



# Georgia SHINES: Provider Portal Updates

## Case Documentation and Staff Management

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### What's changing?

On May 12, 2018, the Georgia SHINES Provider Portal will be enhanced to improve case documentation and business processes, which include modifications to the following pages:

- Contacts
- Education (*updates will be visible to users May 19th*)
- Documents (*updates will be visible to users May 19th*)
- Staff

In addition to the aforementioned, a new Provider inbox has been created for providers to report user issues, including log in issues, DUO, etc. It serves as an alternative to contacting the Georgia SHINES Help Desk.

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### Contact Events

Rejection feature: If a contact has to be modified after being submitted for approval, the approving staff person can **reject** the contact. Contacts can be rejected multiple times within the 72 hour approval period.

New value: A contact purpose of Child Care Provider Evaluation has been added to the Contact Detail page. This purpose is for children who are placed with unlicensed, informal child care providers. While this value will be viewable by providers, DFCS case managers will primarily use it for assessing informal child care providers.

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### Education Events

New values have been added to the Categories dropdown box on the Education Detail tab. The following values will display:

1. Child Care
2. Early Head Start
3. Informal Child Care

All children with a previous Category of Daycare will be changed to Child Care.

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### Documents

Georgia SHINES will be enhanced to automate CAPS referrals. There are several required data elements, including documents, to initiate the referral to Georgia Gateway (state's eligibility system) for processing by DECAL. When available to providers, the following documents can be uploaded to Portal:

- Provider Rate Sheet
- Pre-K Referral

**IMPORTANT NOTE:** When there is a planned change with a child's educational setting, notify the DFCS case manager. This ensures case manager is aware of the change and that all data required to submit updates/changes to DECAL is completed.

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### Staff

A reactivate button has been added to the Inactive Staff tab. This functionality allows providers to reactivate staff members by adding the new start date.

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### Dedicated Provider Email Address

In an effort to improve responsiveness to provider reported issues, a new dedicated email inbox has been created. It can be used to report issues with logging onto the application, DUO, navigation, etc.

[provider-portal.requests@dhs.ga.gov](mailto:provider-portal.requests@dhs.ga.gov).

Provider can continue to contact the Georgia SHINES Help Desk. The new inbox serves as an additional resource for providers.