



## **BEST BEGINNINGS SCHOLARSHIP (BBS) PARENTS FREQUENTLY ASKED QUESTIONS**

Q

How do you apply for the Best Beginnings Scholarship?

A

Parents can apply by creating an Okta account, then accessing the HHS MAQCS BBS Parents Tile and completing the information.

Q

Can I submit paper applications or documents for the BBS Scholarship?

A

Information must be submitted through the MAQCS parent portal. Note: Upload documents as one document vs. separate pages due to system limits.

Q

Help Desk Information for Okta?

A

Contact Okta Support at 406.444.9500 or email [HHSServiceDesk@service.mt.gov](mailto:HHSServiceDesk@service.mt.gov)

Q

MAQCS Support?

A

Create a ticket with MAQCS at:  
[https://mtdphhs.my.site.com/MAQCSChildCareLicensing/s/contact-us?language=en\\_US](https://mtdphhs.my.site.com/MAQCSChildCareLicensing/s/contact-us?language=en_US)

Q

Does the BBS Scholarship back date to first of the month I apply?

A

As long as all requirements are met and approved, the scholarship will back date to the first of the month all the requirements were met and scholarship approved..

Q

What happens if I change child care providers?

A

Changes must be reported in MAQCS. Please note that the new provider will not be paid until the next month. Since care is paid for the whole month, BBS cannot be paid to 2 providers in a given month.

# family--connections

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Q

Okta states that “an account with similar information already exists”?

A

If you have applied for BBS in the last five years, contact CCR for your case number and person number. Contact Okta help desk with this information.

Q

What do I do if I get a pay raise or other change?

A

Changes/information must be submitted through the MAQCS parent portal.

Q

There is no extra space to upload documents in MAQCS, where can I upload documents?

A

Under Individual applications in related tab, scroll all the way down and upload documents into files there.

Q

Do I have to approve BBS hours before the payment is processed?

A

No, if parents do not take action to approve or dispute, the payment will be processed in the timeframe set by the Child Care Bureau.

Q

Do School Aged children automatically get set at full-time care for summer?

A

No. Parents will need to communicate their needs for part-time or full-time care as well as any provider changes.

Q

How many hours are half-time and full-time care?

A

Half-time care is 25 hours per week. Full-time care is 26-50 hours per week.