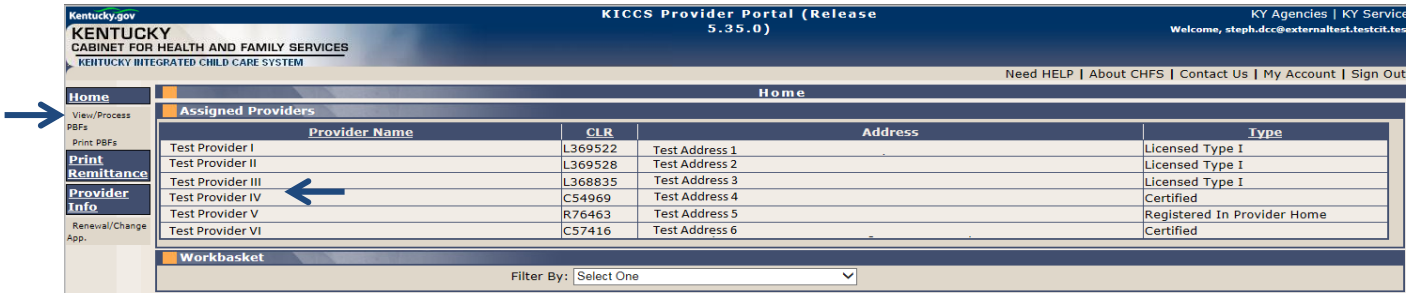
Provider Portal View/Process PBF Instructions

PBFs will be received and sent electronically once your Provider Portal account is approved and CLR# attached. Monthly PBFs are created and available on the Provider Portal on the 1st day of each month. Additional PBFs may be received throughout the month as enrollments become active.

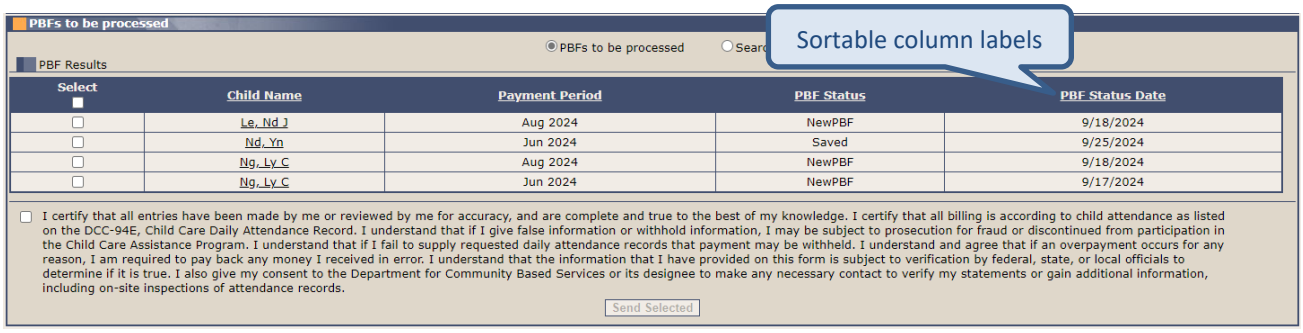
PBFs to be processed

PBFs are reviewed and sent for payment via the View/Process PBF screens.

1. Select a provider on the Provider Portal Home screen.
2. Click on **View/Process PBFs** in the left navigation menu.



3. The **View/Process PBFs** screen displays PBFs that need to be processed.
   - **No Information Found** will display if no PBFs are awaiting processing.
   - Any PBFs in New PBF or Saved status will display in the **PBF Results grid.**
   - You can sort the information by clicking on any of the column labels:
     - Child Name
     - Payment Period
     - PBF Status
     - PBF Status date

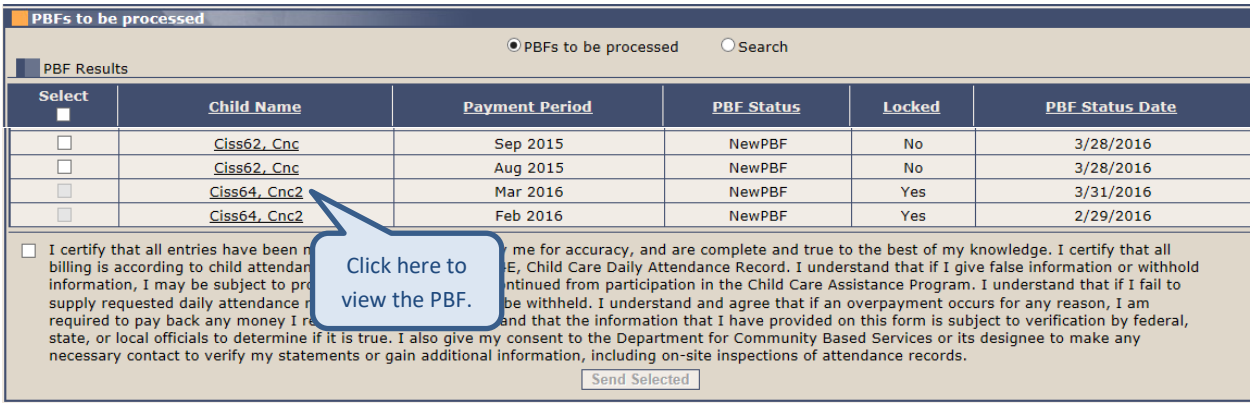


Provider Portal View/Process PBF Instructions

Process PBFs

Each child's PBF must be viewed and the attendance verified prior to submitting for processing.

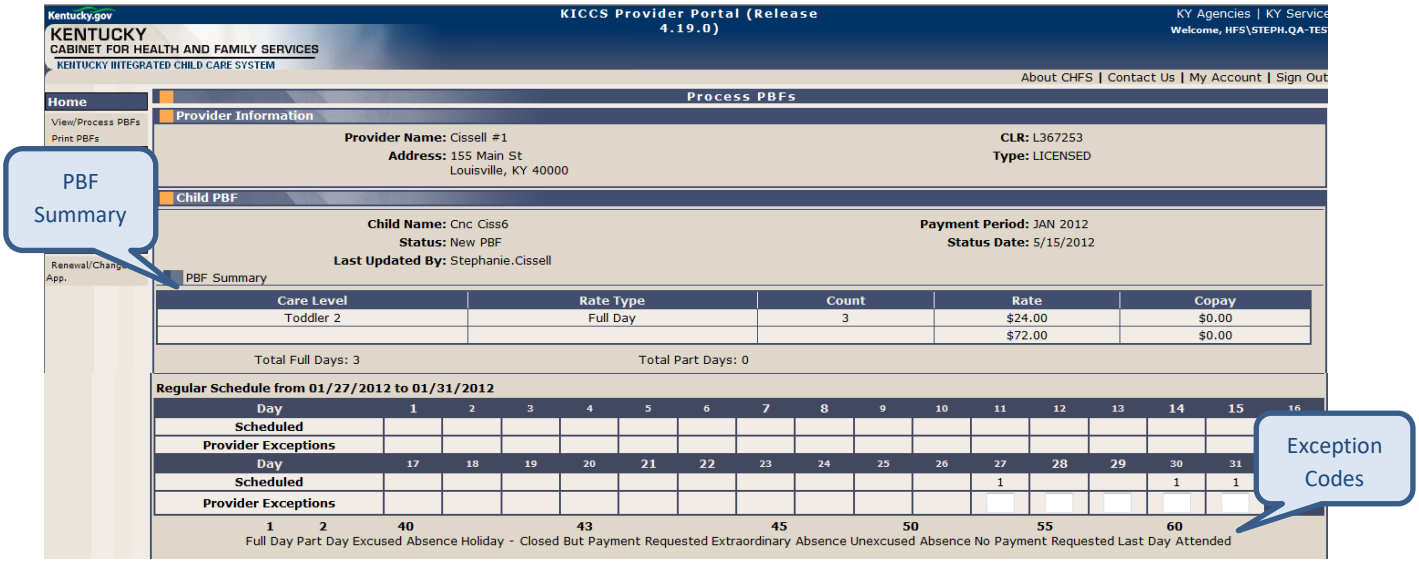
1. Click on a child's name in the grid to go to the **Child PBF** screen.



Details regarding the child's PBF display along with the **PBF Summary** grid that includes:

- Care Level
- Rate Type
- Count (# of days)
- Rate
- Co-pay

This grid will only contain basic info for children on a Flex Schedule. It will update after exceptions are entered and the Save button is clicked.

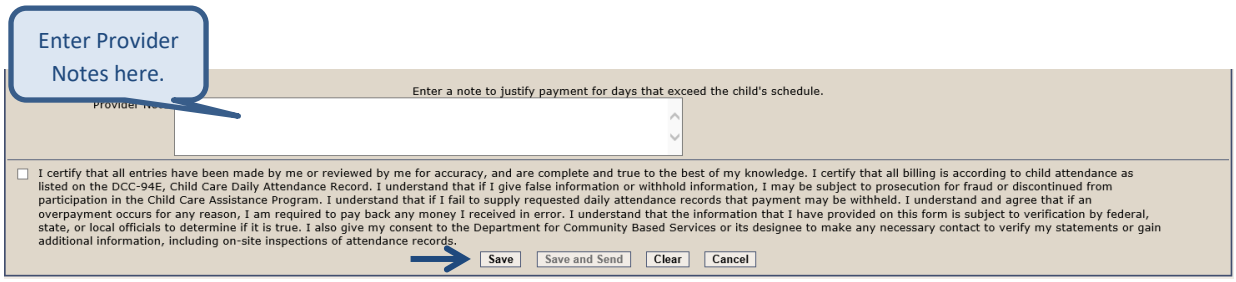


***NOTE**: The PBF Summary grid displays **estimated** amounts based on the child's schedule and any exceptions. The actual payment may be different if the requested payment does not meet the child's eligibility criteria.*

The Scheduled row displays the child's approved schedule as determined by the caseworker. The Provider Exceptions row is used to note any differences to that schedule. The applicable exception codes and their description display below the PBF. Refer to the **Exception Codes and Flex Schedules** tip sheet on the Provider Portal Launch Site for additional info.

Provider Portal View/Process PBF Instructions

The Provider Note text box may be used to enter comments relating to the child's attendance. Please enter a note to justify payment for days requested which exceed the child's schedule.



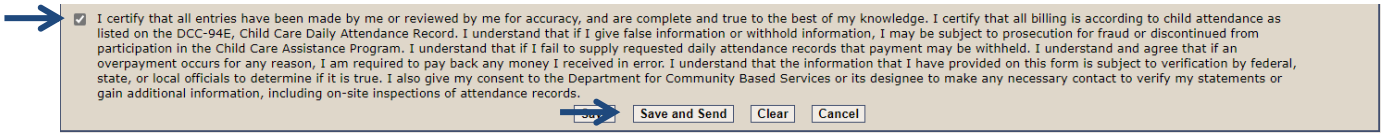
You may click Save to preserve any entered information. PBFs in Saved status remain available for review and edits in the Provider Portal.

Send PBFs

PBFs may be sent individually or as a group. This allows you to determine which method works best for you.

Send Individually:

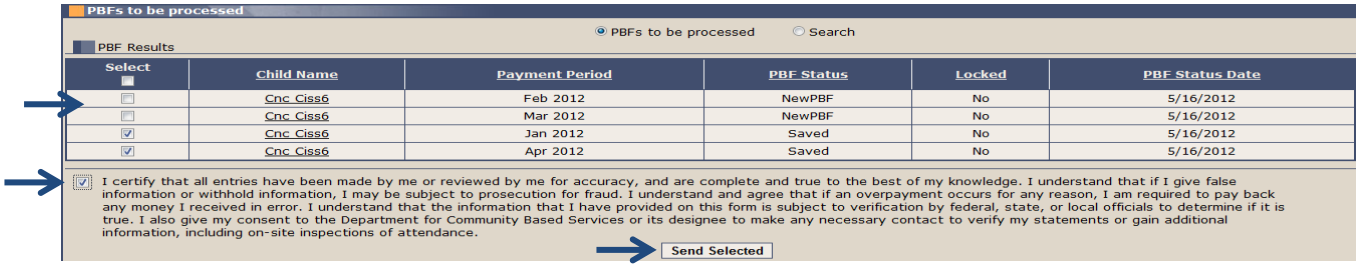
1. Verify the child's attendance for the month.
2. Enter any applicable Exception Codes.
3. Select the box beside the text that begins "I certify."
   - This serves as an electronic signature for the PBF.
   - The Save and Send button is disabled until this box is checked.
4. Click Save and Send
   - You will automatically be redirected to the View/Process PBFs screen.
5. Select the next child and repeat each step.
6. Once all PBFs are sent, **No Information Found** will display on the View/Process PBFs screen.



Send as a Group:

1. Verify the child's attendance for the month.
2. Enter any applicable Exception Codes.
3. Click Save.
4. Click View/Process PBFs.
5. Select the next child and repeat each step.
6. Once all PBFs are in Saved status, select the check box next to the child's name.
   - You may select the checkbox at the top of the column to select all.
7. Select the box beside the text that begins "I certify."
   - This serves as an electronic signature for the PBF.
   - The Send Selected button is disabled until this box is checked.
8. All sent PBFs will be removed from the grid.
   - Once all PBFs are sent, **No Information Found** will display on the View/Process PBFs screen.

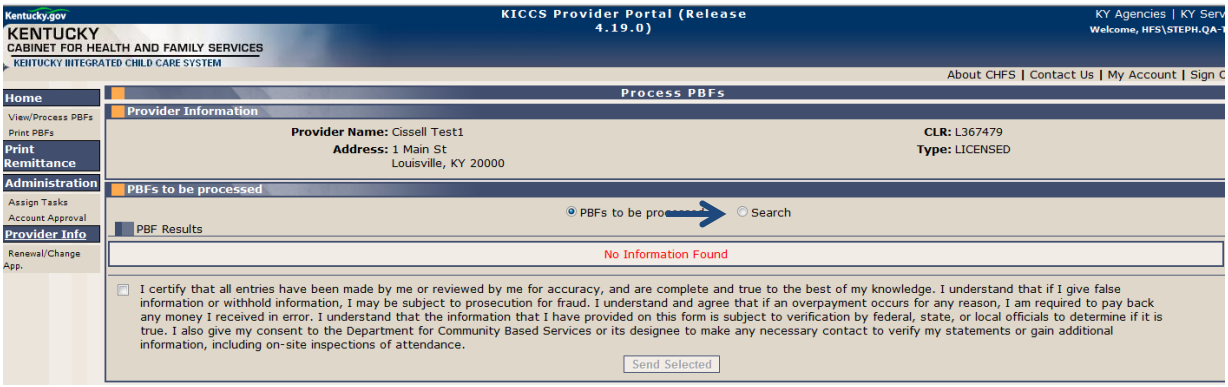
Provider Portal View/Process PBF Instructions



NOTE: *You may view PBFs in Sent status in the Provider Portal, but you will no longer be able to add or modify exceptions. If you have clicked Save and Send or Send Selected and determine corrections are needed, please contact the* ***Division of Child Care, Billing*** *at* ***844-209-2657*** *or by email at* ***CCAPProviderPayments@ky.gov.***

Search PBFs

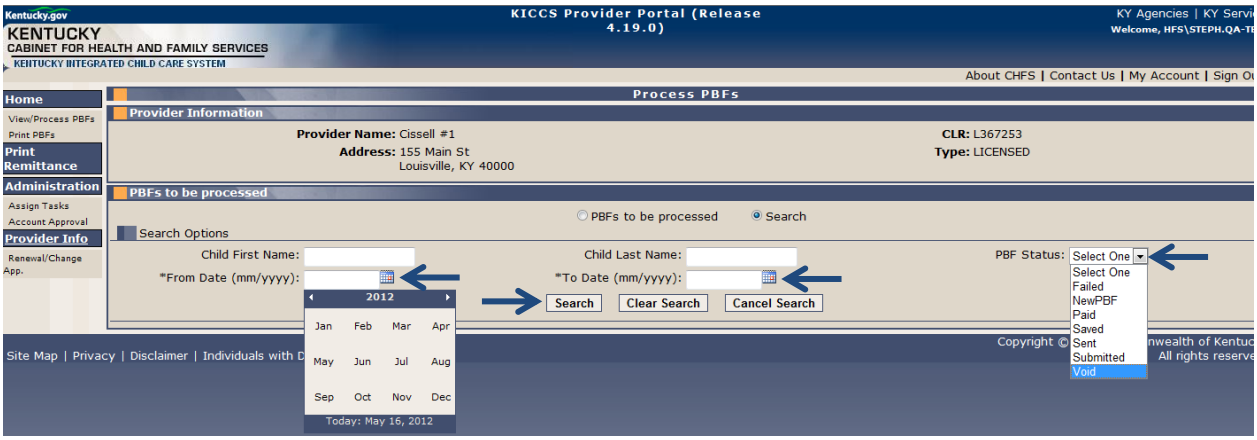
PBFs in any status may be viewed on the Provider Portal. After navigating to the View/Process PBF screen, click on the radio button beside Search.



You may search by child, PBF status, payment period, or a combination of options. The From Date and To Date fields are required. These fields refer to monthly payment periods. Dates must be entered in MM/YYYY format, or you may use the calendar feature by clicking on the icon.

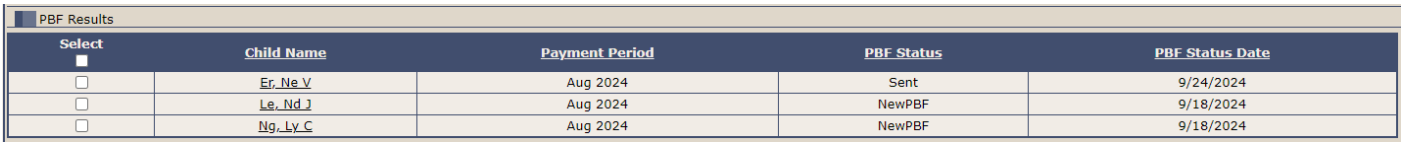
Example: You want to verify the status of all PBFs for August 2024.

- Leave the Child First Name and Child Last Name fields blank.
- Leave the PBF Status drop-down menu set to Select One.
- Enter 08/2024 in the From Date field or select August using the calendar.
- Enter 08/2024 in the To Date field or select August using the calendar.
- Click Search.



Provider Portal View/Process PBF Instructions

All PBFs that meet the search criteria will display in the PBF Results section in the same format as displays on the PBFs to be processed view.
You may click on the child's name to view the PBF details.



PBF Results

Select	Child Name	Payment Period	PBF Status	PBF Status Date
☐	Er, Ne V	Aug 2024	Sent	9/24/2024
☐	Le, Nd J	Aug 2024	NewPBF	9/18/2024
☐	Ng, Ly C	Aug 2024	NewPBF	9/18/2024

Any PBFs in Paid status will have a Remittance available. See the **Print Remittance** tip sheet on the Provider Portal Launch Site for instructions on accessing this report.

PBFs may also be printed for your records. See the **Print PBFs** tip sheet tip sheet on the Provider Portal Launch Site for more information.