

Update on the OEL Provider Services Portal

We are enthusiastic about the new features of the OEL Provider Services Portal. We know that the release has not necessarily gone as planned, and we appreciate your patience and understanding. The Office of Early Learning is working diligently to resolve the remaining issues and release the attendance features. Currently, there are still some issues with the data in the system and therefore the attendance feature is not available yet. At this time, it is uncertain if the system will be ready in time for September Attendance, but as information becomes available we will share with our Providers immediately. The Coalition will continue its contingency plan to pay providers until the system issues are resolved. Providers will be asked to submit attendance for the months missed when the attendance feature does become available.

Very important, please remember to upload your Sign-In/Out sheets and Absenteeism documents for School Readiness (SR), and VPK (OEL-VPK 03L, Long Form) in the ELC Portal each month.

Please Check your School Readiness Enrollment Information

We ask that you please assist us in correcting any incorrect School Readiness enrollment information in the OEL Provider Services Portal. Log in to your account at <https://providerservices.floridaearlylearning.com/>, and select the Enrollments tab > Manage SR Enrollments then View/Edit SR Enrollments. Compare information with your actual SR enrollment. If any information is incorrect, please fill out the attached School Readiness Enrollment Correction Form and follow the instructions on the form.

Tips for School Readiness Enrollment

- Remember to check your messages on the OEL Provider Services Portal Dashboard for enrollment requests.
- If the Coalition informs you that a child's enrollment status is in "Pending Family Acceptance", Providers can assist parents/guardians with logging in to their account and finalizing the enrollment.
- After the Coalition approves an enrollment, the parent must complete the following steps:
 1. Log-in to their account.
 2. Go to the bottom of the screen where it says *School Readiness Funding* and click the *Sign* button on the payment certificate.
 3. A screen will display for the Parental Rights & Responsibilities/Terms & Conditions.
 4. After the parent reads each statement, and clicks the checkbox for each statement, the statement box will collapse and a green checkmark will appear.
 5. Once all boxes have been checked, the Decline button will change to an Accept button. The parent will click the Accept button at the bottom.
 6. After clicking the *Accept* button, the payment certificate will display.
 7. The parent will check the By Electronic Signature checkbox and sign the full name as it appears on the SR application, and click *Yes*.
 8. Then, the parent must click the *Submit* button.
- Parents/Guardians must follow the steps above for each child receiving care in order for the child to show on a Provider's attendance roster.
- To view a payment certificate for a child that is already enrolled in your program, go to the Manage SR Enrollments Screen and scroll to the right of the screen and select "View Payment Certificate".

Tips for VPK Enrollment and Termination

- Do not upload electronic copies of COEs. Starting with the Fall Program 2018-2019, providers must submit enrollment requests in the OEL Provider Services Portal.
- Always ask parents if their child has attended VPK at a different center before accepting a COE. If they have, instruct the parent to request a reenrollment in the Family Portal. Do not use a COE that has been used at another Provider (the system prevents this most the time, they are fixing this system issue).
- Make sure the COE issue date is on or before the anticipated start date.
- When a child leaves a VPK program, provider must submit a termination request on the OEL Portal.
- When terminating a child, make sure the termination effective date is the last day the child attends your program.