ARISE Provider Portal – Making Amendments as a Provider

The Alabama Department of Human Resources has implemented Arise, a new childcare management system with a provider portal. Providers must now register on the portal for their license and subsidy applications to be approved, to manage their facilities or childcare homes, to track attendance, and much more.

Once a provider's license/exemption application has been approved, the provider will also be able to create, manage and submit various types of amendments, if required. For example, an "amend application" may be required in a situation where there is a change in circumstances such as the facility's capacity or a change in ownership, among other reasons. Similarly, in case there is a change in staff, or a change in the number of private pay children enrolled at the facility, providers may need to amend their facility management details.

In these cases, the provider will be able to initiate and manage all these amendments on the Arise Provider Portal.

In this quick reference guide, we will be going over three major areas of amendment:

1) Amending your Provider Profile
2) Submitting an amended facility application
3) Amending your Facility Management details

1) How to amend your Provider Profile?

In case there is a change in provider details, including a change in address, change in account details, or other such changes, you may wish to amend their provider profile.

However, at present, profile level amendments **cannot** be made on the Arise Provider Portal.

Once your provider profile has been approved, you may log in to the provider portal and access your profile using the Provider Module at the top of your screen as follows:
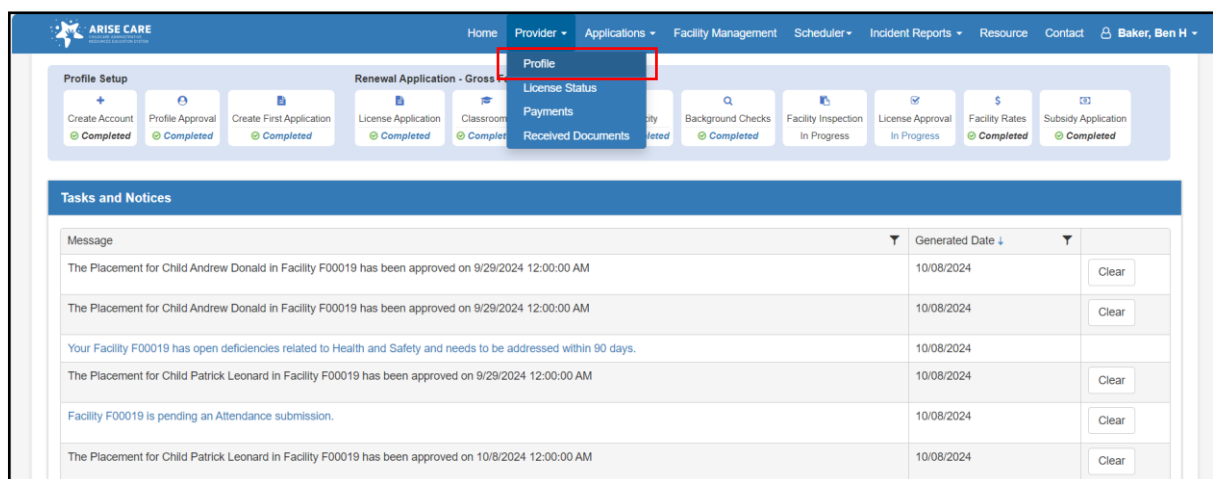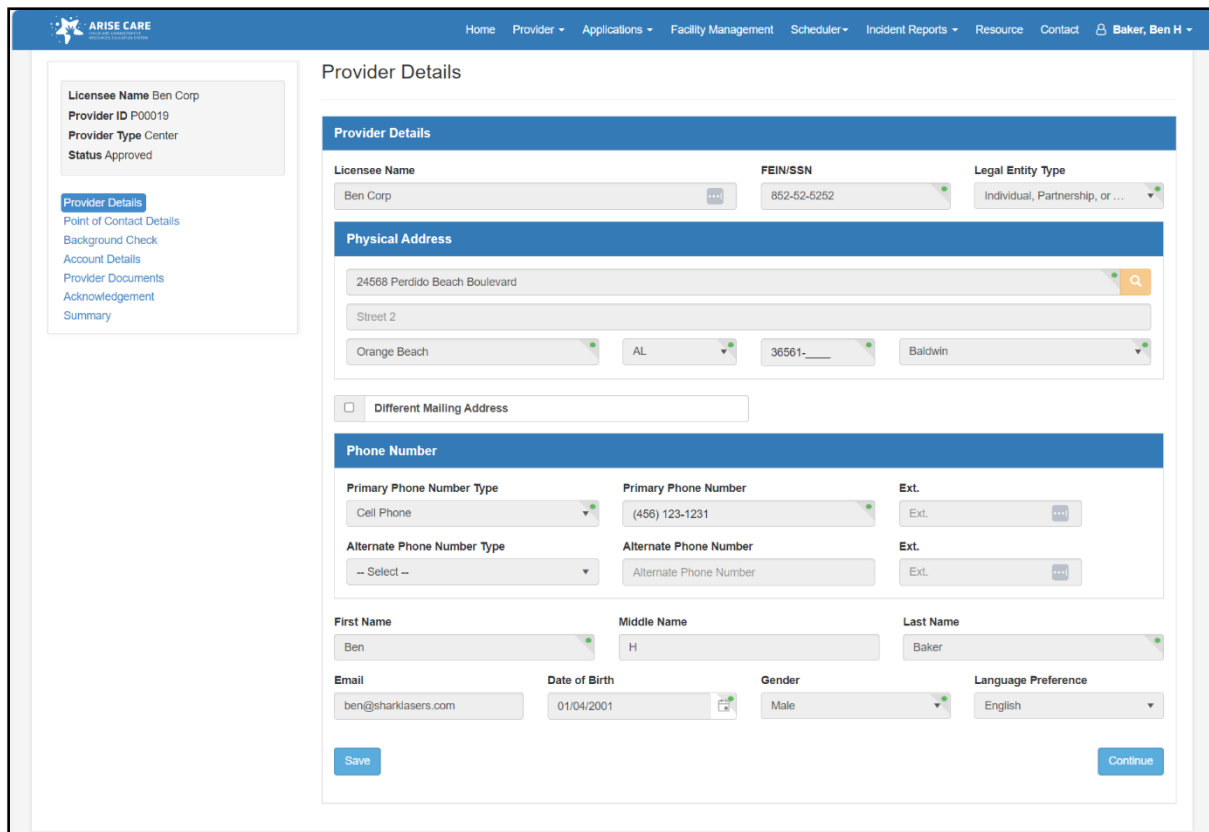

Figure 1: Provider Module

To access your Provider Profile:

1. Click on the Provider Module at the top of the screen
2. Click on "Profile" on the drop-down menu, to be directed to the following page:
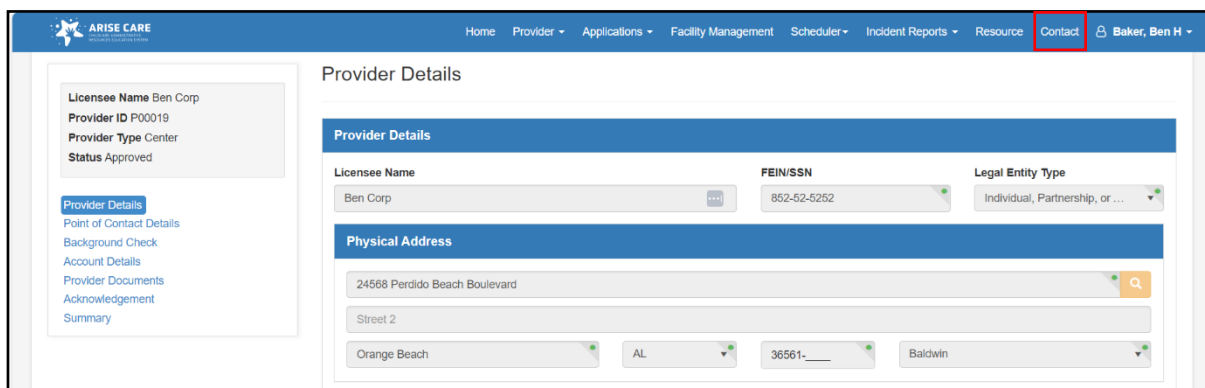
Figure 2: Provider Details

On this screen:

You will see that the fields on the Provider Details page have been disabled and you are unable to edit the field. Similarly, as you click through the different sections of the navigation pane, you will be able to view but **not** edit the fields.

This is because your Provider Profile has already been submitted and approved.

Therefore, to amend your Provider Profile:

You will need to reach out to your licensing consultant.

You will be able to access your licensing consultant's contact details from the Contact Module at the top of your screen as follows:

Figure 3: Contact Module

Clicking on the Contact Module will direct you to the following page:

Figure 4: Contact Us

Using the information on your Contact Us page, you will be able to reach out to your licensing consultant.
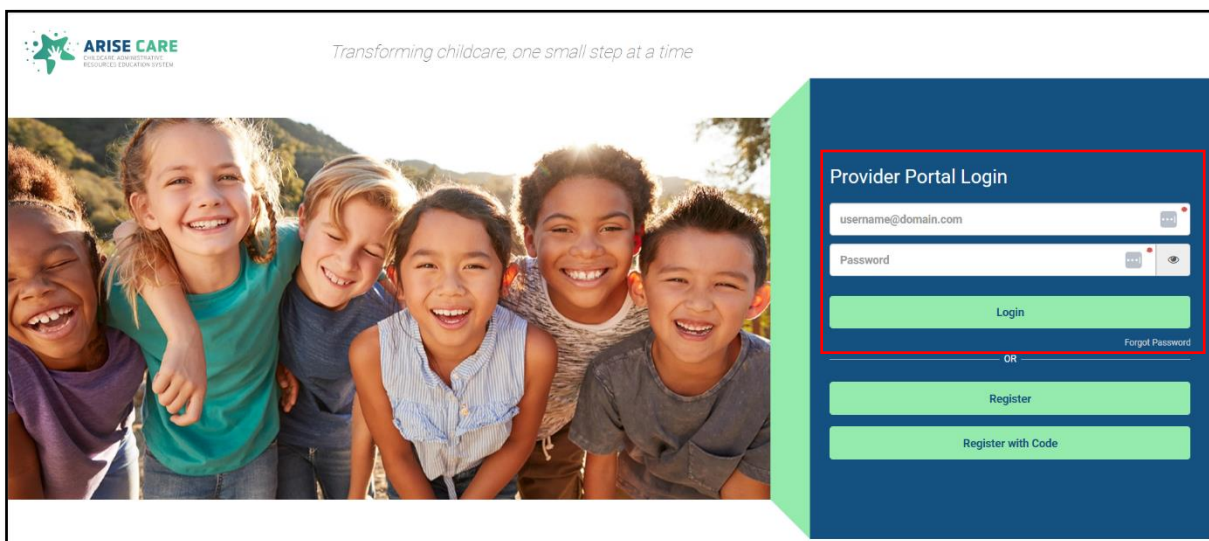
In this way, you will be able to initiate a Provider Profile level amendment.

2) How to submit an amended Facility Application on the Arise Provider Portal?

In case there is a situation where there is a change in information/circumstance that may affect your licensing/exemption status (such as a change in facility information, facility operations and services, or even a change in fire inspection status), you will need to submit an amended facility application on the Arise Provider Portal.

The following is a quick step-by-step guide to submitting an amended application on the Arise Provider Portal, as a licensed or license exempt provider!

Opening the Provider Portal leads to the following Login/Registration Page:

Figure 5: Login Page

On this page:

1. Enter your credentials.
2. Click on 'Login' to be redirected to the provider dashboard:
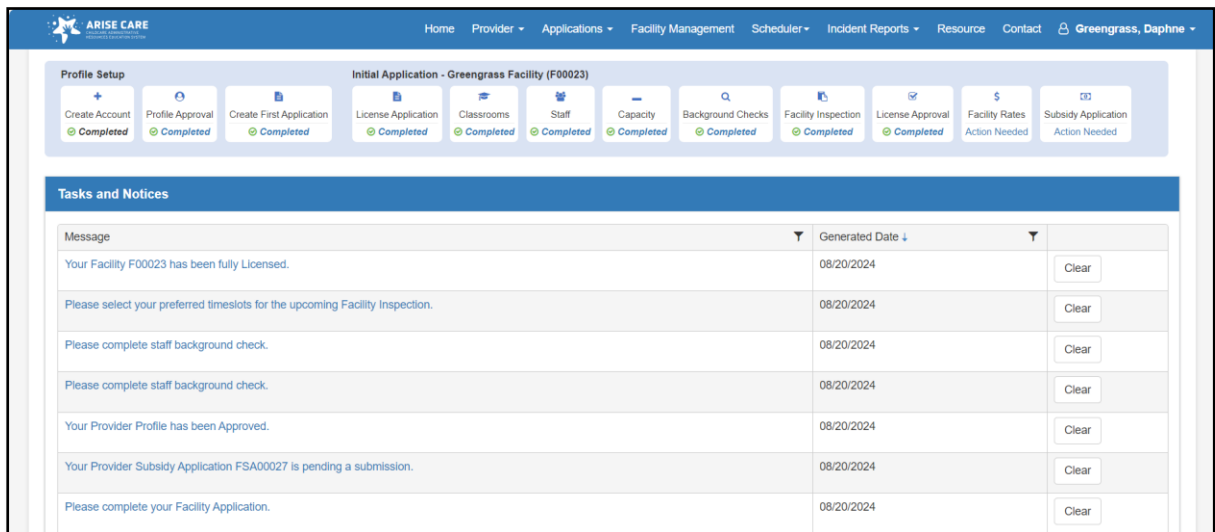

Figure 6: Provider Portal Dashboard

3. Click on the Provider Module dropdown menu at the top of the screen.
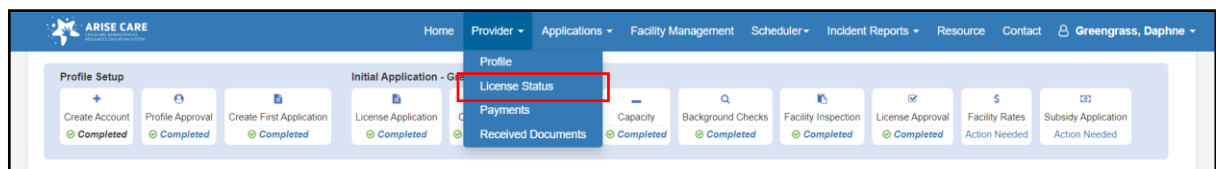4. Select 'License Status' as follows:

Figure 7: Provider Module - License Status

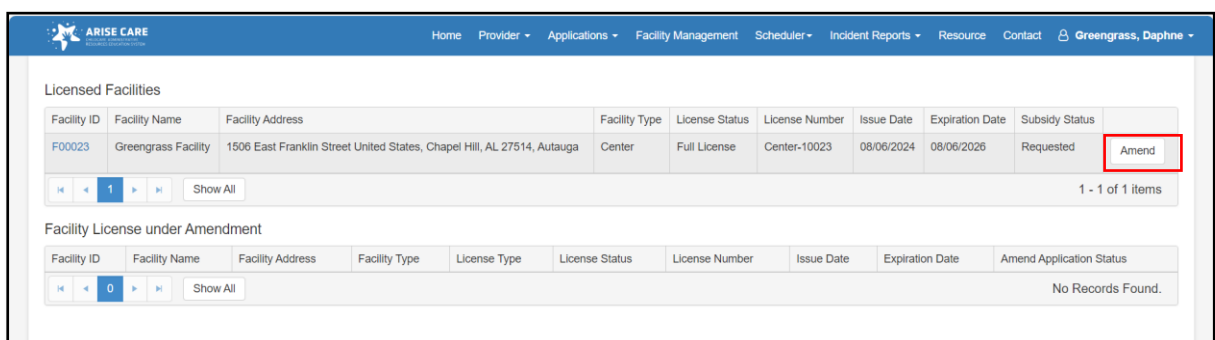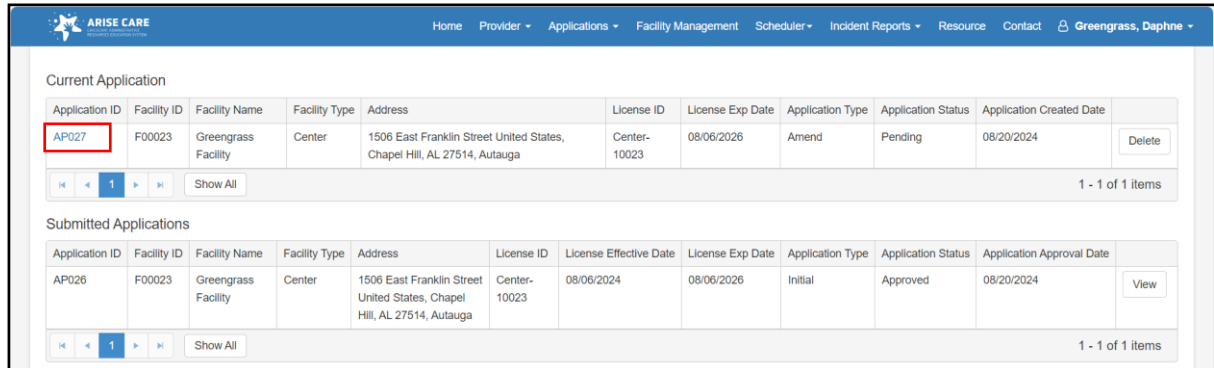Clicking on 'License Status' will lead you to the following page:

Figure 8: License Status Page

On this page, you will be able to see a grid of all facilities that have already been licensed or exempted. To proceed:

1. Identify the facility/application you wish to amend

2. Click on the 'Amend' button at the extreme right of the identified record (refer to Figure 8)
3. Clicking on 'OK' on the confirmation box that appears, to be directed to the following page:

Figure 9: Application Page

On this page, notice that the facility application you wished to amend is now visible in the current applications grid. To proceed:

1. Click on the application ID to be directed to the following page:

Figure 10: Amend Application – Facility Information

On this page:

2. Review the pre-filled Facility Information (taken from your initial facility application)
3. Update the fields that require change (if required)
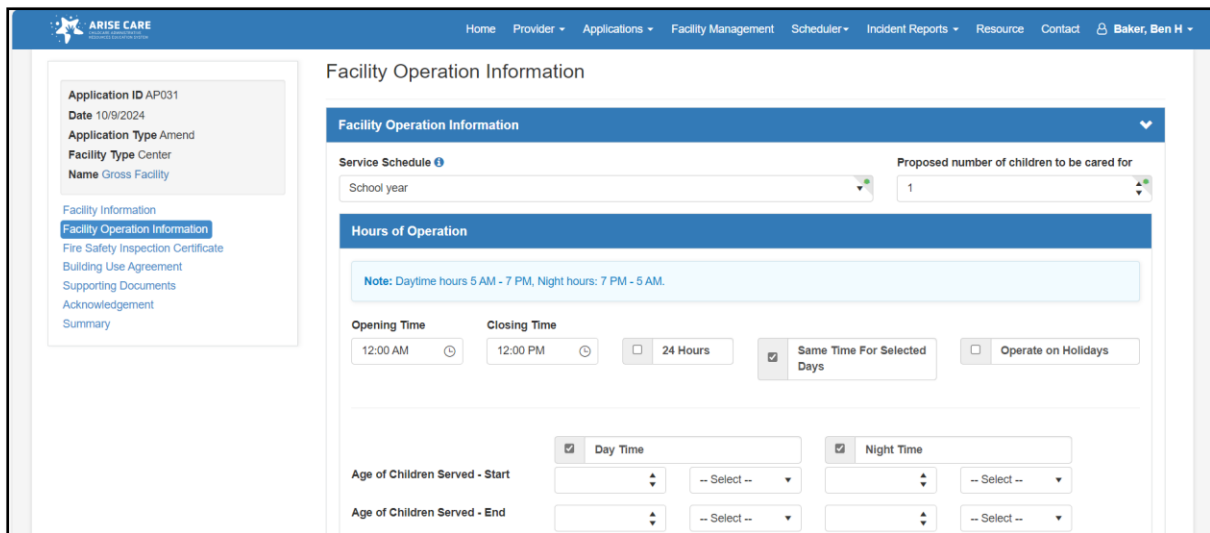4. Click on "Save" to save your progress

To proceed:

5. Click on "Continue"

OR

Use the navigation pane on the left to move to the next section – Facility Operation Information

This action will direct you to the following page:

Figure 11: Amend Application – Facility Operation Information

On this page:

1. Review the pre-filled Facility Operation Information (taken from your initial facility application)
2. Update the fields that require change (if required)
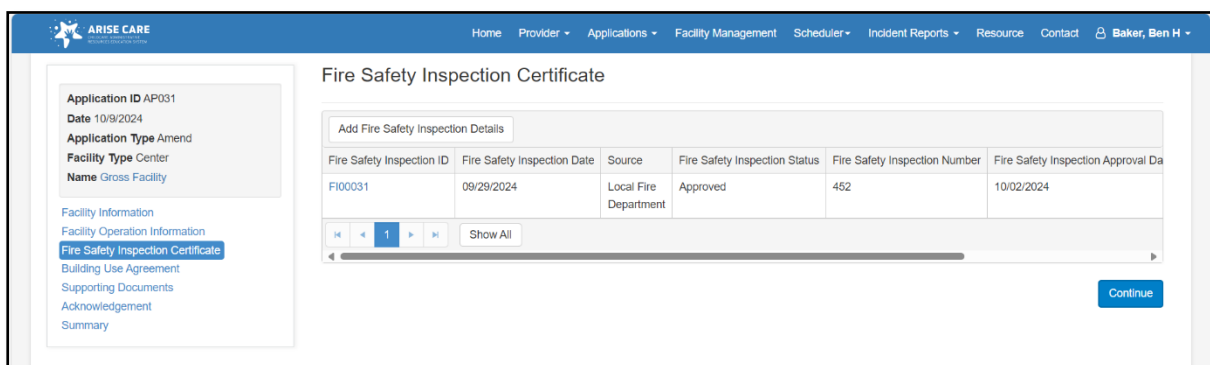3. Click on "Save" to save your progress

To proceed:

4. Click on "Continue"

OR

Use the navigation pane on the left to move to the next section – Fire Safety Inspection Certificate

This action will direct you to the following page:

Figure 12: Amend Application – Fire Safety Inspection Certificate

On this page:

1. Click on the existing Fire Safety Inspection ID to review the pre-filled Fire Safety Inspection Certificate Information (taken from your initial facility application)
2. Update the fields that require change (if required)
3. Re-upload the updated document (if required)
4. Click on "Save" to save your progress

OR

1. Click on "Add Fire Safety Inspection Details" to add new fire safety inspection details
2. Fill in all mandatory fields (marked with a red asterisk on the top right corner)
3. Upload the required document
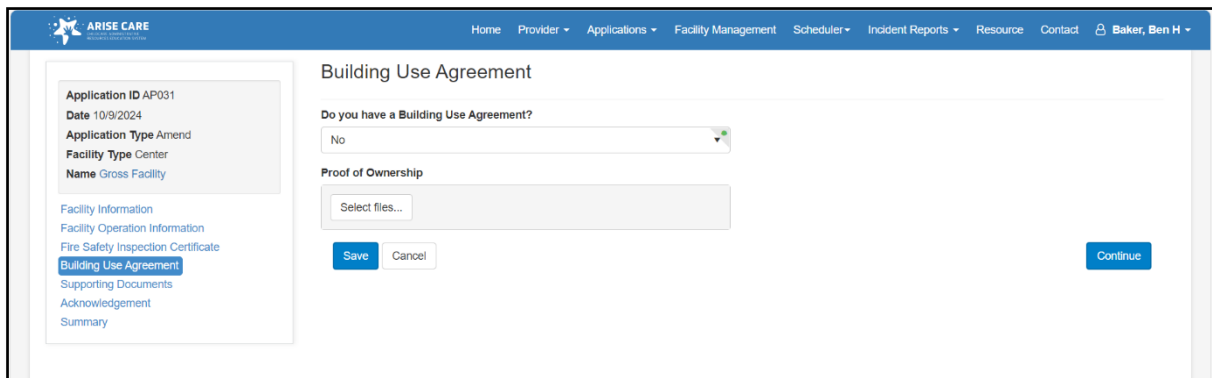4. Click on "Save" to save your details

To proceed:

5. Click on "Continue"

OR

Use the navigation pane on the left to move to the next section – Building Use Agreement

This action will direct you to the following page:

Figure 13: Amend Application – Building Use Agreement

On this page:

1. Review the pre-filled Building Use Agreement Information (taken from your initial facility application)
2. Update the fields that require change (if required)
3. Re-upload the updated document (if required)
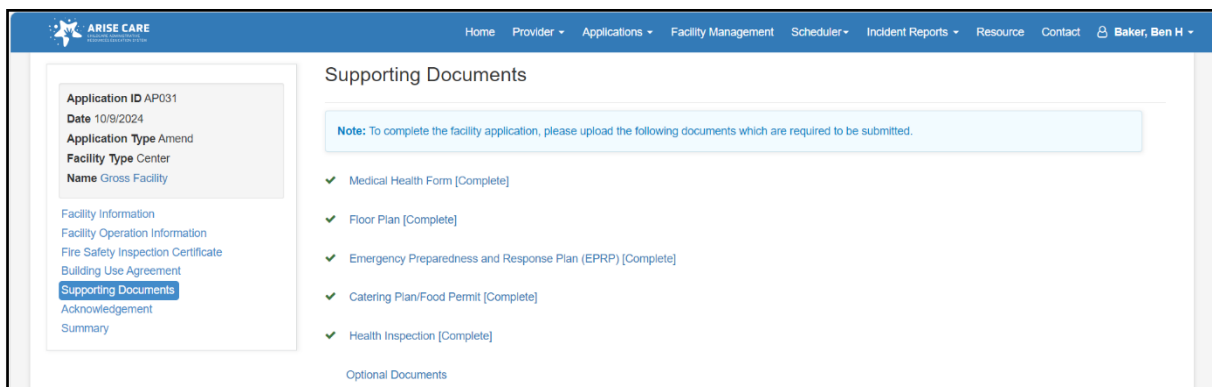4. Click on "Save" to save your progress

To proceed:

5. Click on "Continue"

OR

Use the navigation pane on the left to move to the next section – Supporting Documents

This action will direct you to the following page:

Figure 14: Amend Application – Supporting Documents

On this page:

1. Re-upload any updated documents (if required)
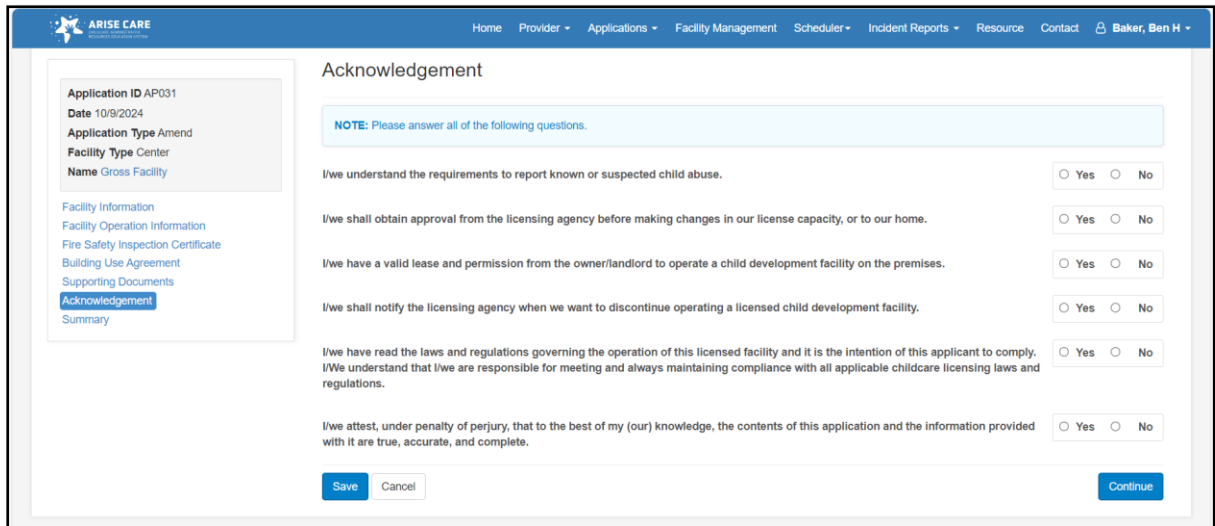2. Click on "Save" to save your progress

To proceed:

3. Click on "Continue"

OR

Use the navigation pane on the left to move to the next section – Acknowledgement

This action will lead you to the following page:

Figure 15: Amend Application – Acknowledgement

On this page:

1. Respond to the statements provided by selecting "Yes" or "No"
2. Provide explanations in the mandatory text boxes that may appear based on your responses (if required)
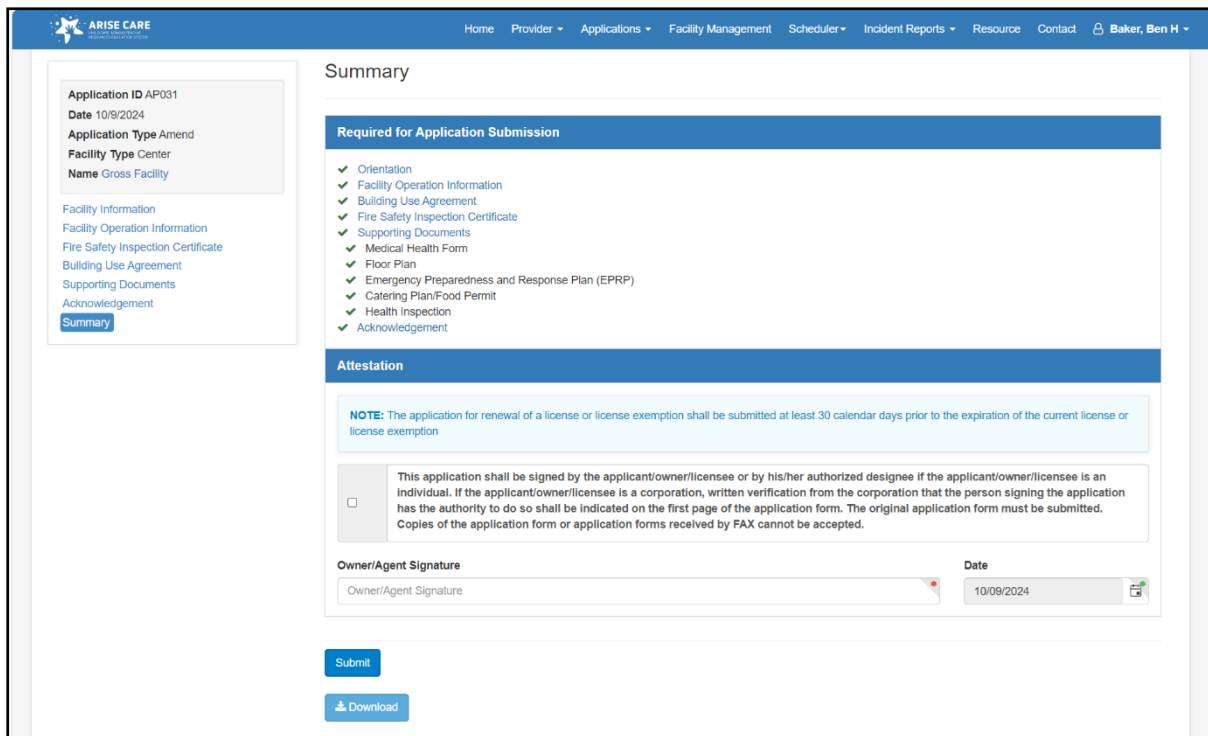3. Click on "Save" to save your progress

To proceed:

4. Click on "Continue"

OR

Use the navigation pane on the left to move to the next section – Summary

This action will lead you to the following page:

Figure 16: Amend Application – Summary

On this page:

1. Review the checklist to ensure that all items have been completed (reflect green ticks)
2. In case there is a pending item (with a red cross), navigate to the required section by clicking on the link and complete the pending information (if required)
3. Select the attestation checkbox
4. Add your signature
5. Review the date
6. Click on submit

Congratulations! You have successfully submitted your amended application on the Arise Provider Portal!

Following this, your application will be reviewed and approved in the same way that your initial application was further processed.
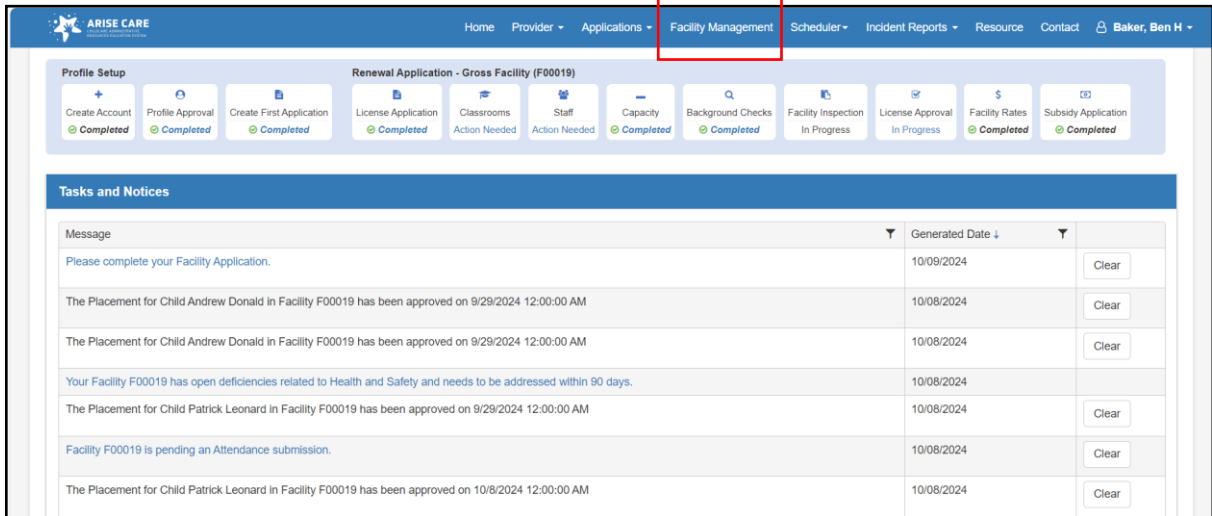
3) How to Amend Facility Management Information?

As a licensed/exempt provider, in case there is a situation where there is a change in information/circumstance regarding the management of your facility, these changes can be updated on the Arise Provider Portal by amending the information available in the Facility Management module. For instance, if there is a change in the number of private pay children enrolled at your facility, or if there is a change in staff members, these details can be updated in the Facility Management Module.

The following is a quick step-by-step guide to amending your Facility Management details on the Arise Provider Portal, as a licensed or license exempt provider!

To update your facility management details:

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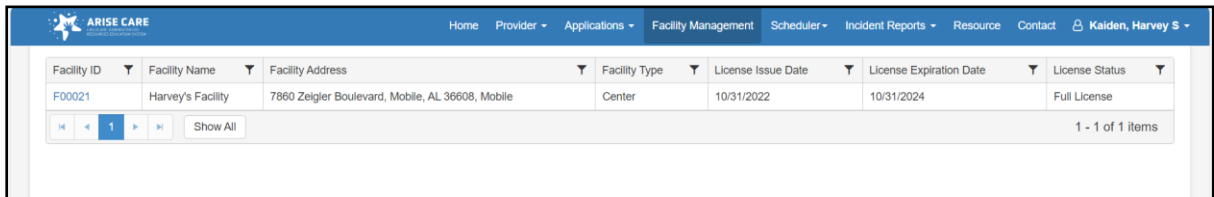

Figure 17: Provider Portal Dashboard

2. Click on the Facility Management Module to access the following page:

Figure 18: Facility Management Module

3. Click on the Facility ID to be directed to the following page:

Figure 19: Facility Details Page

On this page:

Use the navigation pane on the left to navigate to the different sections where you will be able to amend your facility management information.

The following sections may be amended:

a) Facility Closures

To amend Facility Closures:

1. Click on the Facility Closures section on the navigation pane (refer to Figure 19) to view the following screen:

Facility Closures/Holidays

Add Closure

Closure Reason/Holiday Name		
Birthday	10/9/2024 - 10/10/2024	Delete Edit

|◄ ◄ **1** ► ►| Show All | 1 - 1 of 1 items

Figure 20: Facility Closures

2. Click on the "Edit" button on the extreme right of the grid to edit an existing closure

OR

Click on the "Delete" button on the extreme right of the grid to delete an existing closure

OR

3. Click on the "Add Closure" button to add a new closure
4. Add mandatory closure details
5. Click on "Update" to save your information

b) Classroom

To amend Classroom Details:

1. Click on the Classroom section on the navigation pane (refer to Figure 19) to view to the following page:

Classroom

Add New Classroom

ID ▼	Class Name ▼	Care Level ▼	Teacher ▼	Assistant Teacher ▼	
C00020	Harvey Class	Infant			Delete

|◄ ◄ **1** ► ►| Show All | 1 - 1 of 1 items

☐ **All classrooms have been added.**

Figure 21: Classroom Details

2. Click on the existing Classroom ID to review the existing classroom details
3. Update the fields that require change (if required)
4. Click on "Save" to save your progress

OR

5. Click on the "Add New Classroom" button to add a new classroom
6. Fill in all mandatory fields (marked with a red asterisk on the top right corner)

7. Click on "Save" to save your details

c) Accreditations

To amend Accreditations:

1. Click on the Accreditations section on the navigation pane (refer to Figure 19) to view the following screen:

Figure 22: Accreditations

2. Click on the "Edit" button on the extreme right of the grid to edit an existing accreditation

<div align="center">OR</div>

Click on the "Delete" button on the extreme right of the grid to delete an existing accreditation

<div align="center">OR</div>

3. Click on the "Add Accreditation" button to add a new accreditation
4. Add mandatory accreditation details
5. Click on "Update" to save your information

d) Staff Management

To amend Staff Management details:

1. Click on the Staff Management section on the navigation pane (refer to Figure 19) to be view the following grid:

Figure 23: Staff Management

2. Click on the existing Staff ID to review the existing Staff details
3. Update the fields that require change (if required)
4. Click on "Save" to save your progress

OR

5. Click on the "Add New Staff" button to add a new staff member
6. Fill in all mandatory fields (marked with a red asterisk on the top right corner)
7. Click on "Save" to save your details

e) Child(ren) Enrollment

To amend Private Pay children's details:

1. Click on the Child(ren) Enrollment section on the navigation pane (refer to Figure 19) to view the following screen:

Figure 24: Child(ren) Enrollment

On this page:

1. Click on the existing Child ID to review the existing child's details
2. Update the fields that require change (if required)
3. Click on "Save" to save your progress

OR

4. Click on the "Add New Child" button to add a new child
5. Fill in all mandatory fields (marked with a red asterisk on the top right corner)
6. Click on "Save" to save your details

f) Rates

To amend Facility Rates:

1. Expand the Subsidy section on the navigation pane (refer to Figure 19) to view the Subsidy menu options
2. Click on the Rates section to view the following grid:

Figure 25: Rates

Note: You will not be able to amend an existing rate set once it has been submitted

To create a new rate set:

1. Click on the "Create New Rate Set" button
2. Fill in all mandatory fields (marked by a red asterisk on the top right corner)
3. Click on "Save" to save your updated rate set
4. Click on "Submit" to submit your new rate set

The rate set will now be reviewed and approved before it is made effective.