CCIDS Child Care Information Data System

Ohio | Department of Job and Family Services

CCIDS Resource Guide

Ohio Department of Job and Family Services

CCIDS Help Desk
CCIDS_Help_Desk@jfs.ohio.gov
1-877-302-2347
Monday - Friday 8:00 a.m.to 5:00 p.m.

Option 1 – Provider support for the following:

- Payment questions (time frames, EFTs, etc.)
- CCIDS Provider Portal
- Provider Agreement
- Rate form
- Bank form
- 1099's

Option 2 – County technical support for CCIDS

Websites
BCCD - http://www.jfs.ohio.gov/cdc/childcare.stm

- News from BCCD – current events
- Information for Families
- Information for Providers
- CCIDS - Child Care Information Data System
  - CCIDS Provider Portal
  - Ohio Electronic Child Care (Ohio ECC)
- Resources
- Step Up To Quality
- COLTS-SOLAR - System for Online License Applications and Renewals

Office of Families and Children Help Desk
OCFfeedback@jfs.ohio.gov
1-866-886-3537, Option 4
Monday - Friday 8:00 a.m.to 5:00 p.m.

- Policy and county technical assistance
- Licensing/certification rule-related questions
- Complaints (may be e-mailed to above address)
- Unlicensed providers/Alleged operations
- Report serious incident, injury and illness
- How to open a Child Care Center/Type A Home

Ohio Electronic Child Care (ECC)

Ohio ECC Provider Helpline/IVR
1-888-516-4776 – automated response available 24/7

- Confirm attendance information
- Void transactions
- Report absences
- Verify child authorizations
- Retrieve payment information
- Point of Service (POS) device including troubleshooting and replacement
- Provider Website support
- Speak to a Customer Service Representative Monday - Friday 6:00 a.m. to 7:00 p.m.

Provider Website (PWeb)
https://www.eccproviderweb.ohio.gov/eccpw/

- View authorization information
- View transaction information
- View, download and print exception reports
- View, download and print payment detail information
- Record absences

Ohio ECC Caretaker (Parent) Helpline/IVR
1-888-796-4322 – automated response available 24/7
TTY 1-877-411-6059

- Activate card or change PIN
- Report lost, stolen or damaged card
- Request replacement card
- Speak to a Customer Service Representative Monday - Friday 6:00 a.m. to 7:00 p.m.

County Department of Job and Family Services

County JFS - http://jfs.ohio.gov/county

- Providers – Type B/In-Home Aide certification, eligibility and authorization information, manual claims
- Caretakers (parents) – applications, eligibility, authorizations, case changes (contact the child care caseworker)