

# CCAP Certificates/Notices

Revised September 26, 2025

Child Care enrollment documents are accessible through the Provider Portal for viewing and printing. Initial Child Care Certificates can be signed and uploaded to Benefind for workers to process.

## Available Documents:

- Initial Child Care Service Agreement and Certificates (DCC-094)
- Notice of Change Child Care Service Agreement and Certificates (DCC-094)
- Provider Notification Letters (DCC-94C)
- Enrollment Approval Notice (DCC-117)
- Enrollment Denial Notice (DCC-119)
- Notice of Incomplete Certificate (DCC-095)

### Note:

Documents created prior to May 5, 2018 will not display in the Provider Portal.

## Provider Prerequisites:

- Approved Provider Portal account with PBF roles.
- Provider(s) attached to the account.

## Required Step for Families:

- Contact Family Support worker to provide consent for Initial Certificates to display in the Provider Portal
  - Initial Certificates will not display unless consent is documented.

## How to Access:

- Select a provider on the Provider Portal Home screen.
- Click CCAP Certificates/Notices in the left navigation menu.

Provider Name	CLR	Address	Type
Certified, Provider	994	1 Main St Louisville, Ky 10000	Certified
Licensed Provider	531	1 Licensed St Louisville, Ky 10000	Licensed Type II
Provider, Registered	617	830 Provider St Frankfort, Ky 22222	Registered In Child Home

## CCAP Certificates/Notices screen displays:

- Provider Certificate, License, Registration (CLR) number.
- Benefind Case # search option.
- Filter by Period option.
- Provider Documents
  - No Information Found displays if there are no results for the selected provider.

Benefind Case Number	Case Name	Child Name	Document Date	Document Name	Document Due Date	Document Status	View	Upload
113521563	CHAN, FATHERONE	CISS, JASE	10/3/2025	Enrollment Denial Notice (DCC-119)		N/A	View	
113525420	CISS, STEPH-TEST	CISS, JAKE	9/17/2025	Child Care Service Agreement and Certificate(DCC-094)	2025-09-26	Uploaded	View	Upload
113525420	CISS, STEPH-TEST	CISS, JAKE	9/17/2025	Child Care Service Agreement and Certificate(DCC-094)	2025-09-26	Uploaded	View	Upload
113525420	CISS, STEPH-TEST	CISS, JEREMY	9/17/2025	Child Care Service Agreement and Certificate(DCC-094)	2025-09-26	Uploaded	View	Upload
113525401	CISS, WILLOW	CISS, WHITNEY	9/16/2025	Child Care Service Agreement and Certificate(DCC-094)	2025-09-26	Uploaded	View	Upload
113525401	CISS, WILLOW	CISS, WES	9/16/2025	Child Care Service Agreement and Certificate(DCC-094)	2025-09-26	Uploaded	View	Upload
113525401	CISS, WILLOW	CISS, WENDI	9/16/2025	Child Care Service Agreement and Certificate(DCC-094)	2025-09-26	New	View	Upload

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## Provider Documents grid:

- Benefind Case Number
- Case Name
- Child Name:
  - Initial and Notice of Change Certificates listed per child.
  - Field is blank for Provider Notifications as document may include multiple children.
- Document Date:
  - Date document created in Benefind.
- Document Name
- Document Due Date:
  - Date Initial Certificate must be returned with provider and recipient signatures.
- Document Status:
  - New: applies to Initial Certificates that have not been uploaded.
  - Uploaded: applies to Initial Certificates that have been uploaded, link to open last uploaded document.
  - N/A: applies to all other notices.
- View: link to open the associated document.
- Upload: link to upload a signed Initial Certificate.

### Note:

Only the most recent Certificate will be available per child.  
Suggest keeping hard copies for your records.

## Viewing Documents:

- Click View to the right of the associated document.
- Document displays in a new window.

Document Name	Document Due Date	Document Status	View	Upload
Child Care Service Agreement and Certificate(DCC-094)	05/10/2018	New	<a href="#">View</a>	<a href="#">Upload</a>

## Uploading Signed Certificates:

- Print the Initial Certificate, obtain provider and recipient signatures, and save to your computer in .pdf or .tiff format.
- Click Upload to the right of the associated Initial Certificate.
- Document Upload panel displays.
- Click Browse.
- Select the document.
- Click Upload File.
- Documents Upload section collapses and successful message displays: **Uploaded successfully.**
- Click Search to refresh the page and view the updated Document Status.

Document Name	Document Due Date	Document Status	View	Upload
Child Care Service Agreement and Certificate(DCC-094)	05/10/2018	N	<a href="#">View</a>	<a href="#">Upload</a>
Child Care Service Agreement and Certificate(DCC-094)	05/10/2018	New	<a href="#">View</a>	<a href="#">Upload</a>

Documents Upload

Benefind Case#: 112039552

Child Name: PRESCHOOL NAME

Document Name: Child Care Service Agreement and Certificate(DCC-094)

C:\Users\stephanie.cissel\ Browse...

Upload File Cancel

Upload File Cancel

Benefind Case #:

Search

Clear Search

Document Status

N/A

Uploaded

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## Viewing Uploaded Documents:

- Document Status updates to Uploaded and displays as a link after an Initial Certificate is uploaded.
- Click the Uploaded link to view the latest uploaded document for the corresponding Initial Certificate.

Provider Documents								
Benefind Case Number	Case Name	Child Name	Document Date	Document Name	Document Due Date	Document Status	View	Upload
113521563	CHAN, FATHERONE		10/3/2025	Enrollment Denial Notice (DCC-119)		N/A	<a href="#">View</a>	
113525420	CISS, STEPH-TEST	CISS, JASE	9/17/2025	Child Care Service Agreement and Certificate(DCC-094)	2025-09-26	<a href="#">Uploaded</a>	<a href="#">View</a>	<a href="#">Upload</a>

Click

## Search by Benefind Case #:

- Enter the 9-digit Case #.
- Click Search.
- Grid updates with results for that case.
  - No Information Found displays if there are no results.

**Benefind Case #:**

Provider Documents		
Benefind Case Number	Case Name	Child Name
112039600	CASE, MOM	CASE, CHILD
112039600	CASE, MOM	CASE, INFANT

## Filtering by Period:

- Provider Documents grid defaults to Past 30 Days.
- Select Past 60 Days or All (From 5/5/2018) to expand the period.
- Click Search.
- Grid updates.

**Benefind Case #:**

**Period:**

## Business Process Notes and Tips:

- An email is sent when a new document is available.
  - To update email address:
    - Licensed and Certificate providers: email Division of Regulated Child Care at [chfsoigrccportal@ky.gov](mailto:chfsoigrccportal@ky.gov).
    - Registered, Out-of-State, and Military providers: contact Division of Child Care at 844-209-2657 or [CCAPProviderPayments@ky.gov](mailto:CCAPProviderPayments@ky.gov).
- Certificates and Notices will continue to be mailed in addition to their availability on the Provider Portal.
- Signed Initial Certificates may be returned via mail or fax if unable to upload:  
DCBS  
P.O. Box 2104  
Frankfort, KY 40602  
Fax: 502-573-2005 or 502-573-2007

## Additional Provider Portal Notes and Tips:

- The Provider Documents grid info can be sorted by clicking the column labels that display as a link.
- Page numbers will display below the Provider Documents grid when there are more than ten results. Click the page numbers to view additional documents.
- Uploaded documents cannot be deleted. An additional document may be uploaded if the wrong document was selected. Click the Document Status Uploaded link to view the latest uploaded document for a certificate.
- An error will display if an incorrect file type is selected for upload or if the file is too large:
  - Incorrect file type. File type must be .pdf or .tiff
  - File exceeds file size. File cannot be more than 2MB.

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- If a network-related error occurs, wait a few minutes and try again. Contact the [KICCS HelpDesk](#) if the error continues.
  - Certificates or notices cannot be accessed at this time. Please try again.
  - CCAP certificate or notice cannot be viewed at this time. Please try again.
  - CCAP certificate cannot be uploaded to Benefind at this time. Please try again.

## *Contact for Help:*

- Provider Portal account creation, navigation questions, or network-related errors:  
KICCS HelpDesk  
Email: [CHFS.KICCSHelpDesk@ky.gov](mailto:CHFS.KICCSHelpDesk@ky.gov)  
Phone (Frankfort): 502-564-0104, Option 6  
Phone (toll free): 866-231-0003, Option 6
- Payment questions:  
Division of Child Care  
Email: [CCAPProviderPayments@ky.gov](mailto:CCAPProviderPayments@ky.gov)  
Phone: 844-209-2657