

Important Information about Provider Payments

Q. Will there be a delay in the processing of my payment if I am supposed to get paid the week of Thanksgiving?

A. Yes, your deposit may be delayed by one day due to the holiday. If you typically see your payment on a Thursday, and the holiday is Thursday and your bank is closed, then you should check with your bank to determine when the deposit will be reflected in your account.

Q. Will there be a delay in the processing of my payment if my county is scheduled to send invoices to ODJFS on the Friday after Thanksgiving?

A. The counties have been informed that they will need to submit to ODJFS by Wednesday (instead of Friday) of Thanksgiving week for the payment to be processed as usual. If the county does not submit by Wednesday, then the payment will be delayed. Payment information submitted by the Wednesday of Thanksgiving week will be processed by ODJFS and sent to provider accounts in the typical payment cycle. Providers should see the deposit 5-7 business days beginning the Monday after Thanksgiving, as usual.

Important Information about the CCIDS Provider Portal

The CCIDS Provider Portal will not be available on the following days due to scheduled maintenance and upcoming holidays:

Thursday, November 25
Friday, November 26
Saturday, November 27
Tuesday, November 30 (after 5:30 pm)

Providers will not be able to log in to track payments or make changes to forms. The system will be unavailable to the CCIDS Help Desk staff as well. The CCIDS Help Desk will be staffed on Friday, November 26, however will be unable to view any payment information.

Contact Information

To be added to or removed from this email blast please contact
CCIDS_Help_Desk@jfs.ohio.gov

Telephone: CCIDS Help Desk - 1-877-302-2347, choose option 1 for provider assistance.

November 23, 2010