Background: This guide was created for child care providers to explain and demonstrate the common tasks you can perform on the Early Childhood Services Best Beginnings Child Care Provider Portal. But first, a couple of general tips.

Do not use the Back or Forward buttons in your web browser. Instead use the navigation buttons available on screen, once you login.

This Login link and Search box do not deliver results specific to the portal.

Use the Sign In screen to log in to the portal.

After you sign in, use these navigation buttons. Hovering your mouse over a button turns it yellow.

This Home link navigates out to the DPHHS home page.
SIGNING ON

Follow the steps below to get a sign on to the provider portal

1. Open your web browser (i.e. Internet Explorer).
2. Access the Best Beginnings Provider Portal:
   - The URL is located at http://www.bestbeginnings.mt.gov/

3. Type your PS number in the Username field.
4. Type your password in the Password field.

   **Note:** Check the “Unmask this password” checkbox to cause the characters to display on the webpage after you typed them, as shown below, to verify they are correct.)

5. Press Enter (or click the Login button) on the Sign In page.
If incorrect login information is entered, this message will display:

Either User ID or Password is incorrect. Please reenter.

If incorrect login information is entered three or more consecutive times, this message will display:

You have exceeded 3 attempts at entering your User ID and/or Password. You must wait 15 minutes before attempting to log in again.

You can change your password if desired, and enter an email address into the system, so that future passwords can be received faster, via email.
GETTING A NEW PASSWORD

Follow the steps below to get a new password sent to you if you have forgotten your password

1. Open your web browser (i.e. Internet Explorer).

2. Access the Best Beginnings Provider Portal:
   - The URL is located at http://www.bestbeginnings.mt.gov/
3. Click on the **Forgot Password?** link on the Sign In page.

4. Enter your Username (PS#) and your PV# (Provider Number)

5. Click the Request New Password button.

6. Receipt of new password
   - By E-mail:
     - If an e-mail address, for you, IS in the system, a new password will be e-mailed to you.
   - By Mail:
     - If an e-mail address, for you, is NOT in the system, a new password will be mailed to you via the US Postal Service.

Once you receive the new password, you are ready to log on using the system generated password. (You can then change your password if desired, and enter an email address, into the system, so that future passwords can be received faster, via email.

**ENTERING/UPDATING E-MAIL ADDRESSES**
1. Click the Change Password/Email button, available at the top of pages such as the Provider List.

This window is displayed.

If the system has an email address for you, it will display beneath your User ID and Name.

2. In the Update Email Address section, click in the Email Address box and type your email address.

3. Tab to (or click in) the Confirm Email Address box and type your email address again.

4. Press Enter (or click the Submit button).

5. The system displays a confirmation message.
Change Password and Update Email

Email Address successfully changed.
CHANGING YOUR PASSWORD

1. Click the Change Password/Email button, available at the top of pages such as the Provider List.

This window is displayed:

2. Click in the Current Password field and type your current password.
3. Tab to (or click in) the New Password field and type your new password. Remember, passwords cannot include spaces.

4. Tab to (or click in) the Confirm New Password field and type your new password again.
5. Click the Submit button.

6. The system displays a confirmation message.
**VIEWING/UPDATING ONLINE INVOICING PARTICIPATION - DIRECTORS ONLY**

**Start** with Step 1 If... You have **Multiple** Facilities

**Skip** Step 1 If... You only have **One** facility

1. Click on the Provider/Facility Name in the CCUBS Provider List. This screen displays when you log in if you have multiple facilities.

   ![Provider List](image)

2. On the page for the provider/facility, click on either the circled button or link.

   ![Select Online Invoicing Participation](image)
3. Mark the checkbox in the Online Invoicing Participation section and click the “Begin Online Invoicing” button, if desired.

**Note:** If you had previously opted in and would like to opt out of online invoicing, the screen will display like this instead. Mark the checkbox in the Online Invoicing Participation section and click the “End Online Invoicing” button.
1. Click on the Provider/Facility Name in the CCUBS Provider List.  
   - This screen displays when you log in if you have multiple facilities.

2. On the page for the provider/facility, click on either the circled button or link.
3. Mark any checkboxes desired in the Select Notifications section and click the Submit Selections button in that section.

Select Notifications

Would like to receive email notifications for this provider when:

- [ ] The submittal period for an invoice will expire in 15 days.
- [ ] A child's authorization for coverage will expire in 15 days.
- [ ] A child's authorization for coverage will expire in 3 business days.

Submit Selections

Staff Portal Access

- [ ] Access Monthly Invoices for entry of Requested Hours and Comments. Once an invoice has been submitted by the Director, this person will no longer be able to view the invoice.
- [ ] Access Provider SOR's and invoices of any status.
VIEWING/UPDATING STAFF ACCESS - DIRECTORS ONLY

Start with Step 1 If... You have **Multiple** Facilities

Skip Step 1 If... You only have **One** facility

1. Click on the Provider/Facility Name in the CCUBS Provider List.
   - This screen displays when you log in if you have multiple facilities.

2. On the page for the provider/facility, click on either the circled button or link.
3. Click any desired checkboxes in the Staff Portal Access section for the individuals listed.

4. Click the “By checking this box...” checkbox.

5. Click the Submit Selections button in this section.
**UPDATING PROVIDER RIGHTS AND RESPONSIBILITIES - DIRECTORS ONLY**

**Start** with Step 1 If... You have **Multiple** Facilities

**Skip** Step 1 If... You only have **One** facility

1. Click on the Provider/Facility Name in the CCUBS Provider List.
   - This screen displays when you log in if you have multiple facilities.

2. On the page for the provider/facility, click on the “Completion required by...” link.
3. Read and check each item by clicking on the box. Scroll down to complete all items.
4. After all numbered items are checked,
   - click in the box at the bottom to certify your role as Director and your agreement with all Rights and Responsibilities.

5. Click the Submit button.
   If the Submit button is grayed out, verify that all checkboxes have been checked.
   The Submit button will also be grayed out if you have already submitted the document.
VIEWING COMPLETED RIGHTS AND RESPONSIBILITIES

Start with Step 1 If... You have Multiple Facilities

Skip Step 1 If... You only have One facility

1. Click on the Provider/Facility Name in the CCUBS Provider List.
   - This screen displays when you log in if you have multiple facilities.

2. On the page for the provider/facility, click on the “Completed <<date>>” link.
3. Another smaller Internet Explorer window will open and display the PDF version of the Provider Rights & Responsibilities Agreement.

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**STATE OF MONTANA**

Department of Public Health and Human Services

Human and Community Services Division

Child Care Provider

Rights and Responsibilities

Best Beginnings Child Care Scholarship Program

If you need additional information to complete this form, please contact your local Child Care Resource & Referral agency.

Thank you for choosing to provide care for children of families participating on the scholarship program. Completing and submitting this form is required before care is provided for Scholarship children. This form outlines your rights as a provider and explains the responsibilities that you are taking on as a provider in the program. Your initials and signature show you understand and agree with these rights and responsibilities. Unless revised, you will only have to complete this form once. Typing your initials in the box provided indicates you have read the statement and agree. Once submitted, your form will be reviewed and approved. A delay in the processing of your invoices for payment may occur if the form is not received.

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Please read and INITIAL each item:

<table>
<thead>
<tr>
<th>Initial</th>
<th>Provider’s Rights</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔️</td>
<td>1. I have the right to receive a copy of the Child Care Certification Plan. This identifies the family’s start-date, end-date, hours of child care authorized, and co-payment amount, in which the family is responsible for paying directly to me.</td>
</tr>
<tr>
<td>✔️</td>
<td>2. If the family’s circumstances change, and they lose eligibility for scholarship assistance before the end-date shown on the Child Care Certification Plan, a notice will be mailed to me fifteen (15) calendar days before the end of scholarship assistance. If there is no change to the certification plan during the span of eligibility, the certification plan becomes the notice to the provider when child care eligibility will end.</td>
</tr>
<tr>
<td>✔️</td>
<td>3. I have the right to timely payment for child care scholarship services.</td>
</tr>
</tbody>
</table>
| ✔️ | 4. I can anticipate the following invoice and payment schedule. Weekends and holidays delay this schedule:

- Invoices are mailed to the provider during the month in which care is provided.
- Invoices shall be submitted to the local Child Care Resource and Referral (CCR&R) agency immediately following the month in which care is provided.
- Invoices are processed on the fifth business day of the month and on subsequent Tuesdays. Payments generally arrive in 2 to 3 business days after processing.
  - Payments for in-home LCPs ONLY are sent to the Parent, who is to pay the in-home provider.
  - If the payment address is incorrect, the payment will be sent by return mail back to the State. Allow a minimum of a one-week delay for the payment to be returned to the State, the correct address located, and the payment to be re-mailed.
  - **FOR LCPs:** This delay can be avoided by notifying the Centralized Services Provider before any address change.
  - **FOR LICENSED AND REGISTERED FACILITIES:** This delay can be avoided by notifying
VIEWING INVOICES

**Start** with Step 1 If... You have **Multiple** Facilities

**Skip** Step 1 If... You only have **One** facility

1. Click on the Provider/Facility Name in the CCUBS Provider List.
   - This screen displays when you log in if you have multiple facilities.
2. On the page for the provider/facility
   - Click on the invoice month/year or
   - Click on the “Previous Invoices for...” link, if the month and year needed is not listed,

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**Early Childhood Services**
Best Beginnings Child Care Provider Portal

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**Provider Rights & Responsibilities Agreement**

Status
Completed May-27-2015

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**Invoices & SORs**

<table>
<thead>
<tr>
<th>Family</th>
<th>Family Invoices and SORs</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Invoice Month - Invoice Status</strong></td>
</tr>
<tr>
<td></td>
<td>May, 2016 - Pending Provider Submttal</td>
</tr>
<tr>
<td></td>
<td>Previous Invoices for A</td>
</tr>
<tr>
<td>C</td>
<td>C</td>
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<tr>
<td>CS</td>
<td>CS</td>
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<tr>
<td></td>
<td><strong>Invoice Month - Invoice Status</strong></td>
</tr>
<tr>
<td></td>
<td>May, 2016 - Pending Provider Submttal</td>
</tr>
<tr>
<td></td>
<td>Previous Invoices for C</td>
</tr>
<tr>
<td></td>
<td><strong>Invoice Month - Invoice Status</strong></td>
</tr>
<tr>
<td></td>
<td>Jun, 2016 - Issued to Provider</td>
</tr>
<tr>
<td></td>
<td>Previous Invoices for C</td>
</tr>
</tbody>
</table>
3. Clicking on the month and year of an invoice displays the invoice page.
   - If an invoice is in paid, released, or processed status, the Invoice Status section will also display.
   - If the Authorization End Date is in red font, this indicates there is a gap in the authorization of services or that there is not a new Authorization of Services in place.
   - Click on the Invoice Number link to view a PDF of that invoice.
4. On the Previous Invoices page, invoices submitted online would be listed.
   - As the list of online invoices grows, the “Previous Invoices for Jane Doe” link can be used.
   - Simply type a numerical benefit month/year (including century) and Submit.
WORKING AN INVOICE

**Start** with Step 1 If... You have **Multiple** Facilities

**Skip** Step 1 If... You only have **One** facility

1. Click on the Provider/Facility Name in the CCUBS Provider List.
   - This screen displays when you log in if you have multiple facilities.
2. On the page for the provider/facility, click on the invoice month and year that you wish to work.
3. On the Invoice page, enter hours next to the appropriate dates of service in the Requested Hours fields, and an associated Comment if desired.

May Invoice 2015

Invoice Date: 05/01/2015

This invoice is for the billing period of 05/01/2015 - 05/31/2015. You will have the opportunity to submit the invoice the first day of the month following the billing period end date. Child care claims must be limited to actual daily attendance, within one quarter hour, and must be for approved activities only within the limits of the child care certification plan. Sign-in/sign-out sheets must support the claims. The child care program will not pay invoices or accept corrections submitted 06 days beyond the billing period (or beyond the date the invoice is issued). Please, contact your local CCR&R office if you have any questions.

Parent Information

Name: A
Address: 123 Ave
City: MT
Zip: 59

Provider Rates

<table>
<thead>
<tr>
<th></th>
<th>Daily</th>
<th>Hourly</th>
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<tbody>
<tr>
<td>Infant</td>
<td>$32.00</td>
<td>$3.75</td>
</tr>
<tr>
<td>Child</td>
<td>$30.00</td>
<td>$3.50</td>
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</table>

Copayment Information

<table>
<thead>
<tr>
<th>Co-Pay Obligation for May</th>
<th>$170.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>Co-Pay Paid in May</td>
<td>$</td>
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</tbody>
</table>

Authorization End Date: 05/31/2015

Next Authorization Begin Date:

<table>
<thead>
<tr>
<th>Date of Service</th>
<th>Requested Hours</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fri. 05/01</td>
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<td></td>
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<td>Sat. 05/02</td>
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<td></td>
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<td>Sun. 05/03</td>
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<td>Mon. 05/04</td>
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<td>Sat. 05/09</td>
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<td>Mon. 05/25</td>
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<td>Sat. 05/30</td>
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<td>Sun. 05/31</td>
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</tbody>
</table>

4. Enter the Co-Pay Paid in May.
   - This field is required prior to submitting the invoice, and will accept entry of $0.)
5. Click on the Save Updates button.

6. Check the certification checkbox and Click on Submit - Director ONLY
   - When all Requested Hours, Comments, and Co-Pay Paid fields are filled in, the Director can scroll to the bottom of the screen and check the certification checkbox and click on Submit.

This message will display:

```
Your Invoice has been successfully submitted to the CCUBS system for payment processing.
This Invoice Status is now: Submitted Online 5/28/2015 09:33 AM
You may refer to the Budget Buffer Basics document for information regarding invoice payment processing.
```
VIEWING STATEMENT OF REMITTANCE / ARCHIVED DOCUMENTS

Start with Step 1 If... You have **Multiple** Facilities

Skip Step 1 If... You only have **One** facility

1. Click on the Provider/Facility Name in the CCUBS Provider List.  
   - This screen displays when you log in if you have multiple facilities.

2. On the provider’s page, click on the circled “SORs by Month & Archived Documents” link.

   **Early Childhood Services**  
   **Best Beginnings Child Care Provider Portal**
3. Click on the month of the SOR you wish to view.
   - You can also type a numerical month/year in the “Retrieve SOR for Benefit Month” section, in the Enter Month field, and then click the month on that list.

4. The system displays a PDF of the SOR in a separate window.
VIEWING EXPLANATION OF INVOICE STATUSES

1. On the provider’s page, click on the circled “Explanation of Invoice Statuses” link.
2. A separate window displays the information.

The Invoice Statuses shown below reflect the typical progression of an invoice, from first being issued to a provider until payment is issued to a provider.

- Issued to Provider: The invoice is now available to the provider for their entry of hours. The option to Submit an invoice for payment (a Submit button) will not be available to a Director, until the invoice period is prior to the current calendar month.
- Current through "date": The invoice period is for the current calendar month. The provider may enter or update and save, the hours and any comments for each child's daily attendance. The "date" will indicate the last day of the invoice period, for which hours have been entered.
- Pending Provider Submit: The invoice period is for a prior month and the option to Submit the invoice for payment is now available to the provider. The provider should complete entry of hours and submit the invoice for payment.
- Submittal Required by "date": The invoice is actually in "Pending Provider Submit" status, but this status is intended to remind the Provider that action needs to be taken otherwise the invoice will expire on the date indicated.
- Submittal Online "date": The invoice has been submitted by the provider at the date and time indicated. The invoice is now available for the case worker to import into the CCUBS system, review and approve hours for payment.
- Released for Payment "date": The invoice has been reviewed by a case worker and the invoice status within the CCUBS system has been set to "Released" at the indicated date and time. Payment requests for "Released" invoices are electronically transferred to CCUBS to the State's Accounting Division, at scheduled intervals, typically each Tuesday afternoon @ 1:30 p.m. and at month-end.
VIEWING BUDGET BUFFER BASICS

1. On the provider’s page, click on the circled “Budget Buffer Basics” link.

   **Early Childhood Services**
   **Best Beginnings Child Care Provider Portal**

   ![Budget Buffer Basics](image)

   **Provider Rights & Responsibilities Agreement**

   Status
   
   Completed May-27-2015

   **Invoices & SORs**

   ![Budget Buffer Basics](image)

2. A separate window displays the information.

   **Budget Buffer Basics**

   - **Electronic banking is convenient.** Payments can be deposited electronically by the State warranting system, in the same fashion that the bank, with the permission of the account holder, can withdraw funds to make mortgage, power, or phone bill payments electronically. Electronic payments, work as designed, as long as there are funds in the bank to cover the payments. This is the buffer.
   - **Child care payment batch schedule.** Child Care Payments are scheduled to process on the 5th business day of each month, each Tuesday thereafter, and on the 2nd to last business day of each month. Where everything works just right, checkered deposits are usually available to you two days after the date the payment was processed. For example, if your payment was processed in a Tueday batch, your funds should be available by Thursday of that same week. Provided there are no issues in processing, payments take at least three days, including the batch two-day, before the funds are available.
   - **77% to 80% of all invoices for child care payments are paid in the first batch.** At the beginning of each month, Child Care Resource and Referral agencies receive a flood of invoices for child care services performed in the previous month. An impressive statistic is that, 77 to 80 percent of these invoices, for more than child care services, got processed by the 5th business day of the month after services were rendered.
   - **The timing of child care payments is not guaranteed by DPHHS.** While the Child Care Resource and Referral Agencies and the Early Childhood Services Bureau strive to get child care payments approved in a timely manner, we cannot guarantee that they are processed accordingly. There are too many variables involved in the processing of an invoice, from the state entry of Child Care Resource and Referral Agency, to the CCIRS System, to the state accounting system, to the mail banking system, for payment and ultimately delivery of the check or the Electronic Funds Transfer (EFT) direct deposit.
   - **Your help is important.** You can help to receive your child care payment in a timely manner by giving our invoices in promptly at the beginning of the month and by making sure you have submitted a correct Wi-Fi for addresses, changes in bank account change. Please remember, it is important that
1. Click the Logout button in the upper right corner.

2. The Sign In screen is displayed. You can sign on again or close your browser.