

Provider Portal

This guide explains how directors and staff can: (1) grant Provider Portal access, (2) add and associate staff to a facility, and (3) submit the EFT W-9 and Provider Rights and Responsibilities for dashboard attendance data visibility. Instructions are structured for clarity and ADA accessibility.

Accessing and Managing the Provider Portal

Step 1: Access the Provider Portal from Okta

1. Log in to your Okta account.
2. Locate and launch the Provider Portal application.
3. Once inside, you will reach the main page.
4. To view your facility listings, choose **View Childcare Services**.

as seen in images below

The screenshot shows the Provider Portal dashboard for Apple Airpods. The top navigation bar includes the Department of Public Health & Human Services logo, a Home icon, and the user profile 'AA Apple Airpods'. The main content area features a 'Welcome Apple Airpods!' message with a sub-header and a brief description of services. To the right is a 'Quick Links' section with links for 'Contact Us', 'Frequently Asked Questions', and 'Support Tickets'. Below the welcome message are two main sections: 'Child Care Provider' and 'Staff/Household Member Qualification'. The 'Child Care Provider' section includes a button labeled 'View Child Care Services' with a right-pointing arrow, which is highlighted with a red rectangular box. The 'Staff/Household Member Qualification' section includes a button labeled 'Staff/Household Member Qualification' with a right-pointing arrow.

Step 2: Review Your Facilities

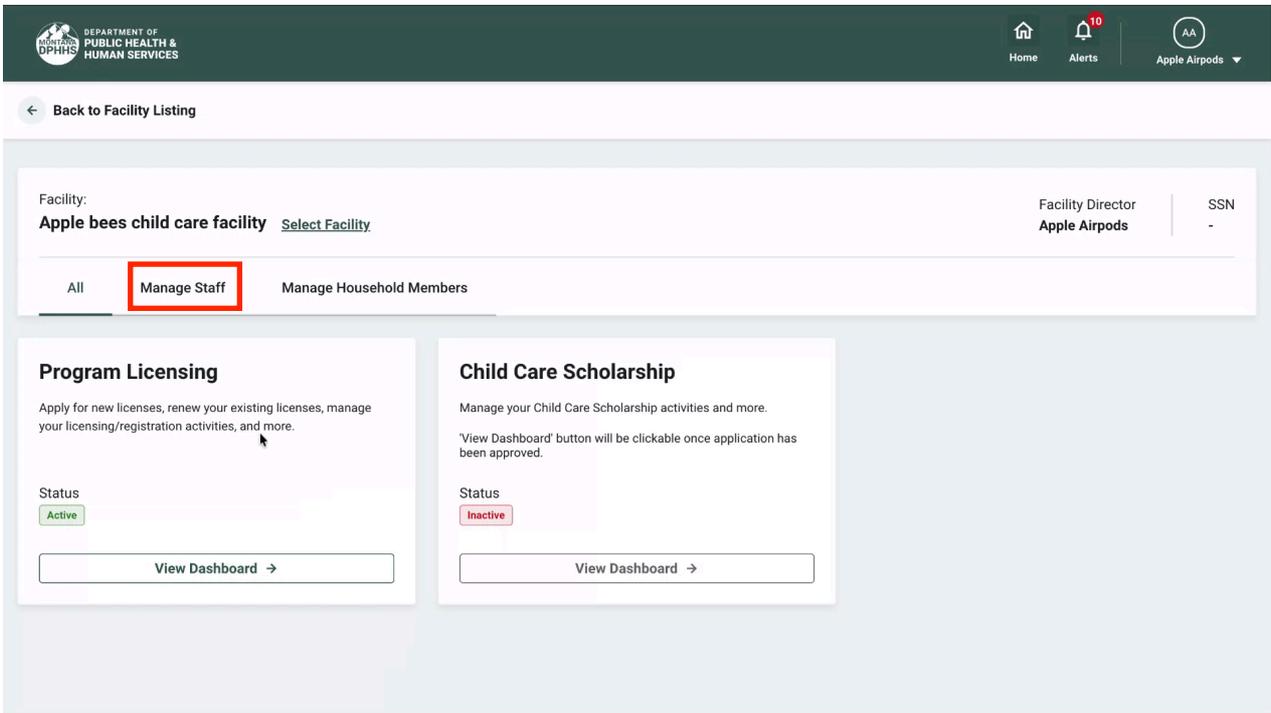
- On the **Facility Listing** page, check all facilities tied to your account.
 - Directors see every facility they are assigned to.
 - Staff see only facilities where access is granted.

Step 3: Manage Staff Access for a Facility

1. Find the facility you want to manage and click **Select Facility**.
2. Inside the facility, go to **Manage Staff**.

as seen in the images below.

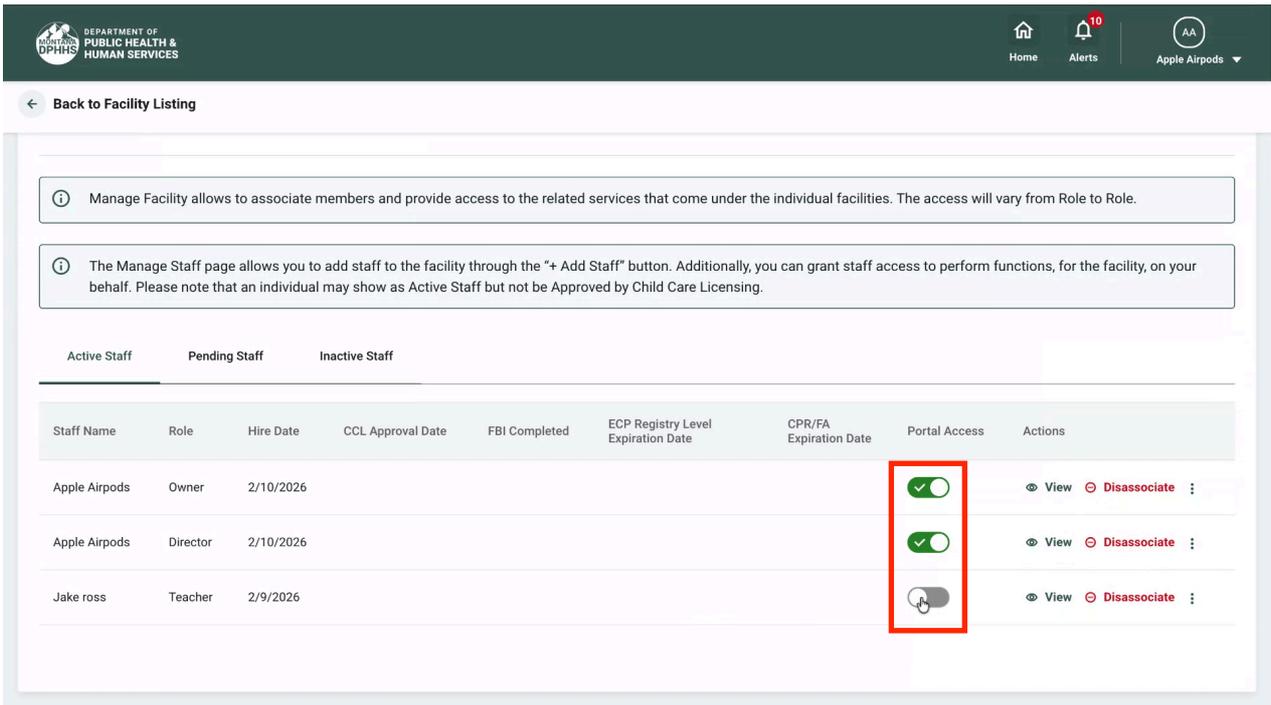
The screenshot displays the 'Facilities Listing' interface. At the top, there is a navigation bar with the Montana DPHHS logo, a 'Home' icon, and a user profile icon labeled 'AA' with 'Apple AirPods' below it. Below the navigation bar is a 'Back to Home' link. The main content area features a 'Facilities Listing' header with a search bar labeled 'Search Facilities Here' and a '+ Add New Facility' button. The facility list shows one entry: 'Apple bees child care facility' with the address '456 Bozeman Trail Road, Bozeman, Montana, 59715'. Under 'Facility Information', it lists 'Facility Type: Group Home Child Care' and 'Facility Status: Active'. The 'Facility Director' is listed as 'Apple AirPods'. A red box highlights the 'Select Facility' button, and a 'View Facility Details' button is visible below it. To the right of the facility list is a large area with a plus sign and the text 'Add New Facility' and 'Add a Facility to continue your application'.

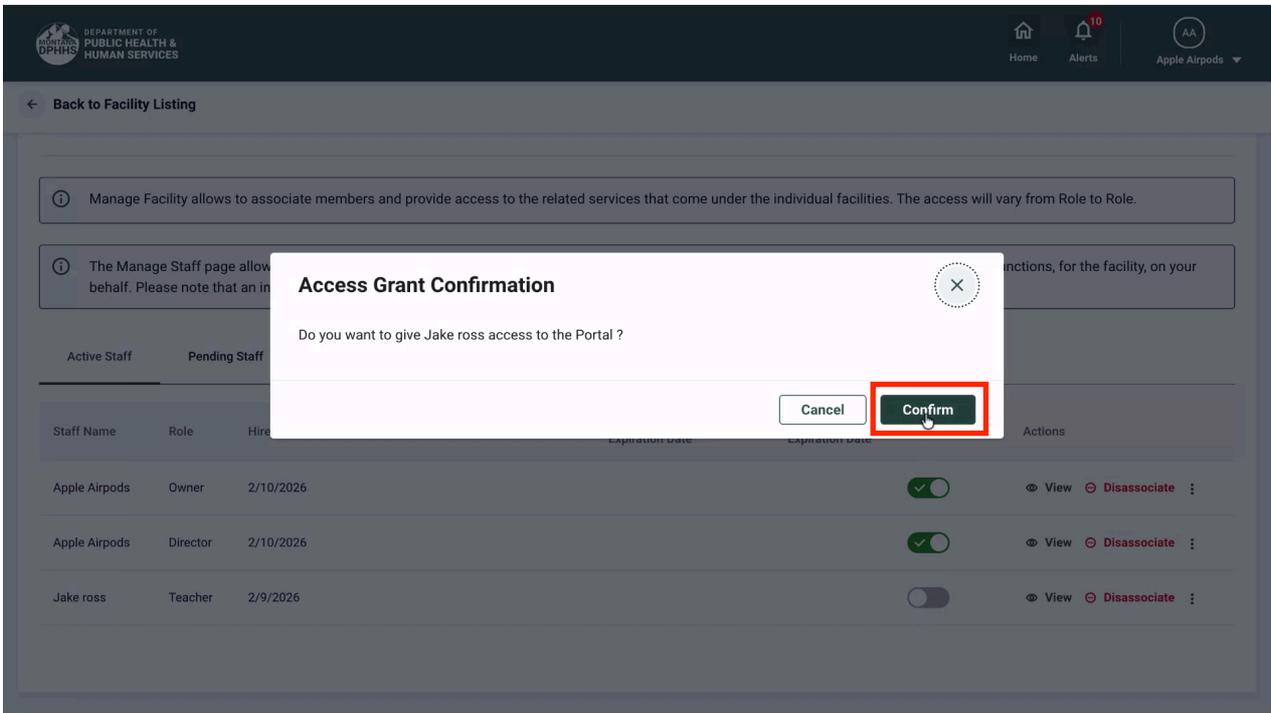


Step 4: Grant Portal Access to Existing Staff

1. Within **Manage Staff**, locate the **Portal Access** section.
2. Use the toggle under **Portal Access** to enable access for the staff member.
3. A confirmation will display. Choose **Confirm** to grant access.
4. The staff member now has Provider Portal access.

As seen in images below.

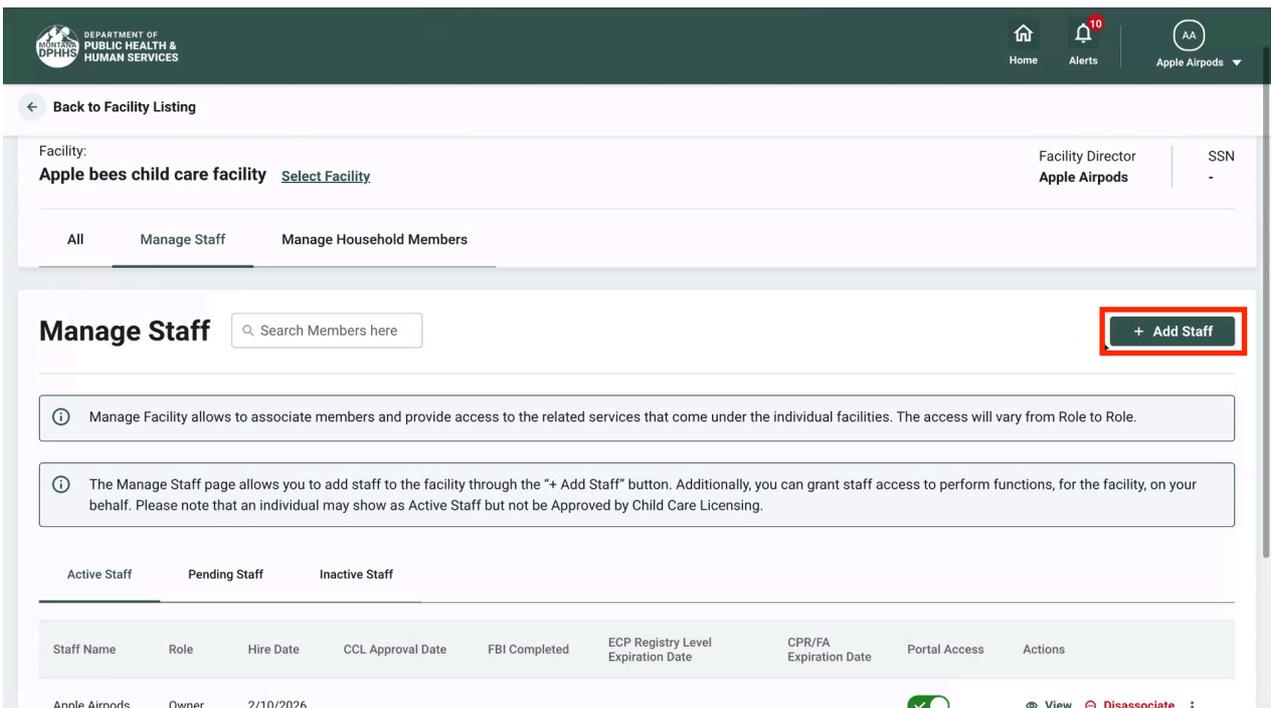


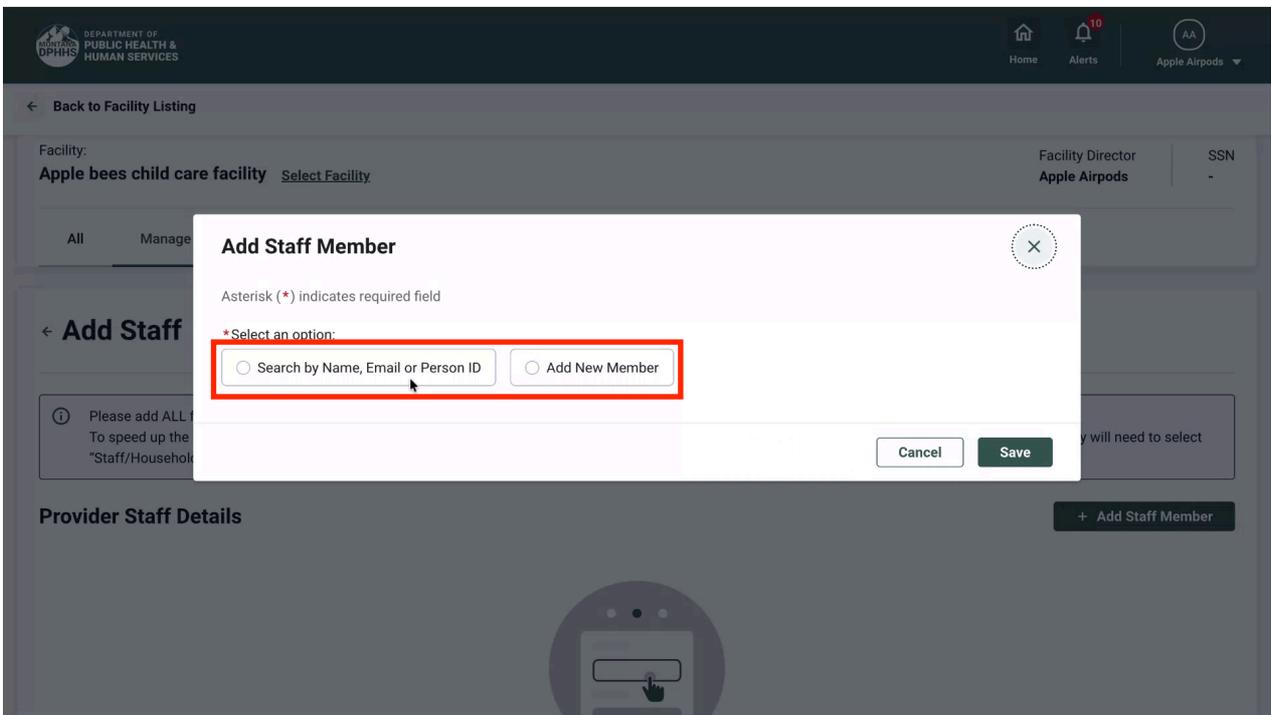


Step 5: Add a New Staff Member

1. Click **Add Staff**.
2. Select **Add Staff Member**.
3. Search by **Name**, **Email**, or **Person ID** if the individual may exist in the system.
4. If not found, continue to create a new staff entry.

as seen in images below

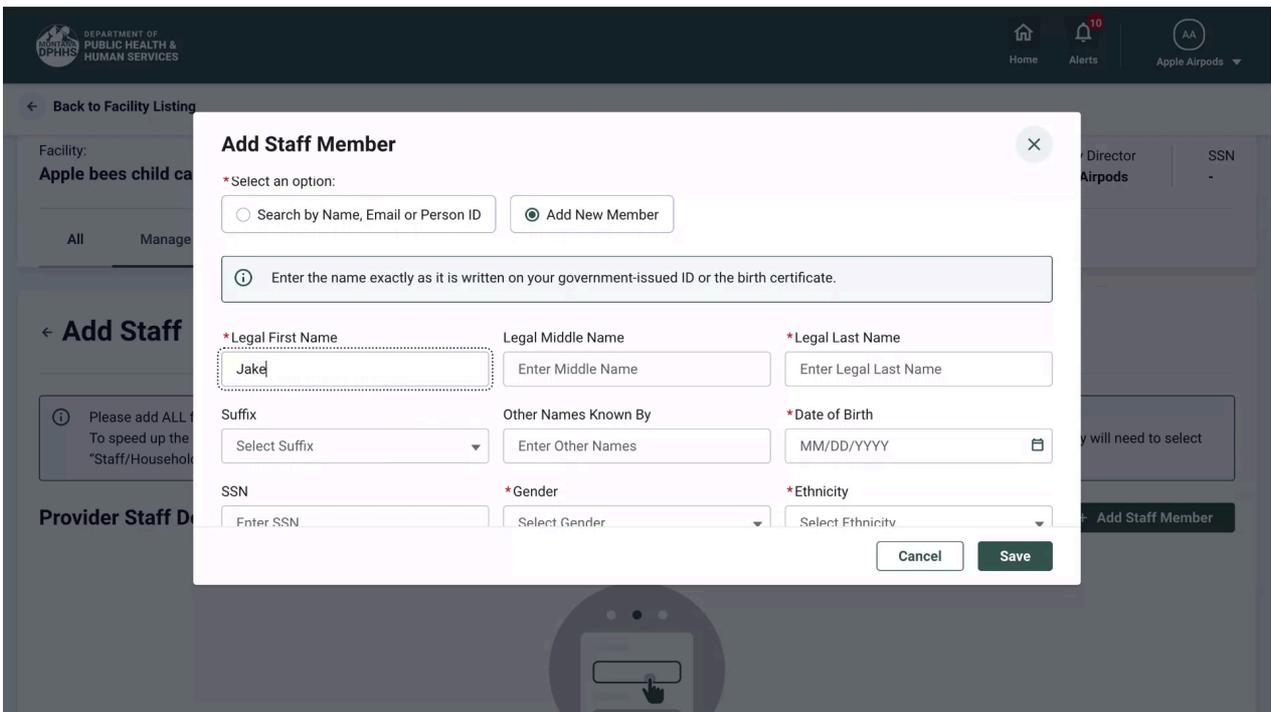




Step 6: Enter Staff Details

1. Fill out all required form fields for the new staff member (marked with a red asterisk).
2. Once complete, select **Save**.
3. The new staff member will be included in the facility.

as seen in image below

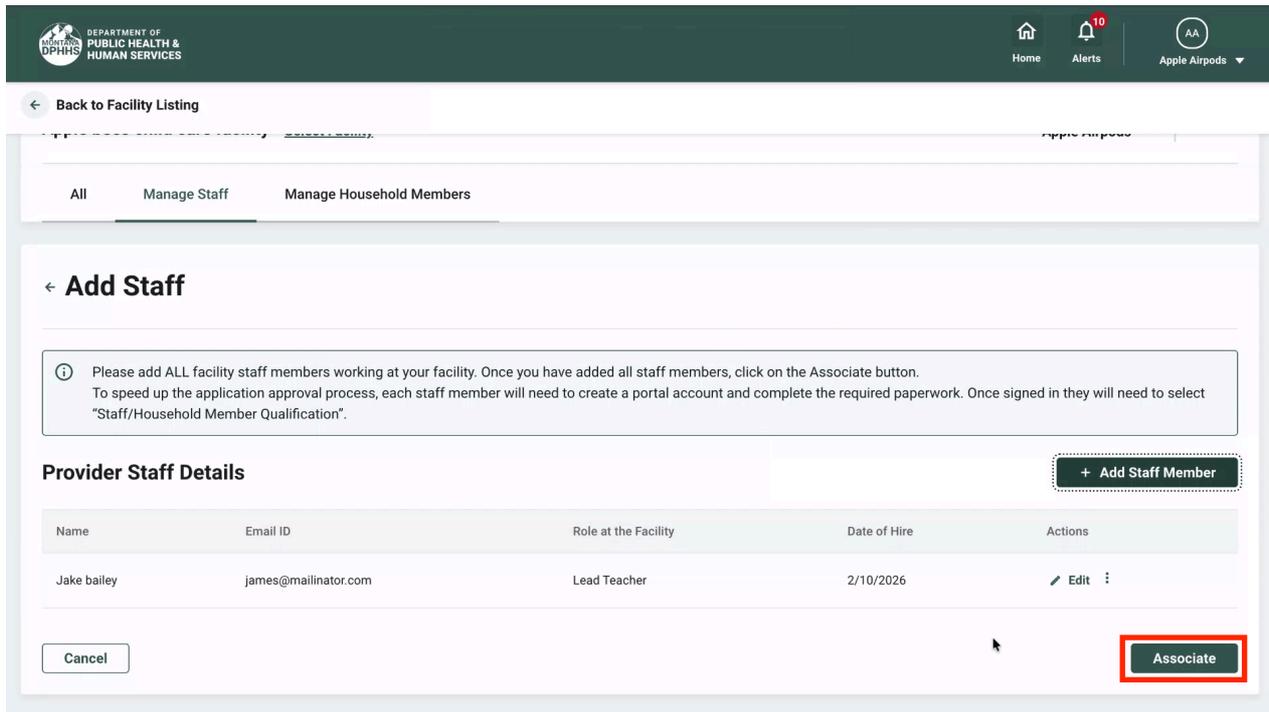


Step 7: Associate and Review New Staff

1. Link the new staff to the facility by clicking **Associate**.

2. Check the **Pending Staff** section to review staff waiting for approval.

as seen in image below



Submitting EFT W-9 and Provider Rights and Responsibilities

Step 8: Go to the Facility Dashboard

1. Return to your facility's page.
2. Select **View Dashboard** to open the dashboard.
3. Directors, for first-time access to attendance data, must submit the **EFT W-9** and **Provider Rights and Responsibilities**.

as seen in images below

← Back to Home

Welcome, Apple AirPods

Please click on "Add New Facility" below to add your provider facility. Once your facility is added, you can add your provider license application.

Facilities Listing

Search Facilities Here

+ Add New Facility



Apple bees child care facility

456 Bozeman Trail Road, Bozeman, Montana, 59715

Facility Information

Facility Type: Group Home Child Care
Facility Status: Active
Facility Director: Apple AirPods



Add New Facility

Add a Facility to continue your application

← Back to Facility Listing

Facility:

Apple bees child care facility [Select Facility](#)

Facility Director: Apple AirPods | SSN: -

All | Manage Staff | Manage Household Members

Program Licensing

Apply for new licenses, renew your existing licenses, manage your licensing/registration activities, and more.

Status: Active

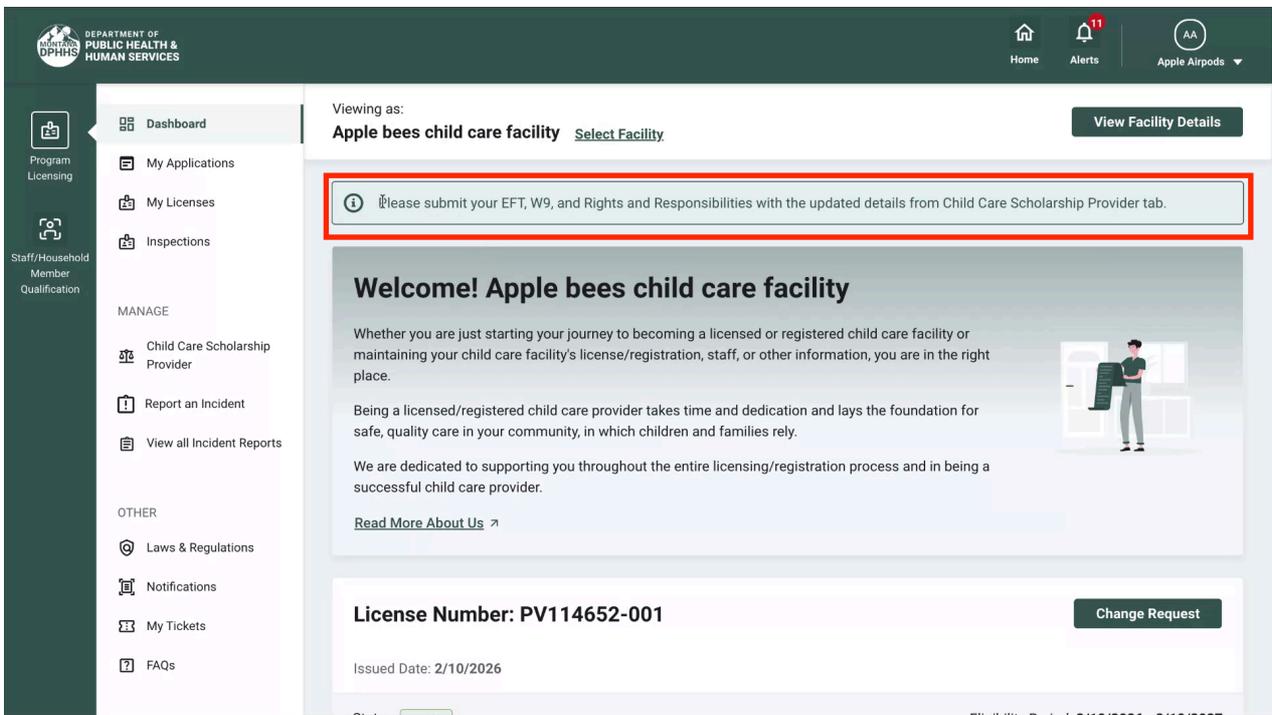
View Dashboard →

Child Care Scholarship

Manage your Child Care Scholarship activities and more. 'View Dashboard' button will be clickable once application has been approved.

Status: Inactive

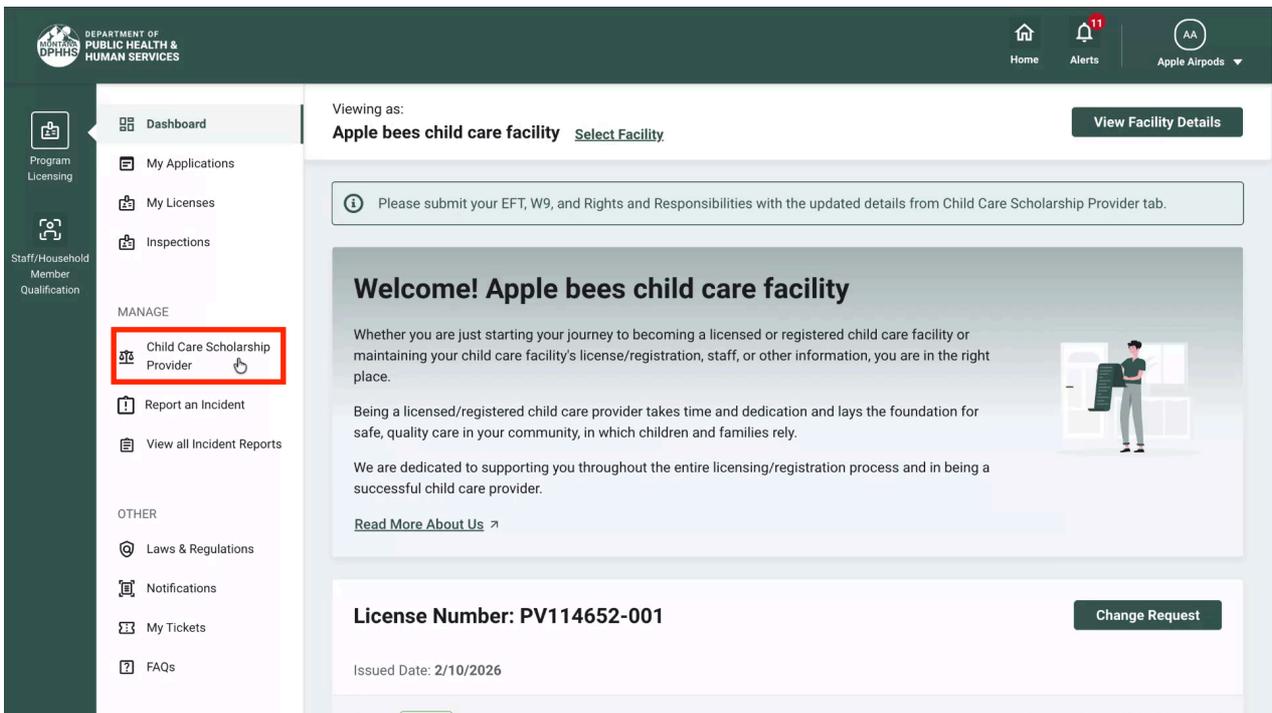
View Dashboard →



Step 9: Access Childcare Scholarship Provider for EFT W-9

1. From the dashboard, go to **Childcare Scholarship Provider** (or **Childcare Provider / Childcare Scholarship Provider**) to start the EFT W-9 submission.
2. This allows you to begin a new EFT W-9 request to view attendance data.

as seen in image below



Step 10: Start and Complete the EFT W-9 Request

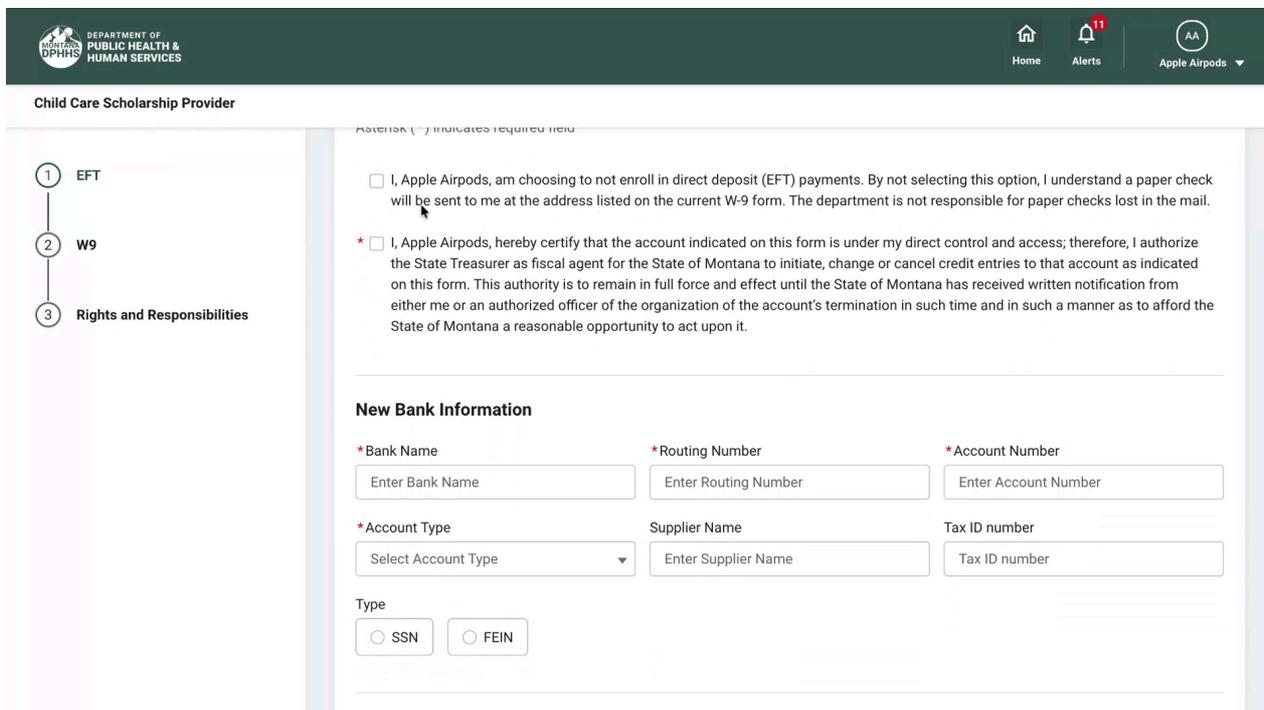
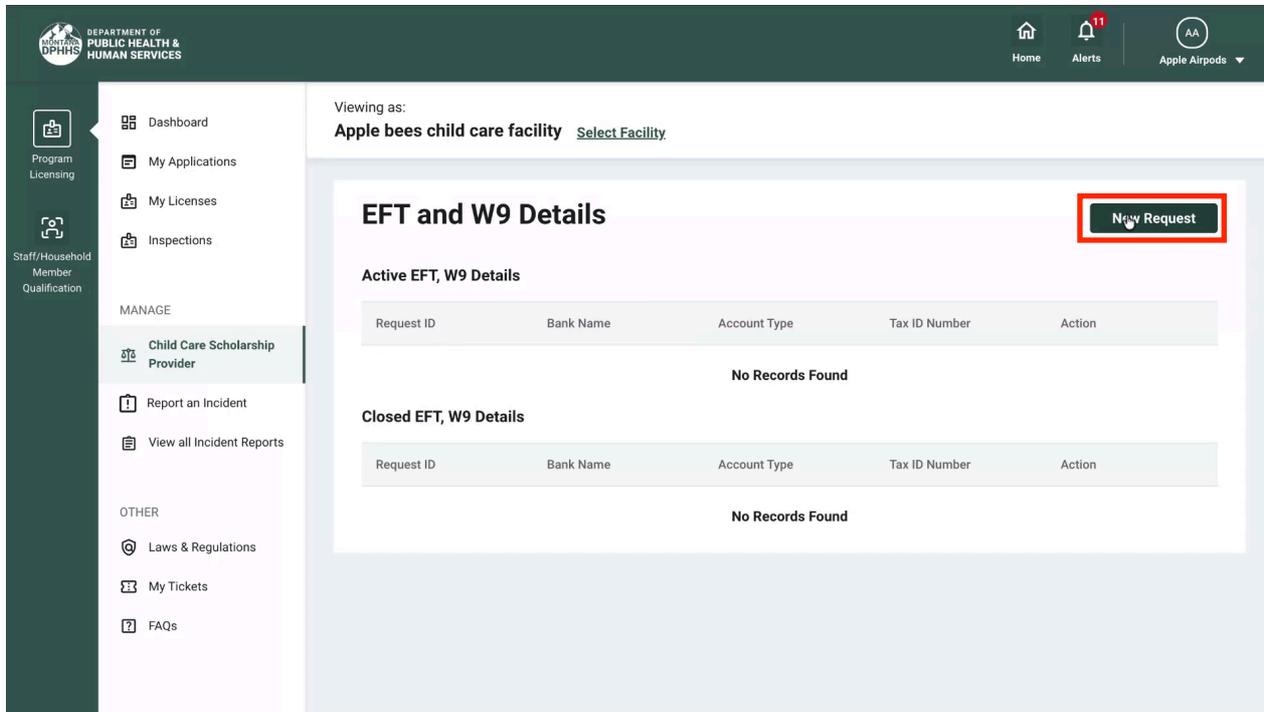
1. Click **New Request** for a new EFT W-9 submission.

2. Fill in all the required information (marked with a red asterisk).

3. Upload all necessary EFT W-9 files.

4. Click **Next** to proceed.

as seen in image below



DEPARTMENT OF PUBLIC HEALTH & HUMAN SERVICES

Home Alerts 11 Apple Airpods

Child Care Scholarship Provider

1 EFT

2 W9

3 Rights and Responsibilities

Email

Enter Email

Instructions

This authorization will remain in effect until either cancelled in writing or an updated form is submitted to the Agency you currently do business with.

* Authorized Signature Title * Date

Enter Authorized Signature Enter Title 2/9/2026

EFT Document Upload

| Document Name | Download Template | File Name |
|---------------|-------------------|--------------|
| * EFT | Download Form | Upload Files |

Exit Save **Next >**

Step 11: Complete W9

1. On the next page, complete additional fields as required and select the required boxes to proceed to the final step.
2. Upload any extra required files.

as seen in image below

DEPARTMENT OF PUBLIC HEALTH & HUMAN SERVICES

Home Alerts 11 Apple Airpods

Child Care Scholarship Provider

1 EFT

2 W9

3 Rights and Responsibilities

* I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue

* Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and

* I am a U.S. citizen or other U.S. person (defined below); and

* The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

W9 Document Upload

| Document Name | Download Template | File Name |
|---------------|-------------------|--------------|
| * W9 | Download Form | Upload Files |

Save & Exit Save < Previous **Next >**

Step 11: Confirm Director Access and Rights

1. You must also submit **Provider Rights and Responsibilities**.

2. Check all required acknowledgment boxes on this stepper.

as seen in image below

DEPARTMENT OF PUBLIC HEALTH & HUMAN SERVICES

Home Alerts Apple AirPods

Child Care Scholarship Provider

EFT

W9

3 Rights and Responsibilities

- The department has the discretion, based on the circumstances of the violation, to determine the appropriate sanction for the first intentional program violation (IPV). The department may impose any of the following sanctions on a provider due to the first IPV:
 - Issue the IPV without issuing an overpayment;
 - Require repayment of child care assistance payments related to the program violation; or
 - Require repayment of child care assistance payments related to the program violation and terminate the provider from the Child Care Assistance Program.
 - If a provider receives a second IPV, MT will require the repayment of all child care assistance payments related to the violation and may terminate the provider from the program, if appropriate.
 - A notice of an intentional program violation is an adverse action of MT. The provider will receive timely notice of this adverse action, including fair hearing rights under ARM 37.80.104 and 37.5.103.

* Director Name: Apple AirPods

* Name of Child Care Provider: Apple bees child care facility

* Accepted Date: 2/9/2026

By initialing this box, I, Apple AirPods, certify that I am the Director of Apple bees child care facility and I agree to these specified Rights And Responsibilities.

Save & Exit Save < Previous **Submit**

Step 12: Submit and Access Childcare Scholarship Tab

1. When all sections and acknowledgments are done, click **Submit** to finish your EFT W-9 request.
2. You will now see the **Childcare Scholarship** tab, where you can manage scholarship information and attendance records.

as seen in image below

Program Licensing

Child Care Scholarship

Staff/Household Member Qualification

Dashboard

MANAGE

- Rate Management
- Child Care Scholarship Children
- Attendance Tracking
- Invoice & Remittance
- Copayment Information
- Payment Resolution Requests

OTHER

- Laws & Regulations
- My Tickets
- FAQs

Viewing as:

Apple bees child care facility [Select Facility](#)

Welcome, Apple bees child care facility

Thank you for your interest in providing care for children receiving the Best Beginnings Child Care Scholarship (BBS)! Your participation in BBS will offer children an enrollment slot in a quality early learning environment and offer your business the opportunity to receive prospective payment for child care services. We look forward to working with you throughout this process.

If you would like to learn more about the Best Beginnings Child Care Scholarship (BBS), please go to the BBS website.



Update Provider Rates

Please review your registration fee and provider rates, and update them if necessary.

[View Rates](#)

Best Beginnings Scholarship Laws, Rules & Regulations

Best Beginnings Scholarship (BBS) policy can be found in the Administrative Rules of Montana (ARM) Chapter 37, Subchapter 80 and in the Child Care Policy Manual. Both can be found outlined. Both ARM 37.80 and the Child Care Policy Manual are available online.