

# Change is Good

## July 1, 2018



### New for Parents:

Services online – no need for office appointments • Report changes to services online • Provider transfers online  
 You can complete your information 24/7 from any internet enabled device • Emailed service reminder notices  
 Please keep your email address current so you don't miss announcements and reminders

Old Process	New Process
Email requested but not required	Consistently active email required for Family Portal account
Clients must come to office during business hours for eligibility review	Application and eligibility documentation submission available online 24/7 without an appointment, with approval during business hours
Last date authorized recorded by client	Email notices 45, 30 and 15 days in advance of last date authorized for services
Request provider transfers via phone or in-person	Request provider transfers via online or phone
Request Coalition service area transfer via phone or in -person	Request Coalition service area transfer online or phone
Report changes via online form or via phone	Make changes in Family Portal
Check status via phone or in-person	Check status online 24/7



### New for Providers:

Services online – no need to come to the office • Complete your information 24/7 • Online enrollment notifications  
 Online attendance recording and submission • Online payment statements • Report changes to services online  
 Please be sure to check your provider dashboard regularly so you don't miss information

Old Process	New Process
Services in office during business hours	Online services without an appointment, available 24/7 – depending on service, with approval during business hours
Email requested but not required	Consistently active email required for Provider Portal account
Providers drop off attendance and sign in/out sheets	Attendance is recorded and submitted online, sign in/out sheets are uploaded
Use of fax server to submit documents	Use of Provider Portal Document Library to submit documents
Use of EPPS for payment statements	Use of Provider Portal Document Library for payment statements
Attendance submitted by 3 <sup>rd</sup> calendar day by 12:30 pm	Attendance submitted by 3 <sup>rd</sup> business day by 11:59 pm
Attendance recording independent of enrollment dates	Attendance for child unable to be recorded prior to contract certified date or enrollment accepted date or after contract expiration or enrollment termination date
Late payment approved at discretion of the Coalition	Late payment of up to 30 days processed with the next open payment period
Notices by email or phone	Notices via the Provider Portal Dashboard which should be checked regularly, 5 day limit on acceptance/rejection of enrollments for provider approval
Check status by phone or in-person	Check status online 24/7
VPK Providers submit certificates for enrollment in person, by fax or mail	VPK Providers enroll child in Provider Portal individually or through a bulk enrollment process

Watch this site for training materials and updates <https://4cflorida.org/efs-modernization/>