Quick Reference Guide – Approving/Rejecting a Placement Request

Registered and licensed providers on the Arise Provider Portal will receive placement requests based on the requirements of the child and family in question. These placement requests will appear on the Arise Provider Portal, where providers will be able to approve or reject the placement, based on their availability and acceptance criteria.

How to Approve a Placement Request on the Arise Provider Portal?

The following as a quick step-by-step guide on approving a placement request!

1. Log in to the Arise Provider Portal to access the provider dashboard as follows:

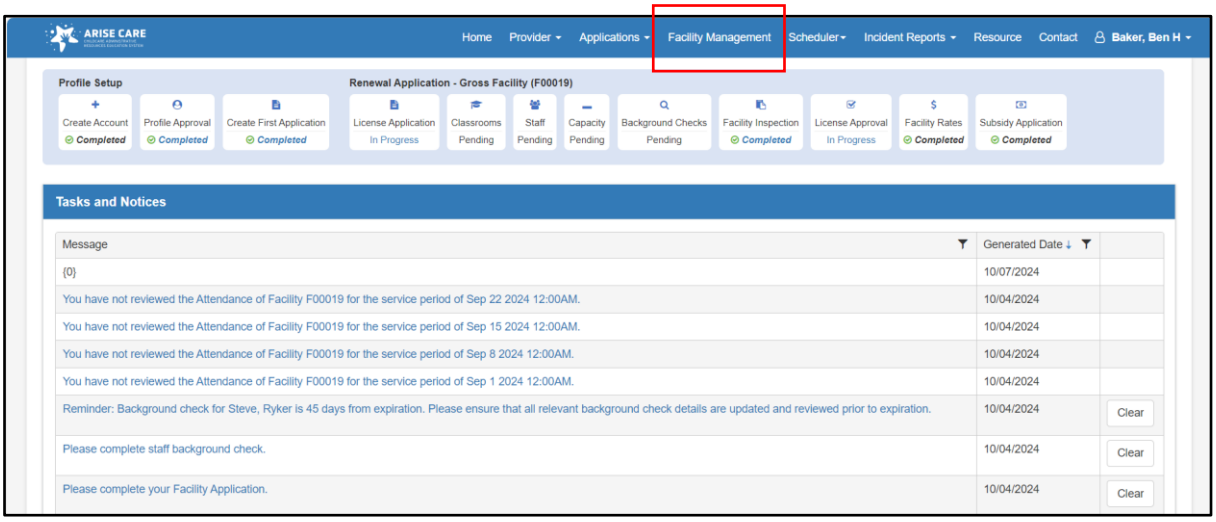

Figure 1: Provider Dashboard

2. Click on the Facility Management Module at the top of the page (refer image above). This action will lead you to the following page:

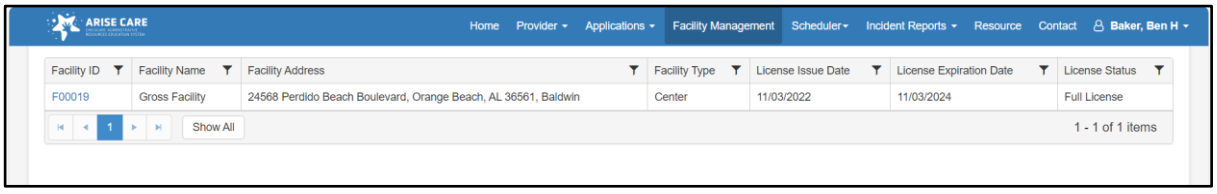

Figure 2: Facility Management Page

On this page:

3. Identify and select the facility where you would like to review your placement requests.
4. Click on the Facility ID to be directed to the following page:

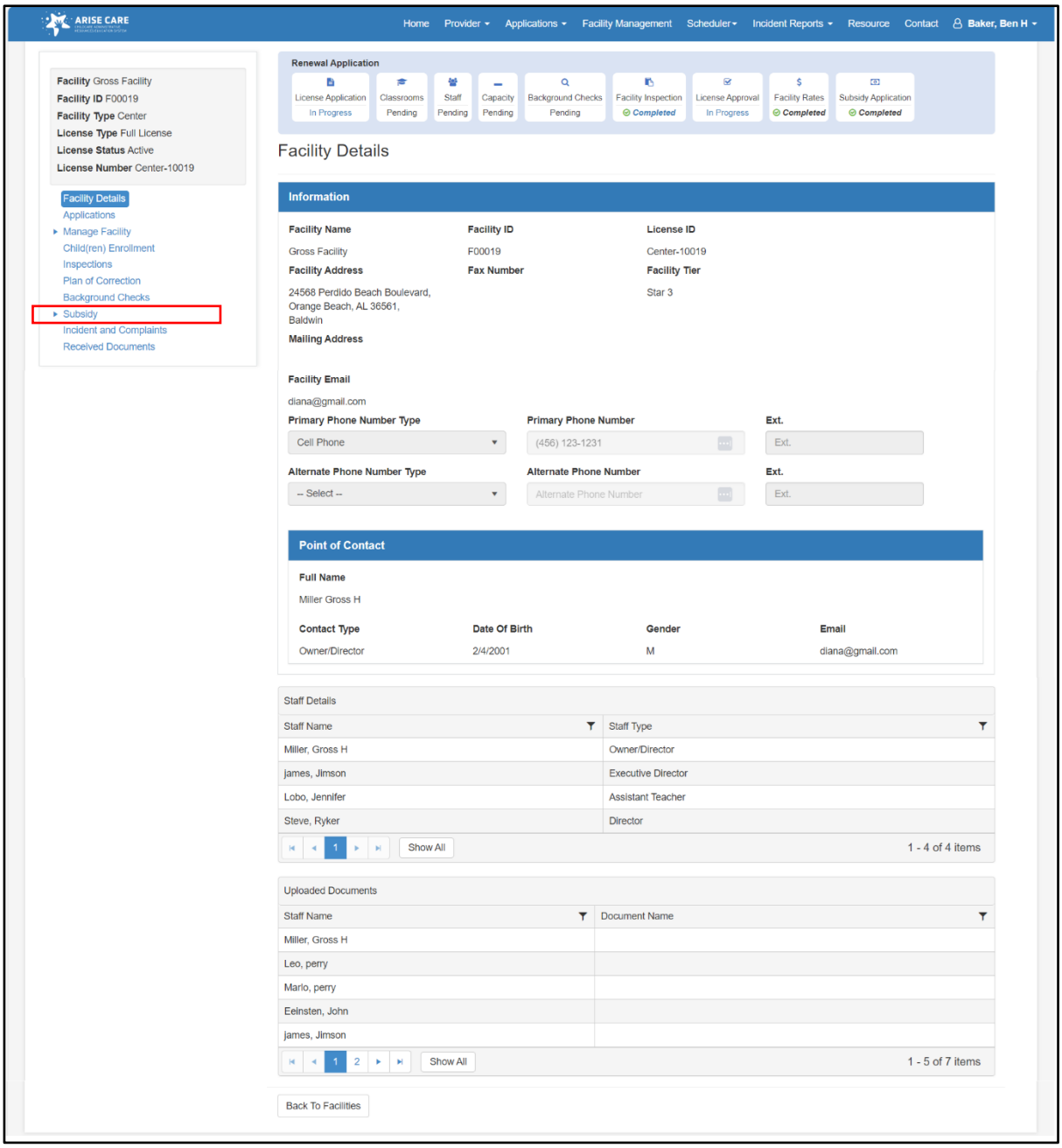

Figure 3: Facility Details Page

On this page:

1. Expand the "Subsidy" section on the navigation pane (refer to the image above) by clicking on the arrow on the left-hand side of the section, to view the following menu options:

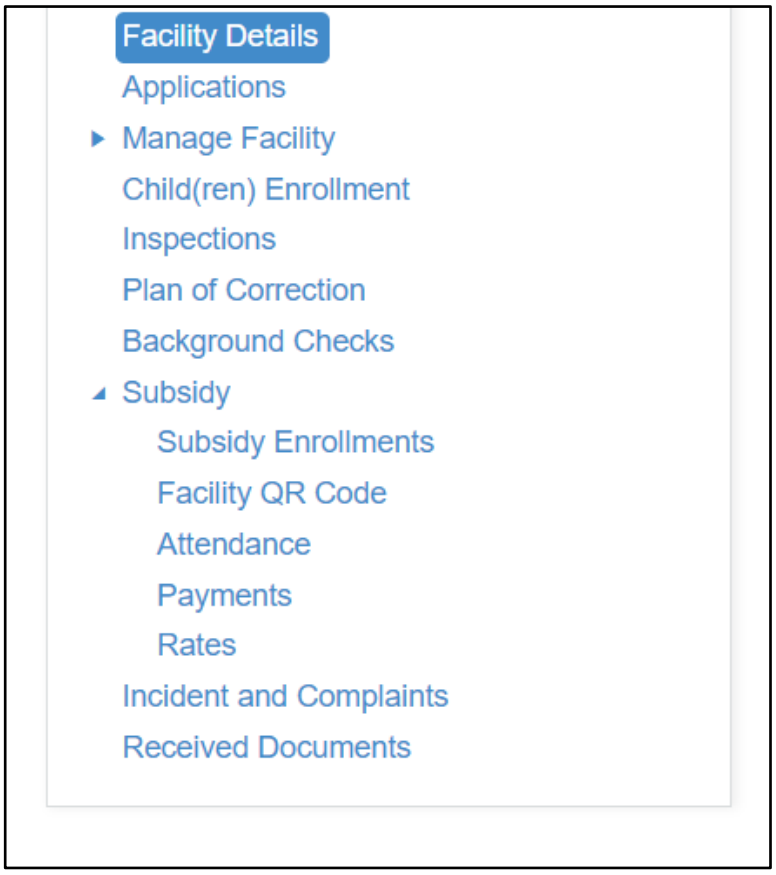

Figure 4: Subsidy Menu Options

2. Select "Subsidy Enrollments" to view the following page:

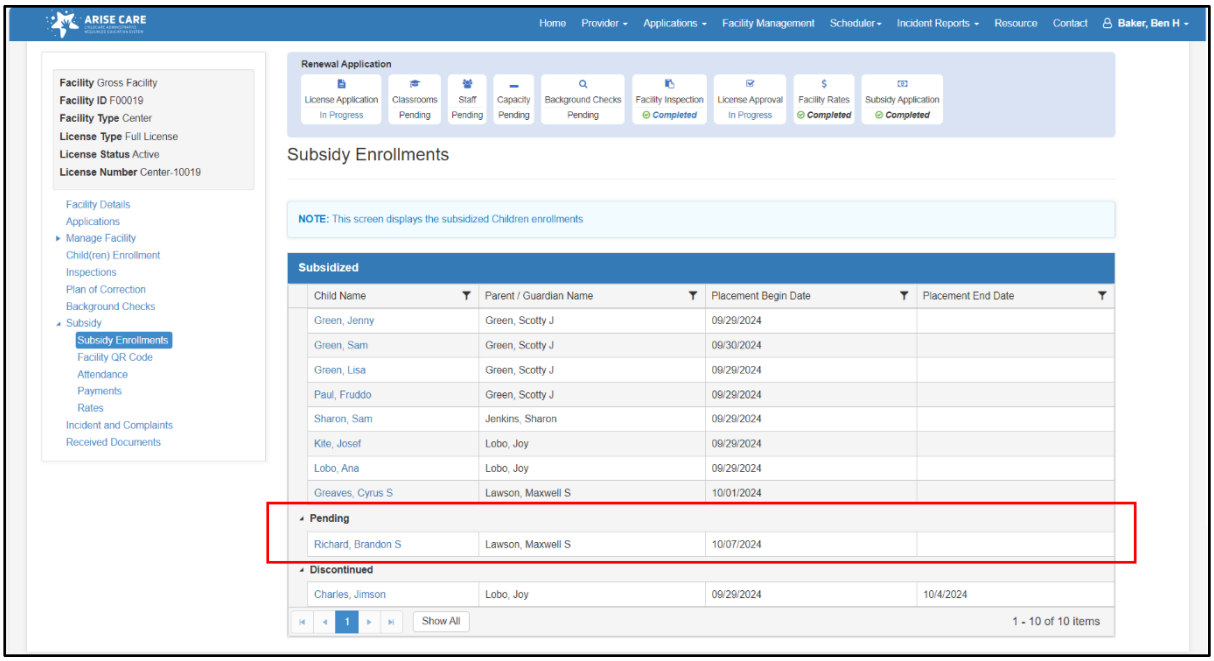

Figure 5: Subsidy Enrollments Page

On this page, you will be able to see a grid with a complete list of all enrollments, as well as all placement requests. Placement requests will be listed under the "Pending" section as seen in the image above.

To accept the placement request:

1. Click on the name of the child requesting placement, to be directed to the following page:

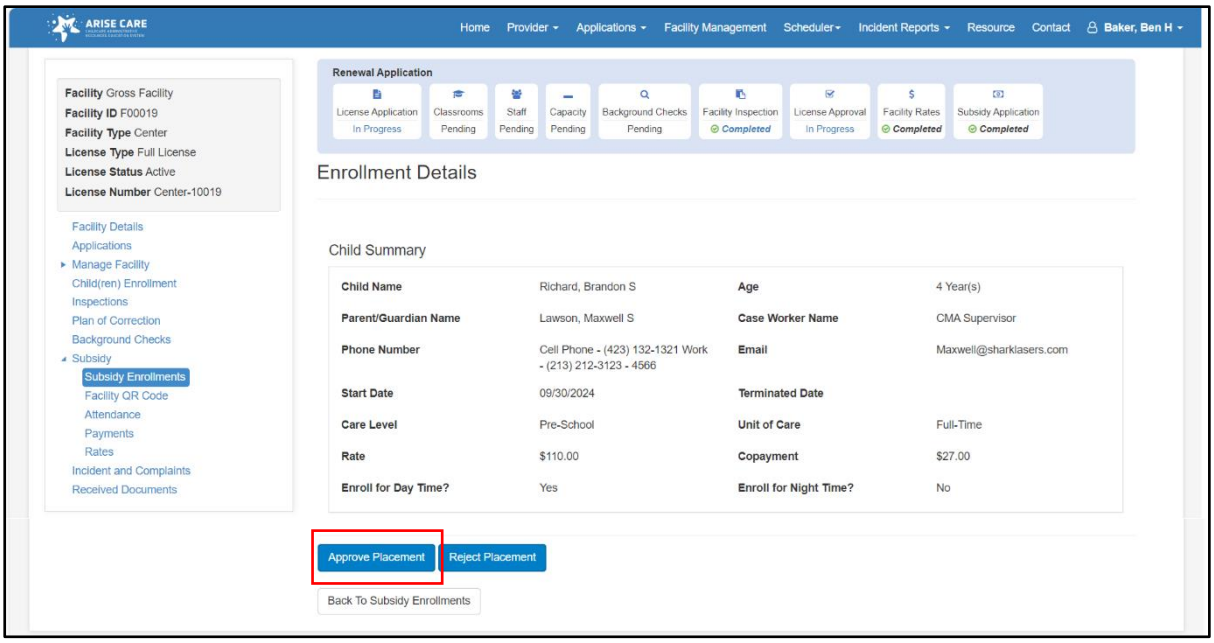

Figure 6: Enrollment Details Page

2. Click on the "Approve Placement" button to accept the request.

Congratulations! You have successfully approved the placement request, and the child will now be enrolled at your childcare facility!

How to Reject a Placement Request on the Arise Provider Portal?

The following as a quick step-by-step guide on rejecting a placement request!

Using the steps described in the section above, access the Subsidy Enrollments page as follows:

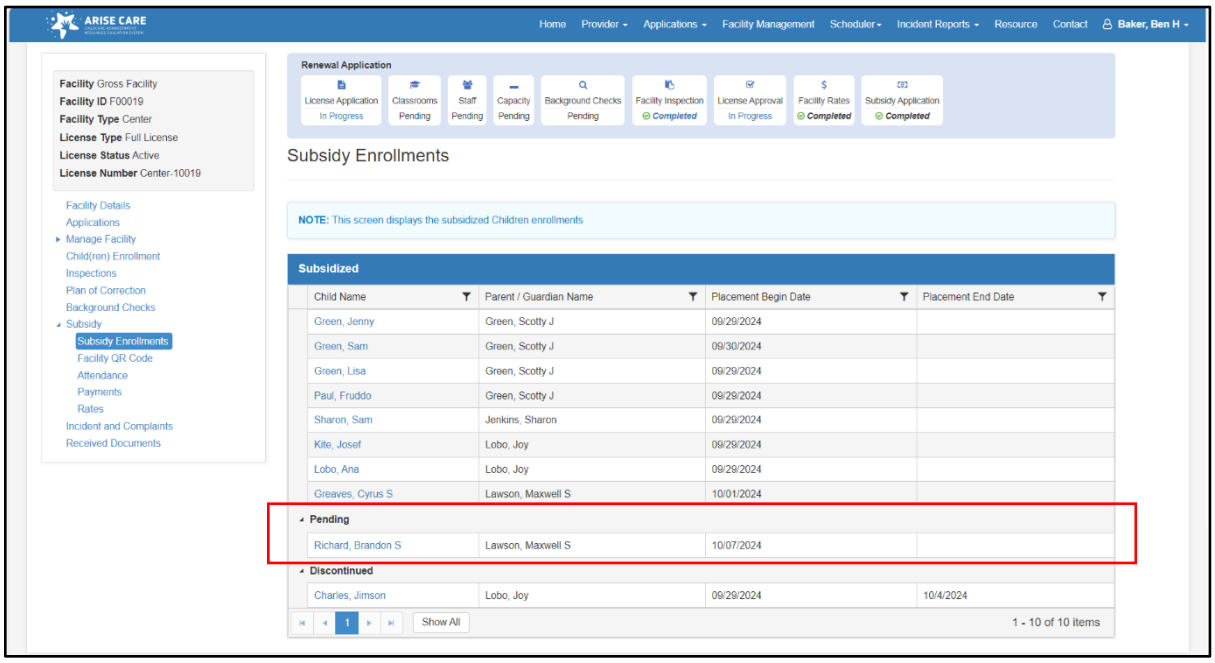

Figure 7: Subsidy Enrollments Page

1. Click on the child's name under the "Pending" section of the grid, to be directed to the Enrollment Details page, as follows:

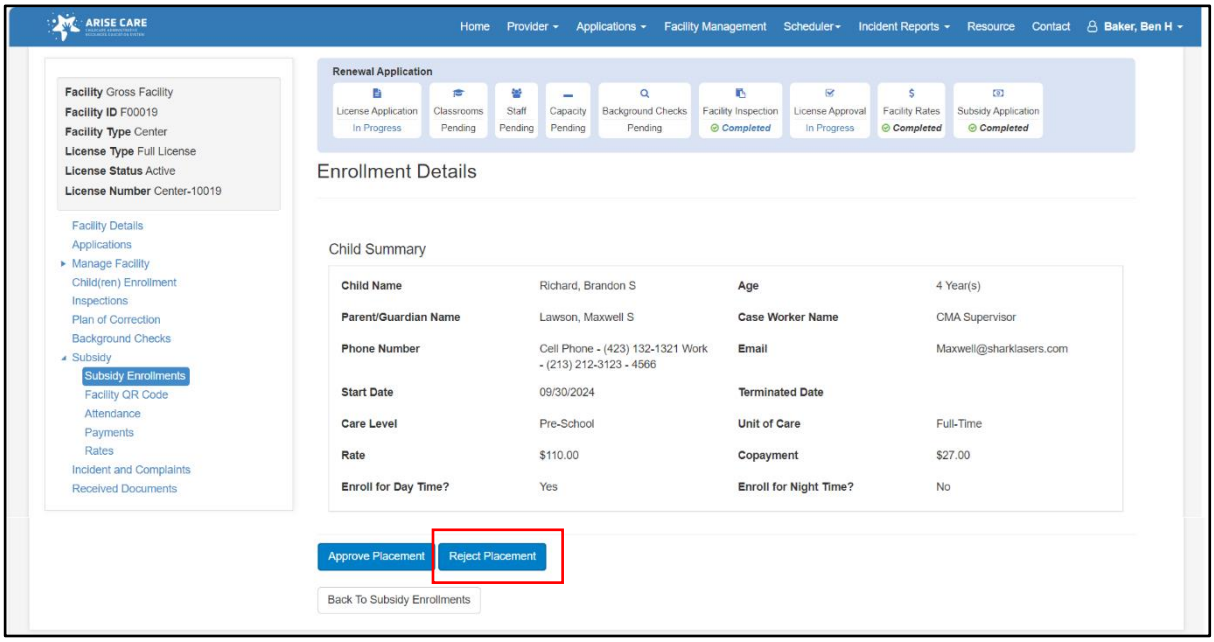

Figure 8: Enrollment Details Page

On this page:

2. Click on the "Reject Placement" button. This will result in the following mandatory text box appearing:

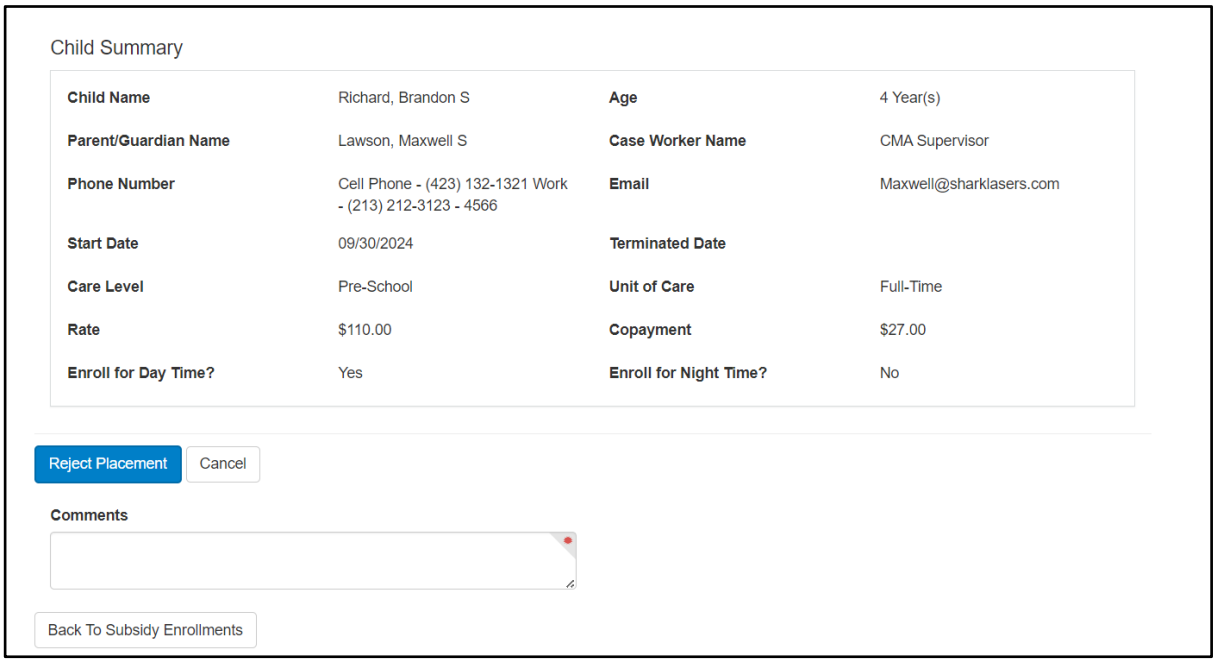

Figure 9: Reject Placement Textbox

3. Add a comment providing a reason as to why you are rejecting the placement request
4. Click on the "Reject Placement" button

Congratulations! You have successfully rejected the placement request, and the child will **not** be enrolled at your childcare facility.