

Ohio Department of Job & Family Services (ODJFS) Bureau of Child Care Policy & Operational Support

Provider Technical Assistance Letter 3-2014 Child Care Information Data Systems Provider Portal April 11, 2014

Background

Child care providers can submit and make changes to the provider agreement, rate information and banking information, as well as view detailed payment information and 1099-Misc tax forms through the Child Care Information Data Systems (CCIDS) Provider Portal. Below please find the provider portal schedule and additional resources.

CCIDS Provider Portal

The CCIDS Provider Portal is available Monday through Friday, from 7:00 a.m. to 7:30 p.m. and on Saturday from 8:00 a.m. to 4:00 p.m. with the following exceptions:

Available 7:00 a.m. to 5:30 p.m.	Unavailable due to monthly maintenance	Unavailable due to Memorial Day holiday
April 21, 2014 May 20, 2014	April 26, 2014	May 26, 2014
April 30, 2014 May 30, 2014	May 24, 2014	

CCIDS Provider Help Desk

Providers have several options to choose from when calling the Child Care Help Desk. If assistance is needed with the CCIDS Provider Portal, Ohio Electronic Child Care (Ohio ECC) Provider Website (PWeb), or specific provider information, select option one. Please have the following information ready as well as access to a computer, so timely service can be provided:

Child care centers and Type A Home providers

- 1) Caller name, program name and address
- 2) License number and user ID number
- 3) Last four digits of the bank account shown in the CCIDS Provider Portal

Type B Home providers

- 1) Name and address
- 2) License number and user ID number
- 3) Last four digits of the bank account shown in the CCIDS Provider Portal, if user ID is not given

Helpful Resources

Ohio ECC Provider Helpline: 1-888-516-4776

PWeb: <https://www.eccproviderweb.ohio.gov/eccpw>

Child Care Help Desk: 1-877-302-2347

Website: <http://jfs.ohio.gov/cdc/childcare.stm>

E-mail: ccids_business_unit@jfs.ohio.gov