

CCIDS_Help_Desk - Ohio Electronic Child Care (ECC) Provider Guidance Letter #6 - Unmatched Check-ins and Check-outs - February 10, 2012 and Provider Webinar Opportunity

From: CCIDS_Help_Desk
To: CCIDS_Help_Desk
Date: 2/10/2012 1:46 PM
Subject: Ohio Electronic Child Care (ECC) Provider Guidance Letter #6 - Unmatched Check-ins and Check-outs - February 10, 2012 and Provider Webinar Opportunity
Attachments: Provider Guidance Letter 6 Unmatched Check ins outs 02.10.12.pdf; GoToWebinar_Attendee_QuickRef_Guide.pdf

Dear Ohio Child Care Provider,

Please read this e-mail carefully as it contains important information regarding the Ohio Electronic Child Care (ECC) system.

Provider Webinar Opportunity

We will be offering two opportunities for child care providers to attend a presentation via webinar on Ohio ECC and the Provider Website (PWeb). If you are interested in attending, register as soon as possible, space is limited. Please only register to attend one of the webinars. The information presented will be the same for both sessions.

Providers may choose to attend a session on **February 28, 2012 - 10:00 am to 11:30 am** OR on **February 29, 2012 - 1:00 pm to 2:30 pm**.

Topics will include:

- Manual Claim Submission
- Payment Adjustment Requests
- Reviewing Transaction Information on the Provider Website (PWeb)
- Frequently Asked Questions and Answers

To register for the February 28 - 10:00 am to 11:30 am session, please click this link:

<https://www2.gotomeeting.com/register/819176978>

To register for the February 29 - 1:00 pm to 2:30 pm session, please click this link:

<https://www2.gotomeeting.com/register/203112538>

After registering for the Webinar, you will receive a confirmation e-mail containing information about joining the Webinar. Please follow these instructions to attend. Check your spam and/or quarantined items if you do not receive the confirmation e-mail after registering.

Attached you will find an "Attendees Guide" for attending webinars. We will be utilizing "VOIP" (Voice Over Internet Protocol) for the audio portion of the presentation. You must have speakers on your computer to hear the presentation.

To participate in the webinar, your system must meet the following minimum system requirements:

For PC-based attendees - Windows® 7, Vista, XP or 2003 Server

For Mac-based attendees - Mac OS® X 10.5 or newer

Please Note: CCIDS Help Desk staff cannot troubleshoot technical issues related to these webinars. It is the providers' responsibility to verify system requirements and ensure they have the proper equipment to participate.

Ohio ECC Provider Guidance Letter #6 – Unmatched Check-ins and Check-outs

The CCIDS Help Desk is issuing Ohio Electronic Child Care (ECC) **Provider Guidance Letter #6 - Unmatched Check-ins and Check-outs** to assist child care providers serving families receiving publicly funded child care (see attached).

It is imperative that all child care providers currently utilizing the Ohio ECC system familiarize themselves with this document, as this information may affect providers' payments.

Provider Guidance Letters will also be posted on the ODJFS Child Care Website at http://jfs.ohio.gov/cdc/CCIDS_Communications.stm at a later date for your reference. Please continue to monitor your e-mail and visit this website for additional provider guidance letters.

CCIDS Provider Portal Availability

The Provider Portal is unavailable on the following days and times for routine maintenance:

Friday, February 17, 2012 – 5:30 pm to 7:30 pm
Saturday, February 25, 2012 – 8:00 am to 4:00 pm
Wednesday, February 29, 2012 – 5:30 pm to 7:30 pm

The Provider Website (PWeb) will be available as scheduled and will not be affected by this routine maintenance to the CCIDS Provider Portal.

If you have questions about this information, please contact the CCIDS Help Desk by phone at 1-877-302-2347 or by e-mail at CCIDS_Help_Desk@jfs.ohio.gov . You may also contact your county department of job and family services (CDJFS) for additional information.

Thank you,

CCIDS Help Desk Team