

## Frequently Asked Questions (FAQs) for Providers

### **Q1. What is CCHIRP?**

A1. CCHIRP is the Child Care Hub Information Records Portal, a new enhanced online system to simplify the way you manage your license and communicate with us. This new system, the MiLEAP Child Care Hub Information Records Portal (CCHIRP) will launch by the end of September.

### **Q2. How do I contact if I have a question about my license?**

A2. Once you submit an application in CCHIRP you will receive an email confirmation with information on who to contact with questions. You can also get help by calling 517-284-9730 or by emailing [mileap-cclb-help@michigan.gov](mailto:mileap-cclb-help@michigan.gov).

### **Q3. Do I have to use CCHIRP?**

A3. We encourage all Child Care Providers to use CCHIRP as a simple and easy way to secure, maintain and manage your license with the State of Michigan.

### **Q4. Can I still mail my application?**

A4. Yes, you may still mail your application.

### **Q5. Can I pay by check via mail?**

A5. Yes, checks will be accepted for mailed applications.

### **Q6. Will I have to upload documents into CCHIRP or can I still mail the documents?**

A6. One of the new features of CCHIRP is the option to upload your documents easily and quickly, which saves you time and effort. If you choose to do so, you may still mail in your documents.

### **Q7. Will training or quick reference materials be available to help me navigate the system when it goes live?**

A7. Yes, to prepare you to successfully use this system, we are developing materials to inform and support you, including videos and job aids. Once these materials are ready and the new provider portal is live, we will send an email with links to give you access.