

**CCIDS\_Help\_Desk - CCIDS Provider E-Blast December 30, 2011**

---

**From:** CCIDS\_Help\_Desk  
**To:** CCIDS\_Help\_Desk  
**Date:** 12/30/2011 2:52 PM  
**Subject:** CCIDS Provider E-Blast December 30, 2011  
**Attachments:** CCIDS Resource Guide 9.20.11.pdf; ACS OH Letter\_KW.pdf

---

## **Ohio Electronic Child Care (ECC) will be live on Sunday, January 1, 2012.**

If you have children in your care overnight on December 31, 2011, the caretaker will need to perform a back swipe to check in at 12:00 am (midnight) on January 1, 2012. All services provided through 11:59 pm on December 31, 2011 will be processed by your county department of job and family services. Services provided as of 12:00 am (midnight) on January 1, 2012 will be processed through Ohio ECC.

For assistance, please contact the appropriate call center listed below and on the attached document.

### **Ohio ECC Provider Helpline 1-888-516-4776**

This helpline is specifically for providers to assist them in using the Ohio ECC system, including:

- Point of service (POS) device questions, including troubleshooting and replacement
- Provider website (PWeb) support
- Confirm attendance information

Customer service representatives will be available 24 hours a day during implementation of Ohio ECC, beginning at 12:00am Sunday, January 1, 2012.

### **Provider Website (PWeb) [www.eccprovideweb.ohio.gov](http://www.eccprovideweb.ohio.gov)**

The provider website, called the PWeb, is available for providers to:

- View child level authorization information
- View swipe card transaction information
- Record absences
- View, download and print exception reports
- View, download and print payment detail information

**Beginning January 1, 2012 absent days must be reported via the provider website (PWeb). Payment adjustment requests for absent days will be denied.**

*Please note: This is not the same website as the CCIDS Provider Portal. The PWeb is specifically for the Ohio ECC system.*

### **Ohio ECC Caretaker (Parent) Helpline 1-888-796-4332**

The caretaker helpline is only for caretakers/parents who need assistance with their swipe card. Caretakers should call this helpline to:

- Activate a swipe card or change PIN
- Request a replacement swipe card
- Report a swipe card lost, stolen or damaged

Customer service representatives will be available 24 hours a day during implementation of Ohio ECC, beginning at 12:00am Sunday, January 1, 2012

**The CCIDS Help Desk, 1-877-302-2347**

The CCIDS Help Desk supports counties using the CCIDS automated system and also provides assistance to child care providers related to:

- CCIDS Provider Portal
- Payment questions
- Provider agreement
- Rate form
- Bank form
- 1099's

Customer service representatives are available 8:00 am to 5:00 pm, Monday through Friday, beginning Tuesday, January 3, 2012.

**Caretakers Swipe Cards**

Caretaker swipe cards were mailed to caretakers this month. Some caretakers were inadvertently mailed swipe cards for cases that are closed. These same caretakers also were mailed valid cards. The attached letter was mailed to any caretaker who received a swipe card for a closed case. The letter advises the caretaker to destroy specific cards by identifying specific numbers located on each card. The Ohio ECC Caretaker Helpline can be contacted at 1-888-796-4322 if a caretaker has questions.