



BEST BEGINNINGS SCHOLARSHIP (BBS) PROVIDER FREQUENTLY ASKED QUESTIONS

Q How do providers access online Best Beginnings Scholarship System?

A Providers can access Best Beginnings Scholarship information by creating (or using an existing Okta account, then accessing the HHS Child Care Licensing Portal Tile.

Q What is the help desk information for Okta? Example: account already exists, email issues, or other issues with Okta.

A Okta support phone number is 406.444.9500
Email HHSServiceDesk@service.mt.gov

Q Do child care providers have to sign up for direct deposit?

A No. Paper checks can be mailed, but if there is a mailing delay, CCB is not liable for the safety of the check in the mail.

Q MAQCS Support?

A Create a ticket with MAQCS at:
https://mtdphhs.my.site.com/MAQCSChildCareLicensing/s/contact-us?language=en_US
There is not currently a phone number to contact tech support.

Q Does the BBS Scholarship back date to first of the month a parent applies?

A As long as all requirements are met, documentation submitted 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 a parent changes child care providers mid month?

A The parent must report the change and the new provider will not be paid until the next month. Since care is paid for the whole month to the provider, BBS cannot be paid to 2 providers in a given month.

family connections

BEST BEGINNINGS SCHOLARSHIP (BBS) PROVIDER FREQUENTLY ASKED QUESTIONS

Q

How can I add a new employee to MAQCS provider portal?

A

The staff member would need to sign up or use an existing Okta account and you can add them to your profile. Child Care Licensing links them to your facility.

Q

How do we submit BBS attendance at the end of the month? (I do not see a submit button on bottom of every invoice).

A

The submit button is available after all attendance has been entered. It is on the Child Care Scholarship Children tab under attendance tracking.

Q

Will the BBS still pay for the whole month regardless of attendance?

A

Yes. If approved, the scholarship pays for attendance slots for the whole month if the child attends at least once during the month.

Q

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

A

Half-time hours are 25 hours per week or less. Full-time hours are 26-50 hours per week.

Q

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

A

Not at this time. Parents will need to communicate their needs for part-time or full-time care as well as any provider changes.

Q

Do parents have to approve attendance before payment is processed?

A

No. The timeframe is set by CCB. This is a program integrity feature that allows for timely notice to the parent and provider to review attendance and submit a review if needed. It is currently one day, but may be adjusted later to 7 calendar days. If they do not take action within the review window, the payment will be released.

BEST BEGINNINGS SCHOLARSHIP PROCESS PROVIDER FREQUENTLY ASKED QUESTIONS

Q

Is it okay to enter exact times or do we have to round for attendance?

A

Providers should round to the nearest quarter hour. There is a drop-down option in the daily attendance that is set to quarter-hour increments. In the case of sign-in and out review, the estimation is understood as an expectation and will not impact the attendance review.

Q

Is leaving the day blank the same as absent?

A

No. Providers will need to mark the child as absent before it will allow you to submit attendance.

Q

For CPS cases, does their care need to be approved in MAQCS portal?

A

Yes. CPS workers send referrals to Eligibility Staff members who create the case and authorize care within MAQCS. Providers submit attendance as they would with any BBS case; there is no parent review process for CPS cases.

Q

Does BBS automatically pay for full-time if a child goes over 25 hours?

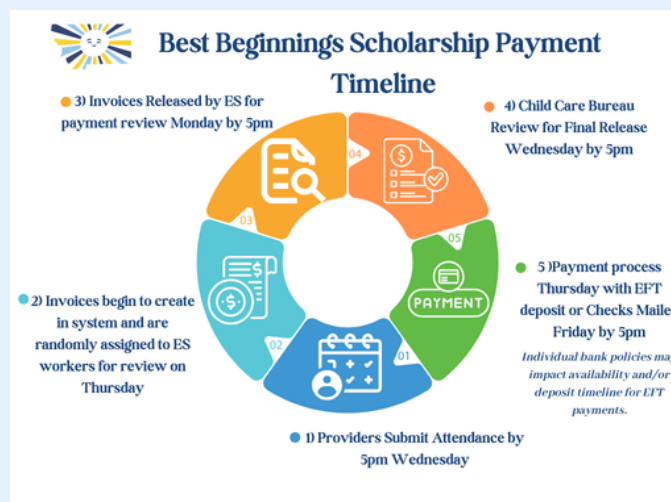
A

No. The child is authorized for either half-time or full-time care and provider is paid for the authorized hours.

Q

What is the Payment schedule for BBS in the new system?

A





BEST BEGINNINGS SCHOLARSHIP PROCESS PROVIDER FREQUENTLY ASKED QUESTIONS

Q When did the new policies take effect and where can we find them?

A The policy changes were effective on 02/01/2026. The changes will take place as cases renew or a change causes the policy to be implemented. Policy letters were mailed 02/01/2026. The letters are also located on their website.
<https://dphhs.mt.gov/ecfsd/ChildCare/BestBeginningsScholarships>

Q Back up providers or use of additional occasional providers?

A Care can only be set with one provider for a full-time slot or a part-time slot. Parents with full-time can select one full-time slot or 2 part-time slots only.

Q What if a family gets everything in on the 20th of the month and wants to start their care on that date? Will it back date to the 1st?

A BBS will start paying for care as of the 1st of the month in which all eligibility requirements are met and approved.

Q Where do we input the registration fee into MAQCS provider portal?

A There is a registration field in the rates section of the provider portal. The fee only has to be entered once. The provider does not need to request payment. MAQCS automatically pays the fee at the beginning of the eligibility period once a calendar year.

Q Is there a place for parent to let Eligibility staff know they are changing child care?

A Yes. The parent must submit the change in the parent portal: in my authorizations, select the child's current authorization, click view, and enter the new provider's name in the reason box. Care will start on the 1st of the following month.

Q Are we able to contact Eligibility staff members to get verification that a family is approved for BBS?

A Yes. You are more than welcome to contact the child care agency, Family Connections, or Child Care Resources to get verification. We are limited on what we can discuss about cases due to confidentiality.