

ICM Service Provider Portal

Sample names in this document do not represent real children or Service Providers.

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How to Search for Orders

About Orders

Through the Service Provider Portal, you can view your orders. Orders are products and services that have been approved by the ministry and enable you to create invoices to receive payments.

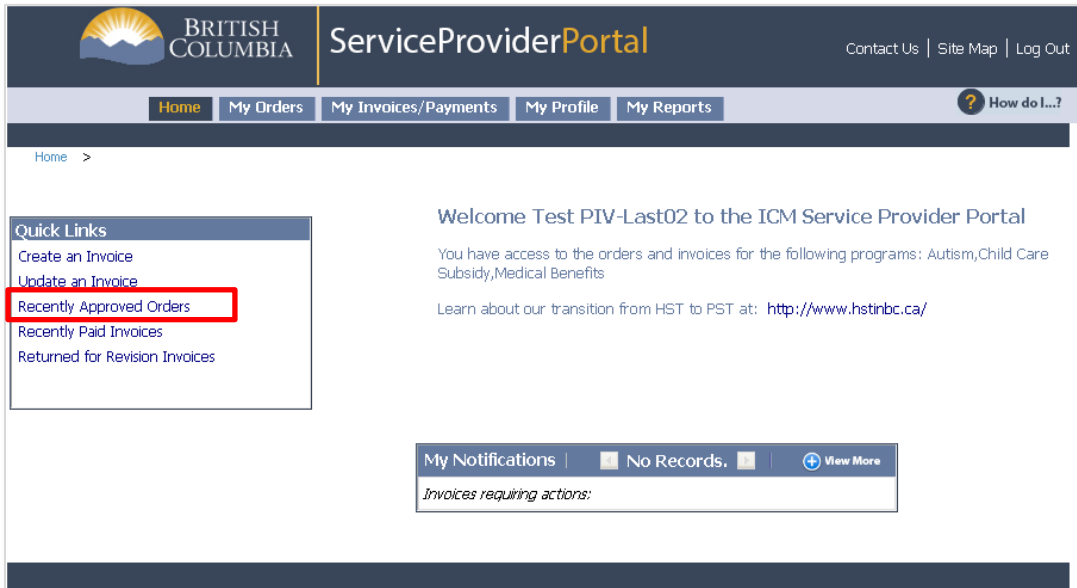
The Orders are visible in the Service Provider Portal as soon as the ministry approves them, so you can view the details and submit invoices without waiting for mail correspondence.

For details about how long a parent is approved to receive Child Care Subsidy, please refer to your Benefit Plan letter. Orders for future months are not visible; they are created as part of a month-end process in the system, so you are not able see how long the subsidy is approved for in the Portal.

You do not need to create an invoice to see if Child Care Subsidy is approved. You can search for Order separately.

Quick Links

The Home screen of the Portal has Quick Links to view “Recently Approved Orders.”



ServiceProviderPortal | Contact Us | Site Map | Log Out

Home | My Orders | My Invoices/Payments | My Profile | My Reports | How do I...?

Home >

Quick Links

- Create an Invoice
- Update an Invoice
- Recently Approved Orders**
- Recently Paid Invoices
- Returned for Revision Invoices

Welcome Test PIV-Last02 to the ICM Service Provider Portal

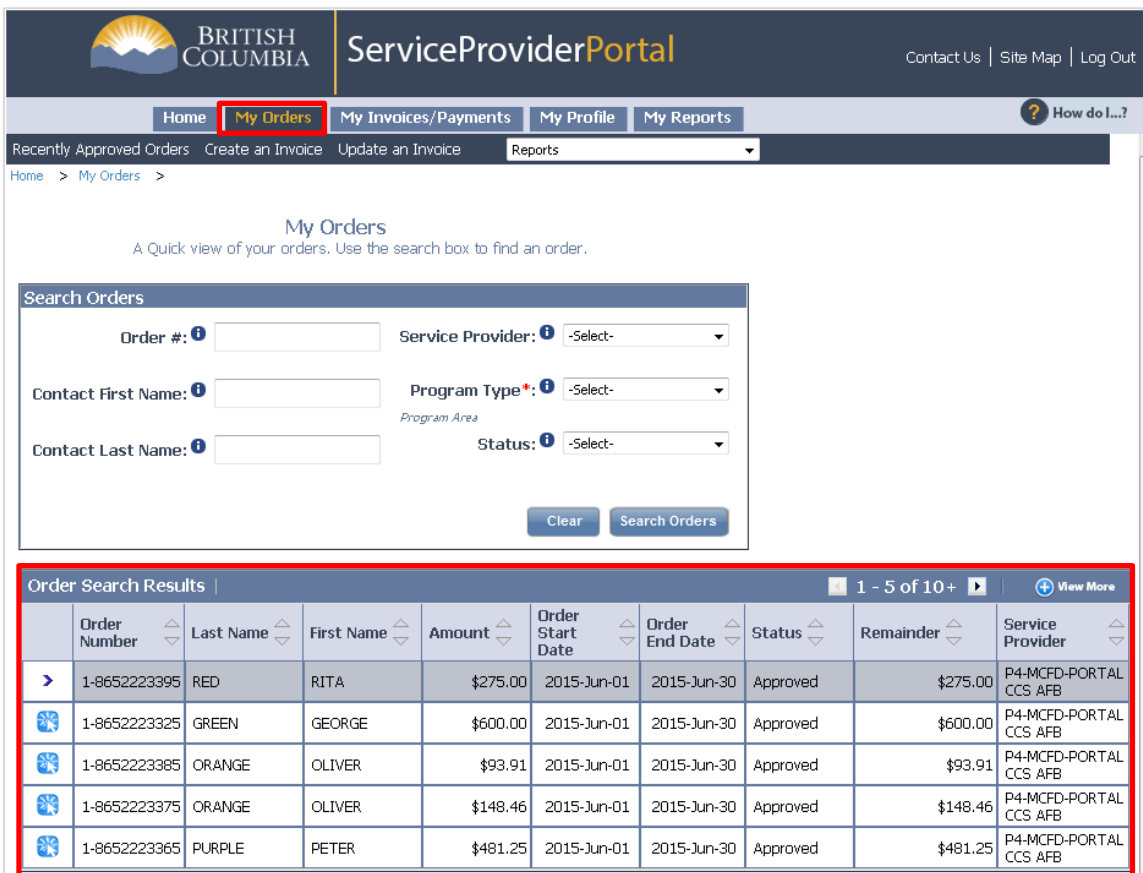
You have access to the orders and invoices for the following programs: Autism, Child Care Subsidy, Medical Benefits

Learn about our transition from HST to PST at: <http://www.hstinbc.ca/>

My Notifications | No Records. | View More

Invoices requiring actions:

Clicking the “Recently Approved Orders” link will take you to the My Orders screen and will display all of your approved Orders with the most recently approved ones on top.



ServiceProviderPortal | Contact Us | Site Map | Log Out

Home | **My Orders** | My Invoices/Payments | My Profile | My Reports | How do I...?

Recently Approved Orders | Create an Invoice | Update an Invoice | Reports

Home > My Orders >

My Orders
A Quick view of your orders. Use the search box to find an order.

Search Orders

Order #: Service Provider:

Contact First Name: Program Type*:
Program Area

Contact Last Name: Status:

Clear Search Orders

Order Search Results | 1 - 5 of 10+ | View More

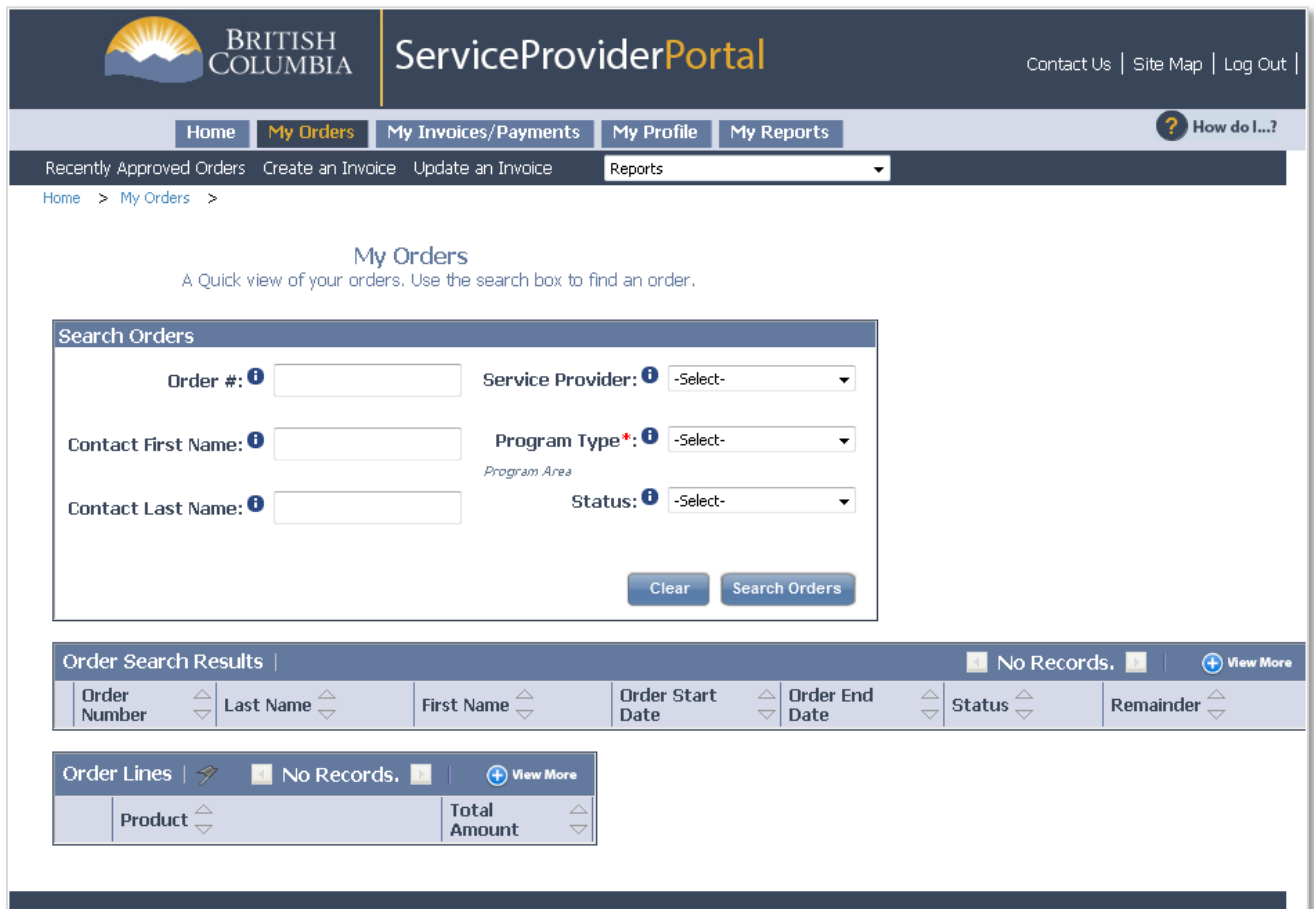
	Order Number	Last Name	First Name	Amount	Order Start Date	Order End Date	Status	Remainder	Service Provider
>	1-8652223395	RED	RITA	\$275.00	2015-Jun-01	2015-Jun-30	Approved	\$275.00	P4-MCFD-PORTAL CCS AFB
	1-8652223325	GREEN	GEORGE	\$600.00	2015-Jun-01	2015-Jun-30	Approved	\$600.00	P4-MCFD-PORTAL CCS AFB
	1-8652223385	ORANGE	OLIVER	\$93.91	2015-Jun-01	2015-Jun-30	Approved	\$93.91	P4-MCFD-PORTAL CCS AFB
	1-8652223375	ORANGE	OLIVER	\$148.46	2015-Jun-01	2015-Jun-30	Approved	\$148.46	P4-MCFD-PORTAL CCS AFB
	1-8652223365	PURPLE	PETER	\$481.25	2015-Jun-01	2015-Jun-30	Approved	\$481.25	P4-MCFD-PORTAL CCS AFB

My Orders screen

This screen allows you to view details about the Order, Order Lines and attached Invoices.

The Order shows information including the child’s name, the Amount of Subsidy or Special Needs Supplement approved, and the amount remaining. The Order Lines show details about the Order, including the Product (care code), number of days approved and Parent Portion.

When you navigate to the My Orders screen, there will be no results displayed until you enter what you want to see in the “Search Orders” section. You must enter the Program Type but all other fields are optional.

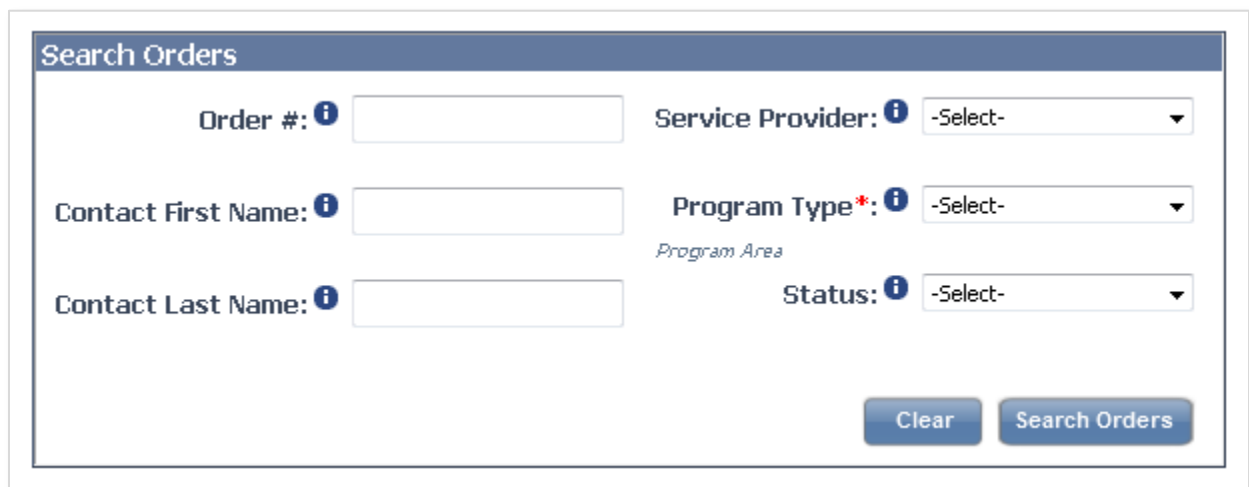


The screenshot shows the 'Service Provider Portal' interface. At the top, there is a navigation bar with 'Home', 'My Orders' (highlighted), 'My Invoices/Payments', 'My Profile', and 'My Reports'. Below this is a secondary navigation bar with 'Recently Approved Orders', 'Create an Invoice', 'Update an Invoice', and a 'Reports' dropdown menu. The main content area is titled 'My Orders' and includes a search box with the following fields: 'Order #', 'Service Provider', 'Contact First Name', 'Program Type*' (with a 'Program Area' note below it), 'Contact Last Name', and 'Status'. There are 'Clear' and 'Search Orders' buttons. Below the search box is an 'Order Search Results' section showing 'No Records.' and a 'View More' link. Below that is an 'Order Lines' section, also showing 'No Records.' and a 'View More' link. The 'Order Lines' table has columns for 'Product' and 'Total Amount'.

Searching for Orders

In the My Orders screen, you can search for Orders by entering details in the Search Orders section. You must enter the Program Type but all other fields are optional.

- Order #: This is a system-generated number and is different than the parent's Case number.
- Contact First Name/Contact Last Name: The "Contact" is the child. The child's first and/or last name must be entered exactly as it appears on the Benefit Plan letter if you wish to use this field to search. (In other words: you cannot search using a nickname as only the legal name of the child is attached to the Order.)
- Service Provider: This is the Service Provider or the facility the child attends. Some businesses have only one facility (such as a Licensed Family daycare) while other businesses will have many facilities (such as an organization with multiple Licensed Group Facilities).
- Program Type: This is the ministry program. In this case, "Child Care Subsidy."
- Status: You can view Orders that are Approved and Closed. You can create invoices from Approved Orders. Closed orders may be system-closed due to being fully paid, or they may have been closed by the ministry for various reasons.



The screenshot shows a web form titled "Search Orders". It contains several input fields and dropdown menus. On the left side, there are three text input fields: "Order #:", "Contact First Name:", and "Contact Last Name:". Each has a small information icon (i) to its right. On the right side, there are three dropdown menus: "Service Provider:", "Program Type*:", and "Status:". Each also has an information icon (i). The "Program Type*" dropdown has a small "Program Area" label below it. At the bottom right of the form, there are two buttons: "Clear" and "Search Orders".

Example searches:

- To see just the most recently approved Orders: click the "Recently Approved Orders" link on the Home screen or at the top of the My Orders screen.
- To see just Approved Orders for a specific facility: choose the facility in the Service Provider field, choose "Child Care Subsidy" in the Program Type field, and choose "Approved" from the Status field.
- To see the order history for a child (Approved and Closed Orders): enter the name in the Contact First Name and/or Contact Last Name fields, and choose "Child Care Subsidy" in the Program Type field.

After you've selected what you are searching for, click the "Search Orders" button.

Order Search Results

The Order Search Results will display Orders that match your search. There are two sections in this view: Order Search Results and Order Lines. The Order Lines show details about whichever Order is selected.

- Order Search Results: The Order shows information including the child’s name, the Amount of Subsidy or Special Needs Supplement approved, and the amount remaining.
- Order Lines: The Order Lines show details about the Order, including the Product (care code), number of days approved, and Parent Portion.

Order Search Results									
Order Number	Last Name	First Name	Amount	Order Start Date	Order End Date	Status	Remainder	Service Provider	
1-8652223385	ORANGE	OLIVER	\$93.91	2015-Jun-01	2015-Jun-30	Approved	\$93.91	P4-MCFD-PORTAL CCS AFB	
1-8652223375	ORANGE	OLIVER	\$148.46	2015-Jun-01	2015-Jun-30	Approved	\$148.46	P4-MCFD-PORTAL CCS AFB	
1-8652223355	ORANGE	OLIVER	\$150.00	2015-Jun-01	2015-Jun-30	Approved	\$150.00	P4-MCFD-PORTAL CCS AFB	
1-8652219845	ORANGE	OLIVER	\$150.00	2015-May-01	2015-May-31	Approved	\$150.00	P4-MCFD-PORTAL CCS AFB	
1-8652219865	ORANGE	OLIVER	\$148.46	2015-May-01	2015-May-31	Approved	\$148.46	P4-MCFD-PORTAL CCS AFB	

Order Lines						
Product	Half Days	Full Days	Parent Portion Remainder	Half Days Remainder	Full Days Remainder	
L2 - LF	12	0	\$11.09	12	0	

Viewing Order details

The Order Search Results displays up to five orders but more may exist. The title bar of this section will indicate how many Orders are displayed and how many there are in total (example: “1 - 5 of 10 +” means there are 5 Orders displayed but over 10 in total). You can see the next set by clicking the arrow to the right. There is also a “View More” button in this section so you can see more Orders on one screen.

Order Search Results									
Order Number	Last Name	First Name	Amount	Order Start Date	Order End Date	Status	Remainder	Service Provider	
1-8652223385	ORANGE	OLIVER	\$93.91	2015-Jun-01	2015-Jun-30	Approved	\$93.91	P4-MCFD-PORTAL CCS AFB	

The Orders may be sorted by any field by clicking the up or down arrows in the column title. The green arrow indicates how the Orders are sorted.

Order Search Results									
Order Number	Last Name	First Name	Amount	Order Start Date	Order End Date	Status	Remainder	Service Provider	
1-8652223385	ORANGE	OLIVER	\$93.91	2015-Jun-01	2015-Jun-30	Approved	\$93.91	P4-MCFD-PORTAL CCS AFB	

To view Order Line details for an Order, click the selector icon  beside the Order.

To view more details about the Order, such as invoices attached to the Order, click on the Order Number. This takes you to the “Order detailed view” that allows you to see details, including Invoices the Order has been associated to. You can then click the “Invoice Number” to see more details about the Invoice.

Order Search Results 1 - 5 of 10+ View More								
Order Number	Last Name	First Name	Amount	Order Start Date	Order End Date	Status	Remainder	Service Provider
1-8652223385	ORANGE	OLIVER	\$93.91	2015-Jun-01	2015-Jun-30	Approved	\$35.00	P4-MCFD-PORTAL CCS AFB
1-8608339477	ORANGE	OLIVER	\$93.91	2015-Mar-01	2015-Mar-31	Approved	\$93.91	P4-MCFD-PORTAL CCS AFB
1-8652219875	ORANGE	OLIVER	\$93.91	2015-May-01	2015-May-31	Approved	\$93.91	P4-MCFD-PORTAL CCS AFB
1-8608343099	ORANGE	OLIVER	\$93.91	2015-Apr-01	2015-Apr-30	Approved	\$93.91	P4-MCFD-PORTAL CCS AFB
1-8608334967	ORANGE	OLIVER	\$93.91	2015-Feb-01	2015-Feb-28	Approved	\$93.91	P4-MCFD-PORTAL CCS AFB

Order detailed view

A detailed view of your order

Order Overview

Order Number: 1-8652223385	Program Type: Child Care Subsidy	Service Provider: P4-MCFD-PORTAL CCS AFB	Order Start Date: 2015-Jun-01
Status: Approved	Last Name: ORANGE	Payee: P4-MCFD-PORTAL CCS AFB	Order End Date: 2015-Jun-30
Amount: \$93.91	First Name: OLIVER	Correspondence Comments:	Approval Date: 2015-Jun-01
Remainder: \$35.00	Middle Name: (Sample Name)		Received Date:
Case Number: 1-8608304496			

Order Lines | 1 - 1 of 1 | [View More](#)

Product	Half Days	Full Days	Parent Portion Remainder	Half Days Remainder	Full Days Remainder
L2 - LF	12	0	\$0.00	4	0

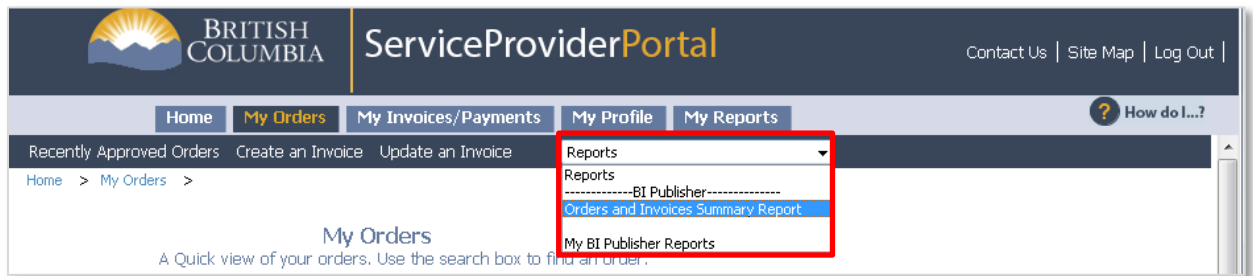
Invoice Lines | 1 - 1 of 1 | [View More](#)

Order Contact Name	Product	Parent Portion	Half Days	Full Days	Invoice Number	Total
OLIVER ORANGE	L2 - LF	\$11.09	8	0	1-8652230885	\$58.91

Reports

There is one report available called the “Orders and Invoices Summary Report” if you need to see details about many Orders in one view. If you wish to view this report:

1. Navigate to the My Orders screen. Complete the fields in the “Search Orders” section with the Orders you would like to see and click “Search Orders.”
2. In the Reports drop-down at the top of the screen, select “Orders and Invoices Summary Report.”



3. A new window will open asking if you would like to Open or Save the file (choose the option you prefer).
4. This report will be saved in the Portal and you can view it again later by navigating to the My Reports screen and clicking on the Report Name.

Order Frequently Asked Questions (FAQ)

Q: I was informed of an approved Benefit Plan, but I cannot locate the Order in the Portal. What do I do?

A: Please contact Child Care Subsidy toll-free by phone at 1-888-338-6622.

The ministry may require additional steps to make the Order visible in the Portal. If the existing Benefit Plan was cancelled or changed, you will receive a new Benefit Plan letter or a Benefit Plan Cancellation Notice in the mail.

Q: The Orders in the Portal only show the current month, how do I know how long Child Care Subsidy is approved for?

A: For details about how long a parent is approved to receive Child Care Subsidy, please refer to your Benefit Plan letter. Orders for future months are not visible; they are created as part of a month-end process in the system, so you are not able to see how long the subsidy is approved for in the Portal. If the existing Benefit Plan was cancelled or changed, you will receive a new Benefit Plan letter or a Benefit Plan Cancellation Notice in the mail.

Q: There are approved Orders for children who no longer attend my daycare, how do I get them cancelled?

A: The parent should inform the Child Care Subsidy Service Centre of any changes to their Case, such as child care ending at your daycare. If the child is no longer attending, do not claim for those Orders. The Orders will eventually be closed if they are unclaimed. You or the parent may contact the Child Care Subsidy Service Centre to request the Orders be cancelled.

Q: A child in my daycare has approved subsidy on two different Cases. Is there a way to see the parent's name or the Case number so I can know which Order applies to each Case?

A: The parent's name is not displayed in the Portal, but it is printed on the Benefit Plan letter under the Case number. You can view the Case number in the Portal by searching for the Order and then clicking on the Order Number to see the Order Detailed View.

Order Search Results 1 - 5 of 10+ View More									
Order Number	Last Name	First Name	Amount	Order Start Date	Order End Date	Status	Remainder	Service Provider	
1-8652223385	ORANGE	OLIVER	\$93.91	2015-Jun-01	2015-Jun-30	Approved	\$35.00	P4-MCFD-PORTAL CCS AFB	
1-8652223375	ORANGE	OLIVER	\$148.46	2015-Jun-01	2015-Jun-30	Approved	\$148.46	P4-MCFD-PORTAL CCS AFB	

Order detailed view
A detailed view of your order

Order Overview			
Order Number: 1-8652223385	Program Type: Child Care Subsidy	Service Provider: P4-MCFD-PORTAL CCS AFB	Order Start Date: 2015-Jun-01
Status: Approved	Last Name: ORANGE	Payee: P4-MCFD-PORTAL CCS AFB	Order End Date: 2015-Jun-30
Amount: \$93.91	First Name: OLIVER	Correspondence Comments:	Approval Date: 2015-Jun-01
Remainder: \$35.00	Middle Name: (Sample Name)		Received Date:
Case Number: 1-8608304496			