

# 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 reports  | Use of Provider Portal Document Library for payment reports   |
| 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/>



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