

Message From the Project Team

The Time and Attendance system has been named Electronic Child Care (ECC). More information will be shared in the new year about the training for providers and caretakers, as well as information on the Point of Service device (POS) and installation. We know that providers are very excited to learn more about the new swipe care system. Look for E-Blasts in January.

Provider Portal

A new option to add a secondary email is now available on the CCIDS Provider Portal. This will allow providers to receive E-Blasts at more than one email address. The primary email address will be used to populate the Rate and Bank forms and will remain the email of record. Please be reminded email addresses are public record.

You can add a secondary email address only after you have submitted your forms for the first time. To update your primary email address, or add a secondary email address, select "Update Primary/Secondary Email Address" located next to the Log Out link on the Home Page.

The Frequently Asked Questions and First Time User Help documents have been updated to assist you when using the provider portal. Please take a few moments to read these documents by selecting the links located on the Home Page.

For AFSCME members, the Payment Detail Report now identifies the month in which union dues were deducted in the deductions section of the report.

Reminder

Some email accounts expire if you do not log in periodically. Please be sure to log into your email account regularly to keep the account active so that you can receive information from ODJFS about the CCIDS system. If you know of a provider who is not receiving these E-Blasts, but has completed a provider agreement, please encourage them to log into their email account often to keep it active.

All E-Blasts are posted on the CCIDS web site <http://www.jfs.ohio.gov/cdc/CCIDS.stm>

Important Information about Provider Payments

Q. Will there be a delay in the processing of my payment if my county is scheduled to send invoices to ODJFS on the Friday of Christmas week and New Years week?

A. The counties have been informed that they will need to submit to ODJFS by Thursday (instead of Friday) of Christmas and New Years weeks for payments to be processed as usual. If the county does not submit by Thursday, then the payment will be delayed. Payment information submitted by Thursday of Christmas and New Years weeks will be processed by ODJFS and sent to provider accounts in the typical payment cycle. Providers should see the deposit in 5-7 business days beginning the Monday of the next week, as usual.

Q. Will there be a delay in the processing of my payment if I am supposed to get paid the week of Christmas or New Years?

A. Yes, your deposit may be delayed by one day, depending upon your bank closures due to the holidays. For example, if you typically see your payment on a Friday, and your bank is closed, then you should check with your bank to determine when the deposit will be reflected in your account.

Important Information about the CCIDS Provider Portal

The CCIDS Provider Portal will not be available on the following days due to scheduled maintenance and holidays:

Friday, December 24th
Saturday, December 25th
Thursday, December 30th (after 5:30 pm)
Friday, December 31st
Saturday, January 1st

Providers will not be able to log in to track payments or make changes to forms. The CCIDS Help Desk will not be staffed on Friday, December 24th and Friday December 31st due to the holidays.

Recently Asked Questions about the Point of Service (POS) device:

Q. Will we have to add a second phone line for the POS?

A. No, unless providers choose to do so. The installer will have a splitter, power cord and phone cord. The splitter can be used for the phone line and the POS to share the phone jack or for example the splitter can be used to share a fax machine and POS.

Q. How many POS devices will each provider receive?

A. One device will be provided for every 50 children with authorizations. Additional devices can be purchased by the provider.

Q. What is Store and Forward (SAF)?

A. Store and Forward is an option for the POS that allows the device not to be plugged into the phone line, just the electrical outlet, and swiping can continue. The machine will store the swiped transactions and when plugged into the phone line it will transmit the data swipes. This option does not allow for the provider/caretaker to view authorization information at the time of the swipe.

Q. Does the receipt paper need to be in the POS machine for it to operate?

A. Yes.

Q. Can you choose not to print?

A. Yes, this is a provider option.

Q. Who is responsible for the cost of the receipt paper?

A. The provider will be given receipt paper initially. The provider will be responsible for replacements thereafter. Receipt paper is available at several stores – example of \$1.70 for a 3 pack was shared.

Q. Does the POS require ink to print?

A. No. The image is created on thermal paper.

Contact Information

To be added to or removed from this email blast please contact CCIDS_Help_Desk@jfs.ohio.gov

Telephone: CCIDS Help Desk - 1-877-302-2347, choose option 1 for provider assistance.

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