

Introducing CareConnect

Dear Parent and Provider,

We are happy to announce that we are working with a company called MCT to roll out a digital platform that will allow you to submit your timesheets to us directly and securely through their portal. This platform will allow us to pay providers faster and allow parents to only have to sign each child's timesheet once at the end of every month! Lastly, we are working with MCT to digitize all documentation between Hively and you. This will allow you to access important documents, such as Explanation of Payments, and allow you to access blank barcoded attendance sheets if you prefer paper over digital. To access your CareConnect Portal, you can download the CareConnect Portal Mobile app, or access through the web using the following link:

<https://careconnect.carecloud.io/home/login?returnUrl=%2Fhome%2Fdashboard>

For a walkthrough of the CareConnect Portal with one of our Hively workers please schedule an appointment using the below links:

For Licensed Providers please schedule with Justin Rice: https://calendly.com/jay_hively

For Exempt Providers please schedule with Alex Correia: https://calendly.com/alex_hively

You will need:

Username: Email address provided to Hively

Password: First 4 characters of your email address + last 4 digits of Tax ID Number or Social Security Number.

This is a temporary password that should be reset upon log-in.

Example:

Email: abcchildcare@aol.com SSN: 123-45-6789

Log-In: abcchildcare@aol.com

Password: abcc6789

Please view the videos below that show you our new process:

[Digital Invoicing with CareConnect Web](#)

[Facturación digital con CareConnect Web \(Español\)](#)

[Digital Invoicing with CareConnect Mobile \(English\)](#)

[Facturación digital con CareConnect Mobile \(Español\)](#)

We value your work and the vital support you are bringing to many families. Our team will continue to provide any updates necessary through email, text, training, and letters.

