

# Provider Portal FAQ



## Overview:

### What is the Provider Portal?

The Provider Portal is a mechanism for your business or organization to request more information on providing services as an EES Employment Services Provider, report Employment Services Provider changes, and report client activity, attendance, and progress.

Child Care Providers can use the Provider Portal to view communications.

### How will the Provider Portal improve the provider experience?

The Provider Portal gives an efficient avenue to begin the application process in becoming an Employment Services Provider in a user-friendly environment. It provides on-demand access to status information in an easily accessible format as well as allows the exchange of information between Employment Service Providers and DCF.

## Provider Service Agreement Process:

### How long does it take to become an Employment Services provider?

After we receive your request, DCF will contact you to begin the paper process. You can shorten the processing time frame, by completing the Application Packet and having it ready to submit once our office contacts you.

### How do Pay for Performance agreements work?

Pay for Performance Agreements-are service agreements, where the provider is paid a set amount when certain milestones toward client success is achieved. For example, a provider receives payment when a Job Development Action Plan is written and approved by DCF. The next pay point is when the client is employed for 10 days, followed by the client being employed for 45 days and last pay point is client employed for 90 days.

### What information will I need to provide to become an Employment Services provider?

A link to the Application Packet is located on the Left Navigation Pane. The packet includes the following items:

- Completed Provider Application,
- Provider Assurances Form (OGC-3003),
- Tax Clearance <http://www.ksrevenue.org/taxclearance.html>
- IRS W-9 form <http://www.irs.gov/pub/irs-pdf/fw9.pdf>
- Sole Proprietor Assurances Form (OGC-3009) Applicable to Sole Proprietors only
- Applicable Program Service Agreements and Service Descriptions
- Applicable Licenses and Certifications
- Provider Staff Information Sheet (OGC-3004) with the following Screenings: KBI Criminal History Record Check , DCF Child Abuse and Neglect Central Registry, DCF Adult Abuse and Neglect Central Registry

### If my organization does not have an EIN number how do I apply for an EIN number?

An EIN number can be requested online with the Internal Revenue Service (IRS) at [http://www.irs.gov/Businesses/Small-Businesses-&-Self-Employed/Apply-for-an-Employer-Identification-Number-\(EIN\)-Online](http://www.irs.gov/Businesses/Small-Businesses-&-Self-Employed/Apply-for-an-Employer-Identification-Number-(EIN)-Online). After all validations are completed, an EIN will be issued electronically by the IRS.

### Can I provide services for a selected area or do I have to have a statewide agreement?

All agreements are written for statewide coverage, but you identify which counties of the state you have the capacity to provide the services.

## **Provider Portal Access:**

### **Do all employees of my organization have to be given access to the portal?**

Your organization decides who needs access and submits a request. Persons needing access are those who will be authorized to report organizational changes and persons reporting client activity or progress.

### **When do I know when my Provider Portal link request has been approved?**

If your request for access is in progress or has been denied, a message with the status of your request will appear within the Access Provider Information portlet. Once access is granted, links will appear within the Access Provider Information portlet (such as “View Provider Information” and “Submit Participant Activity”).

## **Client Services and Reporting Progress:**

### **How do I add additional services to my service agreement?**

Contact the statewide Employment Services Provider Agreement Coordinator regarding what service needs to be added. A revised Program Service Agreement and Service Descriptions will need to be completed. Once this has been approved, a rollout of the new service will be coordinated with the regional staff, where the service will be implemented.

### **What are the DCF service/activity descriptions?**

The service descriptions define the type of service the provider offers. These also include the services goals, provider reporting requirements to DCF, documentation requirements for service, preferred qualifications of provider’s employees, performance outcome, and defining a unit of service and the cost.

### **How do I correct a client’s activity or progress reported in error?**

Submit another report for the same week with the correct information. In the comments box, note that the previous submission for that week was not correct. Your new report will be processed by DCF.

### **If a client is placed at a work experience site, should they still be doing other Employment Services activities?**

The DCF and provider goal is to help the client become self-sufficient. Work with the Career Navigator with any activity or placement questions.

## Payments:

### When will my organization expect to receive payment for services rendered to DCF clients?

The Provider agrees to submit an invoice within the first ten (10) days of each month after services are provided. Payment shall be made to the Provider within thirty (30) days of receipt of the invoice in accordance with the Kansas Prompt Payment Act (K.S.A. 75-6403).

### What verification do I need to submit with my monthly invoice?

The following verification is required with your monthly invoice:

- Pay for Performance requires copies of Job Development Action Plans and the Employment Verification forms for each pay point, such as employed 10 days, 45 days or 90 days.
- Job Club activities need daily client sign in documentation.
- Service payment that has an hourly or per class charge, such as case management, and/or work experience monitoring, need verification of hours provider spent with the client.
- Other verifications may be required. If so, DCF will inform the provider of requirements.

### When does my monthly invoice and documents need to be provided to DCF?

The Provider submits all invoices within the first ten (10) days of each month after services are provided. DCF will not be held responsible to pay any bills for services should the bill be submitted 60 days after the end of the service month.

### How do I find out when payment has been issued for services?

**Employment Services Provider payments can be tracked on PARTS** (Payment and Remittance Tracking Service). A link to this web-based accounting service is located on the Left Navigation Pane of the Provider Portal.

## Child Care Providers:

### How do I view documents sent to me electronically?

You must register as a user and request access to the Provider Portal. Once approved as an authorized user you will be able to electronically view child care documents sent to you.

### When do I know when my Provider Portal link request has been approved?

If your request for access is in progress or has been denied, a message with the status of your request will appear within the Access Provider Information portlet. Once access is granted, a “View Provider Correspondences” link will appear within the Provider portlet.

### How do I apply to be a Child Care Provider?

Child Care Information is available on the Child Care and Early Education Portal found at:  
<https://claris.kdhe.state.ks.us:8443/claris/public/publicAccess.3mv>