

# The Service Provider Portal

Designed to streamline interactions with Service Providers by speeding up the invoice and payment process while improving your access to real-time information.

## What can I see?

In accordance with Freedom of Information and Protection of Privacy legislation, individuals authorized to access the Portal are able to see information pertaining to all the children for whom your organization is authorized to provide services. This information is the same as what you currently receive in paper format (eg. the name of the individual receiving service or the amount and types of service authorized).



## So...how do I get access?

**Step 1**—Make sure you have your Business BCeID. For information about BCeID please click [here](#) or call: 1 888 356-2741.

**Step 2**—Please complete the [Portal Request Form](#) and email the request to: [MCF.ServiceProviderPortal@gov.bc.ca](mailto:MCF.ServiceProviderPortal@gov.bc.ca)

**Questions? We can be reached at:**  
**Greater Victoria: 250 387-3530 or**  
**Toll free across BC: 1 877 777-3530**

## What is the Portal?

The Service Provider Portal is a secure interface for Service Providers to access self-service options such as creating and submitting invoices electronically and viewing the status of authorizations and payments.

The Portal will provide you with:

- the ability to create an invoice and submit it electronically, replacing the need to send email or paper invoices AND increasing the speed at which payment can be generated. Invoices can also be printed off for your records.
- access to view, in almost real time, Request to Pay Orders processed, allowing you to create Invoices as soon as the Orders are approved, without needing to wait for a letter or authorization number.
- access to view the status of your payments, including payments related to email or paper invoices. The payment details include the payment amount and the payment date. You will continue to receive payments in the same manner, either by Electronic Funds Transfer (EFT) deposited directly to your bank account, or by cheque via Canada Post.

## What kind of support is there?

The Portal is available for access 24 hours a day, 7 days per week.

Personalized Ministry support is available to you Monday through Friday from 8:30 a.m. – 4:30 p.m., excluding statutory holidays. A [Service Provider Portal Guide](#) is available to assist you and the Service Provider Portal also has a built-in support feature, called iHelp, accessed through the “How do I ...?” link at the top of the Portal screen. This feature walks you through the completion of various tasks in the Portal.