

Provider Site User Access Requests

Overview

This Quick Reference Guide outlines the different processes for granting users access to your Provider Site.

Audience

Adult Day Services and Child Care Providers.

Requesting Provider Site Access

Provider Site Access requests can be submitted by a Provider Portal user at two different points in the Provider Portal: during account creations and from an active account. To request access to an existing Provider Site, you must have the Provider FEIN and Provider FEIN Extension numbers available.

Quick Reference Guide

Requesting site access while completing your account creation, follow the below steps:

1. Fill in all mandatory* information in the **Create Account** screen as instructed in the “Account Creation and Registration QRG” which can be found in the QRG section of the **Modernization Project Resources** [webpage](#)

Modernization Project Resources

The Tennessee Department of Human Services (TDHS) is launching a series of modernized systems to aid Child Care and Adult Day Services Providers in working with our agency. For Providers, we are launching a Provider Portal and a Mobile App they can use with their Customers. For our Staff, we are launching a Staff Portal and a Billing and Payments System. These new systems will increase business efficiencies and help our Providers and Staff complete critical tasks.

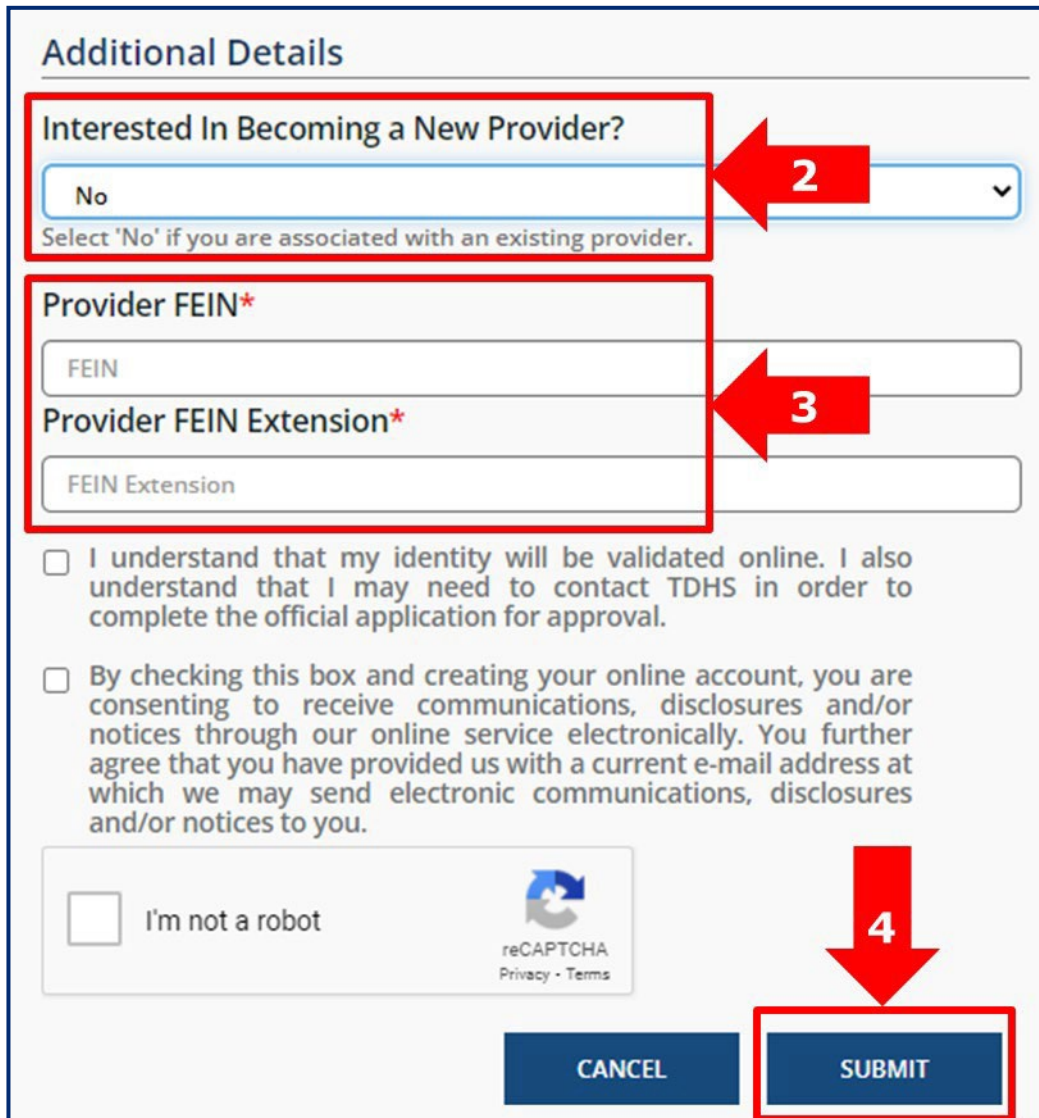
> Provider Town Hall Replays

∨ Quick Reference Guides

Quick Reference Guides, or QRGs, are short, instructional guides that walk Providers through completing critical tasks. These guides contain step-by-step instructions paired with screenshots to guide users through modernized systems.

QRG	Description	Audience
Account Creation and Registration	This Quick Reference Guide shows how to create an account in the Provider Portal and gain access to a Provider site page.	Child Care and Adult Day Services Providers

2. In the Additional Details section from the **Create Account** screen, select **No** from the “Interested In Becoming a New Provider?” drop down menu
3. Enter the **Provider FEIN** and **Provider FEIN Extension** numbers for your Provider Site
4. Complete the remaining account creation sections and click **Submit**

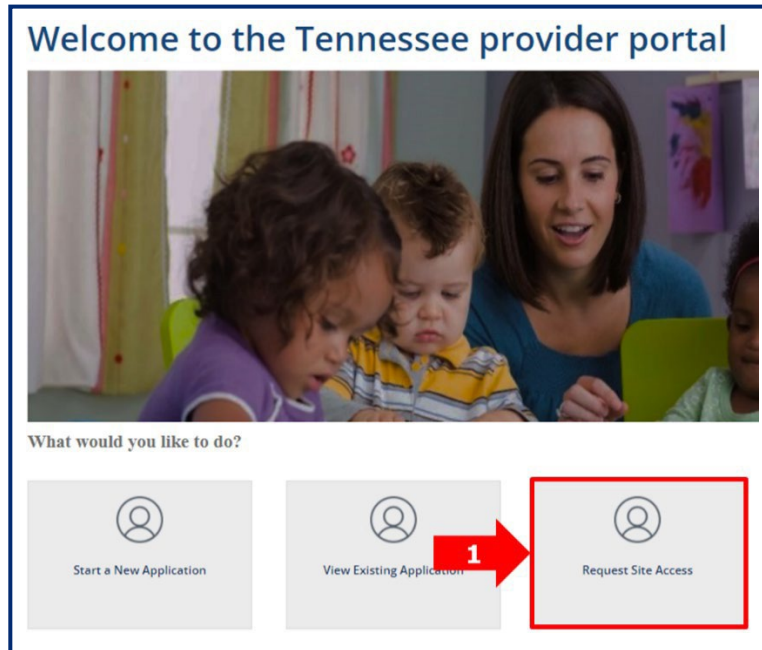


The screenshot shows the 'Additional Details' section of a form. It includes a dropdown menu for 'Interested In Becoming a New Provider?' with 'No' selected. Below this are two text input fields for 'Provider FEIN*' and 'Provider FEIN Extension*'. There are two checkboxes for terms and conditions, a reCAPTCHA 'I'm not a robot' box, and two buttons: 'CANCEL' and 'SUBMIT'. Red boxes and arrows highlight the dropdown menu (step 2), the FEIN fields (step 3), and the SUBMIT button (step 4).

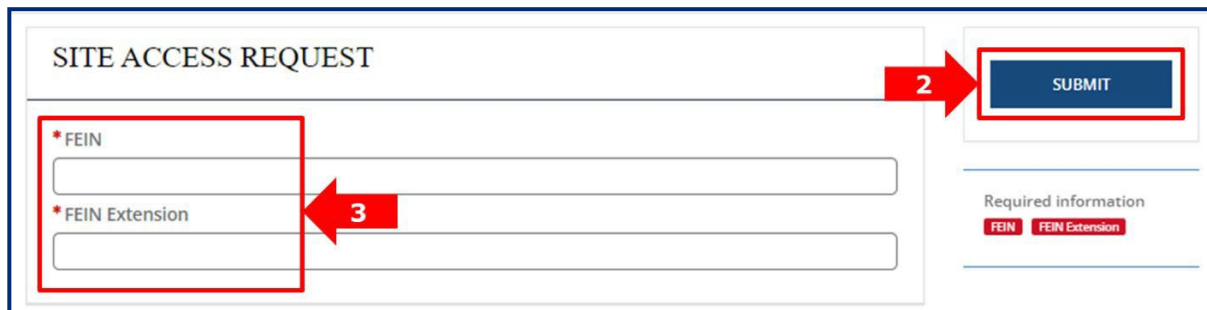
Once you click submit, you will receive email instructions on the process to completing your account registration. Additionally, the Provider Portal User responsible for granting Provider Site User Access Requests will receive a notification for your request to gain Provider Site access. When access is approved, you will receive an email letting you know you are now able to access that Provider Site within the Provider Portal.

Requesting site access from an existing Provider Portal account, follow the below steps:

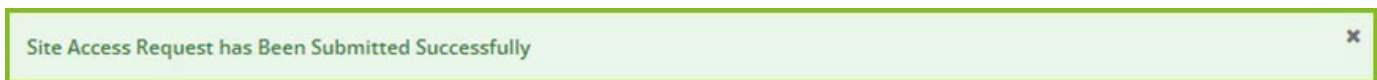
1. From your Provider Portal account dashboard, select the Request Site Access action tile



2. Enter the **Provider FEIN** and **Provider FEIN Extension** numbers for you Provider Site
3. Click **Submit**



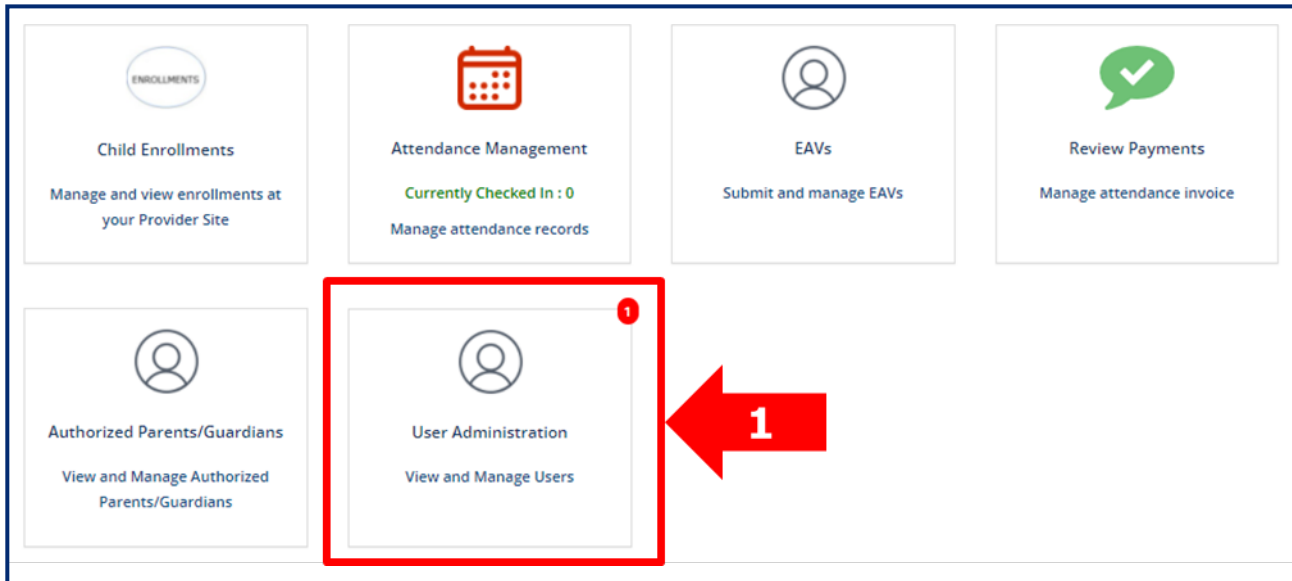
Once you click submit, you will receive an information message at the top of your screen indicating you “Site Access Request has Been Submitted Successfully”. Additionally, the Provider Portal User responsible for granting Provider Site User Access Requests will receive notification for your request to gain Provider Site access. When access is approved, you will receive an email letting you know you are now able to access that Provider Site within the Provider Portal.



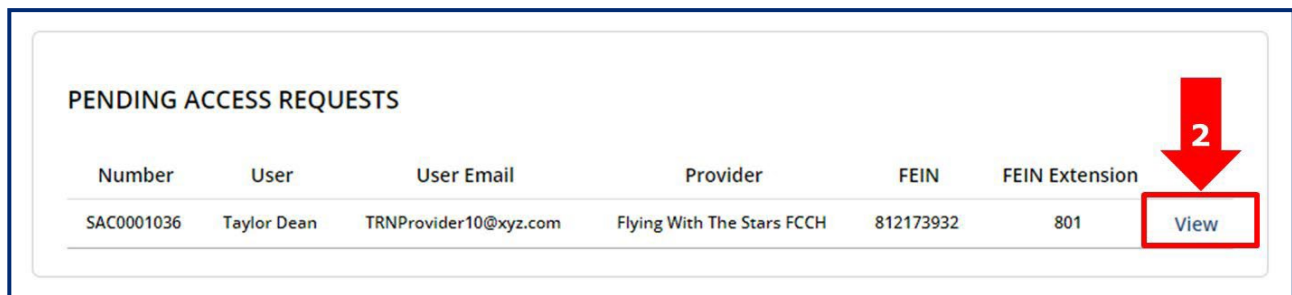
Granting Provider Site Access

Granting Provider Site Access requests are managed from within your Provider Site dashboard. Follow the steps below to grant site access to Provider Portal Users.

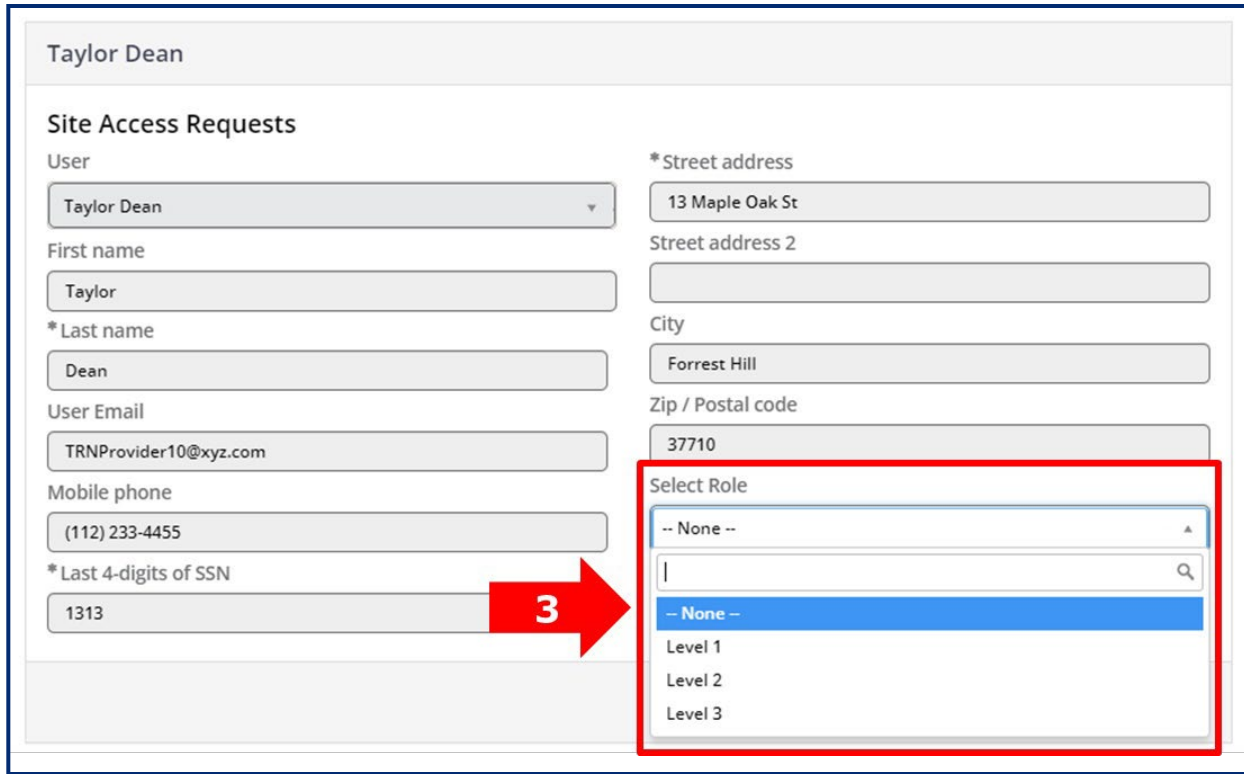
1. From your Provider Site dashboard, select the **User Administration** action tile



2. Click the **View** hyperlink next to the user record you would like to grant access for



3. From the **Select Role** drop down menu, select which Provider Site Role this user should have



4. Click **Approve**



Upon click of Approve, the request recipient will receive an email indicating they are now associated to the designated Provider Site and will have access to the level of information available to their selected role.

Access Level	Core Responsibilities
Level 1	<ul style="list-style-type: none"> Update user profile details Monitor child check in and out procedures Review enrollment and attendance information Add new Private Pay Children and Authorized Individual records Finalize and submit EAVs
Level 2	<ul style="list-style-type: none"> All Level 1 responsibilities Grant Level 1 and Level 2 access to Provider Site users
Level 3	<ul style="list-style-type: none"> All Level 1 and Level 2 responsibilities Grant all Level access to Provider Site users Manage historical documentation