

CCIDS_Help_Desk - CCIDS Provider E-blast - December 7, 2012 (G2)

From: CCIDS_Help_Desk
To: CCIDS_Help_Desk
Date: 12/7/2012 9:08 AM
Subject: CCIDS Provider E-blast - December 7, 2012 (G2)
Attachments: Ohio ECC Weekly Payment Schedule 2013.pdf

Dear Child Care Provider,

In this Provider E-blast you will find important information that affects your payment from ODJFS. Please review carefully and contact the CCIDS Help Desk if you have questions or need additional information. Thank you for the services you provide to Ohio families and for your attention to these issues.

Unmatched Check In/Out Report

One of the most important tools providers have access to is the **Unmatched Check In/Out Report**. This report is on the PWeb and is used to help you verify that there are no children that have a check-in without a matching check-out.

Providers should review the **Unmatched Check In/Out Report** at least weekly, and best practice suggests the report be reviewed *daily*, to be sure swipes are being completed properly by the caretaker. If any unmatched transactions appear on the report, they must be corrected in order to insure a correct payment. If the unmatched check-ins are not corrected the child's attendance for that day will not be included in the hours used for the payment calculation of that week.

To correct an unmatched check-in, you have to either void the check-in that has been swiped in error or have the caretaker complete a previous check-out for the appropriate date and time.

Please be sure to review this report on a regular basis to see that all unmatched transactions are corrected before the date the payment is processed. In addition to the **Unmatched Check In/Out Report**, an **Exceptions Report** is available on the POS device that displays the same information. This report can be found under the "Provider Options." You can print a daily report for any date within the previous 21 days.

Providers who check these reports and monitor attendance transactions regularly will receive correct and timely payments. If attendance errors are not corrected before the back swipe period ends, a manual adjustment is needed to correct the payment. As you know, you must submit manual claims and adjustments to the county department of Job and Family Services (CDJFS). The county processes the manual claims and forwards adjustments to the Ohio Department of Job and Family Services (ODJFS). Currently, the time frame for the payment of adjustments is 90 days from the date ODJFS receives them.

Payments During Weeks with Holidays

We are providing a list of dates for upcoming holidays and the state's fiscal year-end processing that

will cause changes in the usual payment deposit dates during the next year.

It is important to remember that when a holiday occurs during the week, payments are typically deposited one day later. In addition, each year the state's end of fiscal year processing in June will cause a one week payment delay.

Christmas Day - Tuesday, December 25, 2012

New Year's Day - Tuesday, January 1, 2013

Martin Luther King Day - Monday, January 21, 2013

President's Day - Monday, February 18, 2013

Memorial Day - Monday, May 27, 2013

State Fiscal Year-End Processing - June 23 to June 29, 2013 (tentative)

Independence Day – Thursday, July 4, 2013

Labor Day – Monday, September 2, 2013

Columbus Day – Monday, October 14, 2013

Veteran’s Day – Monday, November 11, 2013

Thanksgiving Day – Thursday, November 28, 2013

Christmas Day – Wednesday, December 25, 2013

Schedule for CCIDS Provider Portal

During the month of December 2012, the CCIDS Provider Portal is available Monday – Friday 7:00 a.m. to 7:30 p.m. and Saturday 8:00 a.m. to 4:00 p.m. with the following exceptions:

Saturday, December 22, 2012 – no availability due to monthly maintenance

Tuesday, December 25, 2012 – no availability due to holiday

Monday, December 31, 2012 – available 7:00 am to 5:30 pm

Ohio ECC Weekly Payment Schedule for 2013

Attached you will find the Ohio ECC Weekly Payment Schedule for 2013. Please note the column indicating a date each week by which providers should expect to see their weekly deposit. While some providers may see deposits earlier than this date, providers should allow until the date indicated before contacting the CCIDS Help Desk with any payment concerns.

Questions regarding information in this E-blast may be directed to your CDJFS or you may contact the CCIDS Help Desk at 1-877-302-2347, option 1 or by e-mail at [CCIDS Business Unit@ifs.ohio.gov](mailto:CCIDS_Business_Unit@ifs.ohio.gov) .