



Department of
Job and Family Services

Ted Strickland, Governor
Douglas E. Lumpkin, Director

June 15, 2010

Name of Provider
Mailing address

Dear Child Care Provider:

The new Child Care Information Data System (CCIDS) Centralized Payment module was implemented successfully at the beginning of May. Child care providers, serving children eligible for publicly funded child care (PFCC), are receiving reimbursement from the Ohio Department of Job and Family Services (ODJFS) through the CCIDS system.

As part of this project, providers were asked to submit an email address in the provider portal. **ODJFS will be using email as the means of communication in the future.** This letter is being sent to each provider through the U.S. Mail and to your email address. The email address you provided through the portal is

XXXXXXXXXXXXXX

If you did not receive this letter in your email, please log into the portal and update the email address by entering the correct email address on the bank form and selecting the submit button at the bottom of the form. Additionally, you may want to check your spam and ensure that you have not set up a blocker on your email account.

We did want to share a few key pieces of information about current processes, how they work and some future system and business changes (for example, Swipe Cards).

The following is a description of the payment process:

- Provider enters accurate bank information into the provider portal
- Provider submits invoices to county department of job and family services (CDJFS)
- County worker calculates the amount to be reimbursed to the provider
- County worker enters the reimbursement amount due into CCIDS
- ODJFS collects the amount entered on Friday of the week that the county entered it into CCIDS and begins the payment cycle Payment data is transferred to ODJFS and Office of Budget Management (OBM) payment systems for processing
- OBM issues payment through a financial institution for distribution and deposit to each providers bank account via electronic fund transfer (EFT), with instruction to deposit the next business day
- This entire process takes approximately 5-7 business days (7-10 calendar days), excluding holidays, from the Friday that ODJFS begins the payment cycle
- Once the deposit is reflected in the provider's bank account, payment history is available on the child care provider portal

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Providers who incorrectly entered their bank account or routing number on the JFS 01141 Banking Information For Providers of Publicly Funded Child Care on the child care provider portal or providers whose bank accounts have been closed **will experience a delay in payment**. OBM notifies ODJFS of the rejected payments, and providers are notified by email from ODJFS when a payment is rejected. The email will provide instructions on how to correct banking information so that funds can be re-issued.

If you are a SUTQ rated program, please note that the SUTQ star rating may not show up correctly when you view it on the JFS 01150 Rate Information for Providers of Publicly Child Care form using the child care provider portal. Please be assured that the Bureau of Child Care and Development has provided the CDJFS with information to properly calculate payments for SUTQ star rated providers.

Providers remittance history, known as payment detail, is available to view and print by logging into the provider portal. Once a payment has been deposited into your bank account, the date of the deposit can be entered into the provider portal to retrieve the payment report. Instructions are available in the Payment Detail section of the provider portal. Use the date format provided in the onscreen instructions, mm/dd/yyyy (two digit month, two digit day and four digit year) and click "Retrieve" .

Please use the *print* button located at the end of the report to print a copy of the report. If you have a question about the reimbursement amount or when the CDJFS will be entering your reimbursement amount into the system, please contact the county where you submitted the invoices, as CDJFS staff calculate the reimbursement amount issued to the provider.

Please do not use the back button on your browser while logged into the provider portal because the provider portal will time out and you will not be able to log in for 20 minutes. Additionally, when using Firefox as a browser, the forms and remittance report may not successfully print. Internet Explorer is the supported browser that allows for successful printing.

If you need to make changes to your Provider Agreement, Rate Information Form or Banking Information Form, please log into the provider portal and select the form you wish to change. Once you have entered all the changes, select the submit button at the bottom of the form to submit the form to ODJFS. You may want to print a copy of the document for your records. The User ID assigned to you by ODJFS will remain the same each time you log into the provider portal. The password is created by the provider. If you cannot remember your password, you can select "forgot password" and follow the instructions to have a temporary password emailed to you. You must have a valid email address in the CCIDS system to use this function and to receive future communication from ODJFS.

A provider's "Customary Rates" should not be different based on whether or not a child is eligible for publicly funded child care. Customary Rates are the rates that the provider charges for children who are private pay and those eligible for publicly funded child care. Audits may occur to ensure that the rates are the same.

A child care provider is only eligible to receive reimbursement for services beginning the date a provider agreement is completed. If you are a certified type B home provider and you move, you must notify all of the counties you have authorizations with in advance of the move/recertification. A new provider agreement must be completed. If you are a licensed type A home or center and are issued a new license number by ODJFS, a new provider agreement must be completed.

When your CDJFS moves to the new Eligibility and Authorization system, you will receive notices via U.S. Mail regarding approval, termination and re-determination of a case when a child in your care is included. These notices will be mailed to the provider's mailing address. If you wish to change your mailing address, you must contact the county (if you are a certified type B home provider, out of state provider or ODE licensed provider) or your licensing specialist (if you are an ODJFS licensed center or type A home).

Please note: A copy of this letter was sent to each provider through the U.S. Mail and to the email address listed at the beginning of this letter. If you did not receive this letter in your email, please log into the portal and ensure that the email address is entered correctly. Additionally, you may want to check your spam to ensure that you have not set up a blocker on your email account. All future correspondence about the CCIDS system, except for the provider notices described in the previous paragraph, will be sent to the email address you provided ODJFS when completing the bank and rate information forms through the provider portal.

On June 10, 2010 an email was sent to all providers who have a provider agreement with ODJFS. Included in this email was Child Care Manual Procedure Letter (CCMPL) No 54. The email and a link to the CCMPL No. 54 is available for you to review on the CCIDS web site. Please review the email for important information regarding the adjustment of payments made to providers of publicly funded child care.

The Time and Attendance module is expected to be implemented starting in January 2011, with the system being statewide by the end of March 2011. This system will electronically track the time a child is in attendance using a Point of Service (POS) device similar to a credit card machine; caretakers will be issued a card that can be swiped through the POS device to track attendance. The Time and Attendance module will also provide valuable information to providers including immediate information regarding the child's eligibility and current authorizations. In addition, the implementation of this module will allow payments to be electronically calculated, eliminating the need for manually calculating and submitting invoices. The Time and Attendance module will also include an Interactive Voice Response System (IVR) and a website for providers to view reports and information. Providers will receive instructional materials regarding the Time and Attendance system beginning in December 2010.

If you are no longer providing child care services, please contact your county certification worker or state licensing specialist.

If you have questions about the information contained in this mailing please contact the CCIDS Help Desk at 1-877-302-2347, visit the CCIDS web site which is available by logging on to the Child Care in Ohio web site at <http://www.ifs.ohio.gov/cdc/childcare.stm> or email the CCIDS Help Desk at CCIDS_Help_Desk@ifs.ohio.gov.

Sincerely,



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Office of Families and Children

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