



## Statewide Provider Portal Quick Tips for Providers

### How do providers access the Provider Portal?

The web address for the Provider Portal is <https://providerservices.floridaearlylearning.com>

### How does a provider register for a new account?

First-time provider portal users will go to

<https://providerservices.floridaearlylearning.com/Account/Register> and register for a new provider account. If a provider has multiple sites, only one account registration is needed.

### What information does a provider need to register for a new account?

- Taxpayer identification number or provider identification number.
- License, registration, exemption number or type the word EXEMPT if the provider does not have a DCF license number.

### What if a provider does not have that information?

A provider who does not have the taxpayer identification number can contact the local early learning coalition for this information. Providers who does not have the license, registration or exemption number can go to the DCF CARES website and log on with their provider email and password to locate the number: <https://cares.myflfamilies.com>.

### Who should a provider contact for technical assistance?

Contact a member of the Early Learning Coalition's Compliance Team for technical assistance:

Ketty Gonzalez, Compliance Specialist at 407-960-2474 or [kgonzalez@seminoleearlylearning.org](mailto:kgonzalez@seminoleearlylearning.org)

Sari Greenstein, Compliance Specialist at 407-960-2482 or [sgreenstein@seminoleearlylearning.org](mailto:sgreenstein@seminoleearlylearning.org)

Camila Vega, Compliance Specialist at 407-960-2483 or [cvega@seminoleearlylearning.org](mailto:cvega@seminoleearlylearning.org)

## PROFILE

Be aware of what year you are accessing – It's easy to make a mistake. It is a drop-down box in the upper right corner of your Dashboard or your Profile. **Be sure to select "2020-2021"**.

If you do not know how to answer a question, or complete a blank, look for the blue circle with a white "i" in the middle. This is for information and if you hover over the circle, it will give you information about completing that section. We believe if you utilize this tool, it will simplify your process.

**You must review each tab individually to determine if you need to update any information. Look for the NEXT button at the bottom right corner to save the information in any tab.** If you don't, you won't be able to save what you've entered.

**Although you will review each tab, these are areas to double-check for accuracy:**

**Business Tab** – Please enter this information carefully. The Taxpayer ID should be what is shown on your W-9 Form.

**General Tab** – Question #1 - Do you want to have your program referred to families seeking child care? The answer must be “Yes.” Question #4 – Do you want to complete a contract to receive local funding? You must answer Yes to this question if you are an SR Provider. Question #5 – Are you a Gold Seal Provider? If you answer “yes” to Question #5, Question #5.1 will appear with a drop-down option – please be sure to select the one that matches your Gold Seal Certificate. Question 6.1 Accreditation – if your center is accredited, please select carefully from the drop-down box.

**Facility Tab** – Question #7 – be sure it includes the most current expiration date for your DCF License.

**Services Tab** – Question #9.1 – Character Development – list only the name of your Character Development, not a description. Your Character Development is often a component of your Curriculum. If so, list the name of your Curriculum under the Character Development 9.1. Question #13 – Do you participate in a quality rating system? The answer will be “No.” Question #15 – Military Child Care – The answer will be “No” because you are not a center on a military base.

**Curriculum** – If you are a School Readiness Provider, you cannot select “Other.” You must select from the approved list shown here.

**Fees and Discounts Tab** – You must complete each category in the Amount Column in some way. If it does not apply to your center, enter \$0.00.

**Staffing and Capacity Tab** –

1. Staff-to-Child Ratio in Your Program – The Teacher column must be all 1's.
- 2.-7. Review for accuracy.

**Private Pay Rates Tab** – **Review the Private Pay Rates tab to ensure that your WEEKLY Private Pay Rates match the Center Rate Sheet that you provide to private pay parents, or from which you quote rates.** If the block in any column does not apply to your center, leave it blank. For example, if you do not serve infants, leave that section blank. Also, if you do not offer a Full-Time Monthly Rate, do not complete that row. Again, remember the blue circles with the “i” are available for further clarification in each rate type. For example, Part Time Weekly Rate's definition is “Child attends greater than or equal to 3 hours and less than 6 hours per day.” That is for five days a week. The Full Time Weekly Rate definition is “Child attends greater than or equal to 6 hours and less than 11 hours per day.” Again, five

days per week. If your part-time consists of a 2-day or 3-day schedule, do not include that rate on this chart.

**Closures Calendar Tab** – The calendar will be blank, and you'll need to enter your center closure dates. Do not include Saturdays and Sundays. If you wish to be closed on those same dates, you must click on those dates.

**Documents Tab** – NOTE: The preferred format for all uploaded documents is .pdf. There is a limit of five (5) documents per section.

**VERY IMPORTANT - The Documents Tab is different from the Documents Library Management section.** You must click on the Documents **Tab** in the Profile which will bring you to **Supporting Documents**. We recommend that you use a separate calendar to record only these expiration dates, so you'll be prepared in advance. To upload required documents, **DO NOT CLICK DOWN ON THE DOCUMENTS MENU CHOICE AT THE TOP OF YOUR SCREEN** (Documents/View/Update takes you to Document Library Management).

**Gold Seal Certificate** – Upload your current DCF Gold Seal Quality Care Program Certificate (if applicable).

**Certificate of Accreditation** – Upload your current Accreditation Certificate from your accrediting body (if applicable).

**Certificate of Licensure** – Upload your current DCF License or your Religious Exemption from Licensure Confirmation letter here.

**Private Child Care Pay Rates** –this is where you'll upload your Center Rate Sheet and it must exactly match what you have listed in the Private Pay Rates Tab. It must include your center name, address, an effective date and your Application/Registration fee (if applicable).

**IRS Form W-9** – This form must be completed and uploaded. The current (October 2018) form can be downloaded from IRS.gov.

**Sunbiz Documentation** – Go to the website: [dos.myflorida.com/sunbiz](https://dos.myflorida.com/sunbiz) and select Search Records/FEI/EIN, and search by your Federal Employer Number (FEI) or your EIN (Employer ID Number). Print the most recent Annual Report, usually a link shown at the bottom of the screen. Upload under Sunbiz Documentation.