CARE AFFORDABLE'. To the right of the logo are icons for Dashboard, Payments, Invoices, Books, Inbox, and Contact Us. The 'Invoices' icon is circled in red. Further right are a Profile icon and a Logout button. Below the navigation bar, the 'Invoice Center' is displayed. It has a sub-section for 'Unpaid Invoices' with a link 'Need to change your Payment Method?'. Below this is a table with columns: Invoice #, Service Month, Invoice Date, Due Date, and Status. The first row shows an invoice with ID 1234567, Service Month 09/01/18, Invoice Date 09/28/18, Due Date 02/28/19, and Status 'Open'. The second row shows an invoice with ID 317, Service Month 09/01/18, Invoice Date 09/28/18, Due Date 02/28/19, and Status 'Submitted'. Below the 'Unpaid Invoices' section is a section for 'Paid Invoices' with a note: 'Note: It may take up to 5 business days for payments to post to your account.' Below this is another table with columns: Invoice #, Service Month, and Date Submitted. The first row shows an invoice with ID 402, Service Month 09/01/18, and Date Submitted 10/18/18. A pink arrow points from the 'Invoices' icon in the navigation bar to the 'Invoice Center' section.

Invoice #	Service Month	Invoice Date	Due Date	Status
1234567	09/01/18	09/28/18	02/28/19	Open
317	09/01/18	09/28/18	02/28/19	Submitted

Invoice #	Service Month	Date Submitted
402	09/01/18	10/18/18

- Select 'Invoices' from the top of the dashboard.
- An 'Open' invoice has not yet been submitted to C4K. This is an unpaid invoice.
- To submit an invoice, select the invoice with the open status.

INVOICE INFORMATION:

The invoice lists the information we have for each child enrolled in the provider's program during the service month:

- **Certificate Details** – details some of the information from your child care certificate such as: the family identification number, approved level of care, certificate start and end date, the total approved hours per month based on the parent's activity and the child care schedule, the total approved days per month based on the parent's activity and your monthly charge.
- **Still in Care** – the invoice automatically indicates Yes, child is still in care. If the child is no longer in your care or never attended, click on Edit to make changes.
- **Actual Days** – the number of days approved for the month. If you need to change the number of actual days attended, click on Edit.



INVOICE INFORMATION:

The invoice lists the information we have for each child enrolled in the provider's program during the service month:

- **Actual Charge** – the provider's charge reported on the latest Parent Provider Agreement form. If you need to change the actual charge, click on Edit.
- **Additional Hours** – if the child attended more hours than scheduled for the month, click on Edit and enter the number of additional hours the child attended your care for the month. If you charged the parent for the additional hours, enter the total charges for the additional hours for the month. The parent is responsible for the first 20 additional hours. Verification may be required.



INVOICE INFORMATION IMPORTANT REMINDERS:

- The provider must approve all entries before signing and submitting the invoice.
- The provider's signature on the invoice must include the provider's first name, last name and date.
- The provider must also certify that the information submitted on the invoice is true and accurate.

Invoice: open

Service Month: January 2016 Invoice Date: 02/08/2016 Provider ID:
 Invoice Number: 2534593 Due Date: 06/07/2016 Provider Name:

CHILD'S NAME

Cert: 2002393 Still in care? Yes No

• Cert Details Never Attended

Family ID:
 Care Level: FT
 Start Date: 01/26/2016
 End Date: 01/28/2016
 Total Approved Hours per Month: 194.0
 Total Approved Days per Month: 22
 Provider Monthly Charge: 5602.00

Additional Hours? Edit

22 602.00
 Actual Days Actual Charge (\$)

Total number of days per month approved by Care 4 Kids Your actual charge from the PPA

Approve

Click on Edit to update attendance, charges or to report additional hours

Please approve all entries before signing and submitting the invoice.

I certify that the information submitted on this invoice is true and accurate.

Type name of individual submitting this invoice Date

04/19/2016

Save Submit

Started your invoice but not ready to submit? Click on Save to finish later To send your invoice to Care 4 Kids, click on Submit



If you have additional questions regarding the Care 4 Kids Provider Portal, please contact Care 4 Kids at 888-214-5437.