

Child Care Food Program Online Change Request Process Script

Slide 1

Welcome to the Child Care Food Program training about the Online Change Request Process.

Slide 2

This training will explain how to:

- Update your existing information in MIPS
- Submit your requested changes for approval
- Know when your information requires correction and resubmission
- Know when your changes have been approved

Slide 3

First, a couple of important notes regarding the web browser you will use to access MIPS when you make your changes.

- Use Internet Explorer version 8 or higher
- Do not use other web browsers, such as Google Chrome, Mozilla Firefox, or Safari, as they may not function correctly and may prevent you from making or submitting changes

Slide 4

In the next several slides, we will go over the process to make changes to your MIPS application screen. Please note that making changes online replaces the paper Change Form Process; therefore do not submit paper changes that you have already submitted online.

After logging into MIPS, you will get started by clicking on the word **'Application'** on your MIPS menu. This will take you to your application screen.

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You will note the words 'Approved Application' at the top left of the screen. This lets you know that the information contained on the screen has previously been approved by the Department of Health, Bureau of Child Care Food Programs, which will be referred to as DOH for the remainder of this presentation.

You can update any of the white fields on this screen.

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You cannot update any fields that are greyed out, such as the fields circled on the slide.

If you need to update this information you should call 850-245-4323 and ask to speak to a policy specialist for additional information.

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To begin updating your application screen, you would first type over any outdated or incorrect information and then click on any of the blue **'Save'** buttons on the screen.

Be careful not to click 'Submit' until you have made all the changes you wish to make, and are ready to submit those changes to DOH.

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Once you have saved your changes a green message will appear to confirm that the changes have been saved and let you know you can still make additional changes if needed.

You'll also note at the top left of the screen that your application is now in a 'Pending' status and it is 'Not Submitted.' Slides 11 and 12 will show you how to submit your changes to DOH for approval.

Please note that clicking **'Save'** does not submit your changes to DOH. If you do not submit your changes, then no action can be taken by DOH.

If you have a screen that you have saved changes to but not submitted, there will be a blue message on the main MIPS screen telling you that the screen needs to be submitted.

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The other thing you will notice is that once your changes have been saved, they will be highlighted in gold.

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If you have saved changes that you wish to delete, you may do so by clicking the **'Clear Pending Changes'** button at the bottom of the screen. However, be aware that this will delete all of the changes you have saved.

The other way to remove an incorrect change is to simply type over it with the correct information and save your new change.

Once you have submitted your changes to DOH, you will no longer be able to delete any changes.

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After you have saved all the changes you wish to make to the screen, the next step is to enter the **'Requested Change Effective Date'** at the bottom of the screen. The 'Requested Change Effective Date' refers to the month and year that you would like the changes to take effect. Keep in mind that DOH may not approve the changes for the same month and year that you requested.

You may enter the **'Requested Change Effective Date'** by clicking on the calendar icon and selecting the month and year, or you may type in the month and year in the format two digit month/four digit year, for example 03/2017 for March 2017.

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After entering your **'Requested Change Effective Date,'** click on the green **'Submit'** button. This will bring up a dialog box asking you if you are sure you want to submit. If you are sure, then click **'OK.'** If you weren't ready to submit, then click **'Cancel'** instead.

Once your changes have been submitted to DOH, they must be reviewed by staff. Please allow up to 10 days to receive notification from DOH that your changes were approved or that they require correction and resubmission.

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Sometimes after clicking **'Save'** or **'Submit,'** you may get one or more red error messages, which tells you something is incomplete and/or incorrect. After you have made all necessary corrections, then click the applicable button again to either save or submit.

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Other times after clicking **'Submit,'** you may get a white message box to alert you that something else may need to be updated. The white message box may require you to click **'OK'** and then click **'Submit'** again. In this case, if you don't click **'Submit'** again, your screen will not be submitted and DOH will be unable to approve any changes.

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Once you have successfully submitted a screen, you will see the green message confirming submission and you will note the status of the screen has changed to **'Submitted.'** Always be sure to confirm your screen has been submitted before you close out of it.

The yellow message is letting you know that you cannot make any more changes to the screen until it has been approved by DOH or returned to you for correction.

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Once your application screen has been approved by DOH, the next time you login to MIPS you will see a green message letting you know the date it was approved. If the effective date of the approved changes is not the current month, the message will also include the effective date.

In addition to the green MIPS Message, the program manager listed on the application screen will receive an approval email.

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Another way to know that your application was approved is to go into the application screen where you will see:

- A statement letting you know the date the screen was last approved,
- The 'Approved Change Effective Date,' and
- The status in the upper left corner indicating either 'Approved Application' or 'Approved-Pending.'

A status of 'Approved-Pending' means that your changes are approved for a future effective date.

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Now we're going to look at an example of an updated application in which a contractor missed something, and the screen will need to be returned to them for correction.

Can you tell by looking at the screen what field the contractor also needed to update?

The contractor forgot to update the date of birth for the new person listed.

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When a screen has been returned for correction, there will be a blue message on the main MIPS screen to alert you to correct and resubmit the screen. To access the application from the main MIPS screen, you can click where it says '**Click here**' in the blue message, or you can click on the '**Application**' link on your MIPS menu as shown on slide number 4.

In addition to the blue MIPS Message, the program manager will be notified by email that correction and resubmission are required. Therefore, it is critical that you have a correct email address for the program manager on the application screen.

Each time you submit a claim, make sure that the program manager's information is current and correct, or update it if it is not.

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When a screen has been returned for correction, it will be in 'Return to Contractor' status. There will also be a red message stating what must be corrected.

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Once you have made and saved the necessary corrections, re-enter your '**Requested Change Effective Date,**' then click on the green '**Resubmit**' button to send the screen back to DOH.

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After you have successfully resubmitted a screen, you will see the green message confirming resubmission and you will note the status of the screen has changed to 'Info Return.'

The yellow message is letting you know that you cannot make any more changes to the screen until it has been approved by DOH or returned to you for further correction.

Slide 23

When your application screen has been approved by DOH, the next time you login to MIPS you will see a green message letting you know the date it was approved. If the effective date of the approved changes is not the current month, the message will also include the effective date. In this example, the effective date is the current month.

In addition to the green MIPS Message, the program manager listed on the application screen will receive an approval email.

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Remember, the other way to know that your application was approved is to go into the application screen where you will see the status and last approval date.

In this example, the approved changes were in the current month, so the status in the upper left corner shows 'Approved Application' rather than 'Approved-Pending.'

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Now we're going to look at how to access and update the site screen. For day care homes, this screen is called the provider screen. When we use the word 'site' in this and the next several slides, just keep in mind that the word 'provider' should be substituted for day care homes.

Independent contractors can access the site screen by clicking on the site name on the MIPS menu to the left, or if already on one of the MIPS screens they can click the '**Site**' tab at the top of the screen.

Other types of contractors, including sponsors of multiple sites, will click on the word '**Sites**' on the MIPS menu to the left, or if already on one of the MIPS screens they can click the '**Site List**' tab at the top of the screen. Either way, this will take them to a list of their sites, or if only one site it may take them directly to that screen.

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For those contractors that have site list screens, they will click on a site name to access a particular site screen.

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This is the site screen for an independent child care center. Some of the information on this screen is also on the application screen, so when an independent child care center updates their application they may also need to update their site screen since the information does not automatically transfer over.

The site or provider screen for other types of contractors looks somewhat different from what is shown here, but the functionality for updating those screens is the same.

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One of the most common updates to the site screen has to do with updating the child care license information and uploading a copy of the license. The highlighted fields shown on this slide may need to be updated when the new license is uploaded, depending on what information is shown on the license.

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For this example, we are going to look at a license update for a child care center. Again, the functionality is the same for other types of facilities, even though their screens will look different.

At a minimum, the license expiration date will need to be updated and a copy of the new license will need to be uploaded. To update the license expiration date, you can type in the new date or click on the calendar icon and select the date.

To upload the license, click the **'Browse'** button and then select the file from your computer that you previously saved. If you are unsure of how to upload documents, please view the training module entitled 'How to Scan and Upload Documents' that is located on the CCFP website directly under where you found this training module.

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When you enter a change in the license information section, you will receive a white message reminding you to update all applicable fields and upload your current license.

PLEASE NOTE: It is important to make all applicable changes to the license information section at the same time that you upload the license.

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This slide shows the correct order to follow when updating license information.

First, update the license expiration date and any other fields that need to be updated.

Second, upload a copy of the new license.

And finally, click one of the blue 'Save' buttons.

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Once you have saved your changes, you will see that the updated information is highlighted in gold and the license document has been successfully uploaded.

If you uploaded the wrong document and you need to delete it, you may click the red circle with a line through it that is to the right of the document. Just make sure that you then upload the correct document before submitting the screen. Once you have submitted a screen, you cannot add or delete any documents.

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After you have saved all the changes you wish to make to the screen, the next step is to enter the **'Requested Change Effective Date'** at the bottom of the screen. The **'Requested Change Effective Date'** refers to the month and year that you would like the changes to take effect. Keep in mind that DOH may not approve the changes for the same month and year that you requested.

You may enter the **'Requested Change Effective Date'** by clicking on the calendar icon and selecting the month and year, or you may type in the month and year in the format two digit month/four digit year, for example 03/2017 for March 2017.

Slide 34

After entering your **'Requested Change Effective Date,'** click on the green **'Submit'** button. This will bring up a dialog box asking you if you are sure you want to submit. If you are sure, then click **'OK.'** If you weren't ready to submit, then click **'Cancel'** instead.

Once your changes have been submitted to DOH, they must be reviewed by staff. Please allow up to 10 days to receive notification from DOH that your changes were approved or that they require correction and resubmission.

Slide 35

Once you have successfully submitted a screen, you will see the green message confirming submission and you will note the status of the screen has changed to **'Submitted.'** Always be sure to confirm your screen has been submitted before you close out of it.

The yellow message is letting you know that you cannot make any more changes to the screen until it has been approved by DOH or returned to you for correction.

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When your site screen has been approved by DOH, the next time you login to MIPS you will see a green message letting you know the date it was approved and the effective date of the changes.

In addition to the green MIPS Message, the program manager listed on the application screen will receive an approval email.

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Remember, the other way to know that your site was approved is to go into the site screen where you will see the status and last approval date.

In this example, the approved changes were for a future month, so the status in the upper left corner shows 'Approved-Pending' rather than 'Approved Site.'

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Before we go, we'd like to remind you of a few important things that were mentioned earlier in this presentation.

- Making changes online replaces the paper Change Form Process, therefore do not submit paper changes that you have already submitted online.
- Saving your changes does not submit them to DOH. If you do not **submit** your changes, then no action can be taken by DOH.
- Once your changes have been submitted to DOH, they must be reviewed by staff. Please allow up to 10 days to receive notification from DOH that your changes were approved or that they require correction and resubmission.

Slide 39

This concludes the training on how to request online changes in MIPS. Thank you for watching.

If you have any questions, please contact your program specialist or call 850-245-4323 to speak with a policy specialist.