

Child Care Provider Payments through the Child Care Information Data System (CCIDS): Frequently Asked Questions

*** How often are payments made to providers?**

Beginning with services in April, all payments will be made by direct deposit on a monthly basis. If you, as a child care provider, received biweekly payments from your county department of job and family services (CDJFS), you will now receive your payment **monthly** with the new CCIDS Centralized Payment system.

*** On what day of the month will I receive my monthly payment?**

The CDJFS is still responsible for processing invoices. The actual date you receive your payment will be dependent upon when you (as the provider) submit your invoice to the CDJFS and when the CDJFS marks the invoice in the system as “complete.” Contact the CDJFS to determine its schedule for processing invoices.

*** After I submit my invoice, how long will it take for me to be paid?**

Your CDJFS can provide you with its schedule for receiving and processing invoices. Each Friday the CCIDS Centralized Payment system will process any invoice entries marked as “complete” for monthly payments. It is anticipated that your payment will be deposited in your account within 7-10 calendar days from that Friday’s “batch processing.”

EXAMPLE:

- Provider submits invoice on Thursday, May 6, for April services.
- CDJFS reviews, approves and enters April invoices on Tuesday, May 11.
- CCIDS Centralized Payment will “batch” on Friday, May 14.
- Deposit to provider’s account will be made as *early* as Friday, May 21.

The Ohio Administrative Code requires county agencies to enter all invoices they receive no later than 90 days from the date the services were provided, unless approved by the Ohio Department of Job and Family Services (OAC 5101:2-16-07).

*** What if I entered my bank routing number or account number incorrectly on the Portal?**

Your payment will be rejected and delayed. Once the CCIDS Help Desk staff are notified that your payment was rejected, they will contact you to correct the error. You will need to correct the error in the Provider Portal. Once you verify the correct entry of your routing and account number, and the system has been re-set, the CCIDS Help Desk staff will ensure that your payment will be processed in the next Friday “batch.” Your payment will be deposited in your account within 7-10 calendar days from that Friday’s “batch processing.”

*** We do not charge an hourly rate now; we charge for half days and full days. Do we need to implement an hourly rate?**

Yes, you do need to develop an hourly rate. To enter into a provider agreement with the Ohio Department of Job and Family Services, the Ohio Administrative Code requires providers to establish full-time weekly, part-time weekly and hourly rates for each age range of children they serve. While establishing rates is a business decision, OAC 5101:2-16-41 (C) (5) states: “hourly reimbursement shall be made when one-tenth of an hour up to six and nine-tenths hours of care are provided in a week.”

*** What if I entered incorrect rates in my provider agreement?**

You should promptly log into the Provider Portal and update your rates to ensure they are complete and accurate. If you have received an incorrect payment due to an incorrect rate entry, further communication on how this can be adjusted will be forthcoming. Please check your e-mail account for important messages.

For more information and access to other frequently asked questions, please visit the CCIDS Web site at <http://jfs.ohio.gov/cdc/CCIDS.stm>. Additional information and assistance can be sought from the CCIDS Help Desk at CCIDS_Help_Desk@jfs.ohio.gov or by calling 1-877-302-2347 toll-free 8 a.m. to 5 p.m. Monday through Friday.