



IMPORTANT NOTICE

Maryland Child Care Credentialing Program

TO: Maryland Child Care Providers

The Office of Child Care – Credentialing Branch is in the process of selecting a vendor for processing applications for the Maryland Child Care Credential Program. The selected vendor will provide Customer Service/Help Desk, Application Processing, and Document Management Services. The current vendor's contract ends May 29, 2015 and the new vendor is not expected to be in place until July 1, 2015.

Therefore, effective June 1, 2015, there will be a period when the Credentialing Branch will not have data entry personnel available. This will cause delays in processing applications and responding to your requests for information. Once a vendor is selected and approved there will be time during which the vendor will transition all historical and pending credentialing documents to their systems before processing can be fully implemented. Please know that we are working to ensure that applications are processed in a timely manner. However, due to the break in contract services we want you to be aware there may be an extended delay in processing application requests.

Until further notice, continue to send applications for the Credentialing Programs to the Credentialing Office (the address located on the application). Providers will be notified of the new address to use for application submission two weeks prior to implementation of centralized processing.

The new vendor will also provide a customer service/help desk line to assist with questions regarding transition and ongoing credentialing program inquiries.

Thank you in advance for your support and understanding during this transition period. You will receive another notification providing updates.

Thank you,

Angeline Bishop-Oshoko

Credentialing Branch Chief