

Message From the Project Team

The Ohio Department of Job and Family Services (ODJFS) is providing you with this e-blast to cover important information and answer popular questions about the Child Care Information Data System (CCIDS pronounced “kids”). Check your email and the CCIDS web page often for new information including provider communications, general information, Leadership Workgroup minutes and Provider Portal Instructions.

Eligibility and Authorization

The Eligibility and Authorization system is used by County Department of Job and Family Services (CDJFS) staff. This part of the system assists county staff with determining a families eligibility and authorizing a child to a particular provider. Providers cannot access eligibility and authorization information through the Provider Portal.

Centralized Payments

The Centralized Payment system issues payment to providers via electronic funds transfer. The CDJFS calculates the reimbursement amount and finalizes the payment information in the system. Every Friday, after close of business, ODJFS collects that payment information and begins the payment process. Payments are deposited within 5-7 business days after that Friday.

Provider Portal

Enhancements have been made to the CCIDS Provider Portal. You can now log into the CCIDS Provider Portal and view information about any payments that are currently being processed by ODJFS, as well as information on previous ODJFS issued payments. Attached are detailed instructions on how to use the CCIDS Provider Portal which include information on the newly enhanced Payment Detail Section. Please print and review the instructions.

If you log into the portal and open any one of the forms for the purposes of viewing, and you do **NOT** make any changes to the information, select the “No Changes” button at the bottom of the form to exit the screen. No new information will be sent to ODJFS, and all previously submitted information will remain unchanged.

Email Communications with Providers

ODJFS is currently sending emails with important information instead of paper letters to providers with provider agreements. If you know of a provider who is not receiving these emails, encourage them to check their email address in the provider portal. The email address is visible at the top of the Home Page. Email addresses can be changed by updating the Bank or Rate form and selecting the “Submit” button on that screen.

CCIDS Web Page <http://jfs.ohio.gov/cdc/CCIDS.stm>

Many communications to providers are located on the CCIDS web site. These include letters that have been mailed to providers and e-blasts that have been emailed to providers. Please visit the CCIDS web page frequently to keep up to date on important information with the project.

Payment Detail

The Payment Detail section on the Provider Portal has new enhancement. These new options are outlined here for your convenience.

- You will no longer need to enter the date of deposit to view a specific Payment Detail Report.
- Payment information for any ODJFS issued payment is available.

How Does it Work?

The portal lists a date in the Date Created column only when ODJFS has picked up a payment from the CDJFS to process. If no date appears, then the county is still calculating your payment. This new function allows you to check if a payment is in process and the amount of the payment being processed. You can use this option at your convenience instead of having to call the CCIDS Help Desk for the information. ODJFS continues to pick up finalized payment amounts from the CDJFS on Friday after close of business. Payments continue to be deposited within 5-7 business days after that Friday.

The current payment status and the date the status was created are visible on the Home Page. Also on the Home Page, a table with Status Code Definitions is available to help you understand the status of your payment.

A Payment Detail Report is available to view when the status is **not** W. Click on View Report to view the report for a particular payment. To print the report, scroll to the bottom of the report and select print. A window will open on your screen allowing you to change the paper format in the printer set up to landscape. The paper preference must be in landscape for all information on the report to print correctly.

Any questions about the **amount of payment** should be directed to the CDJFS, as they currently calculate the reimbursement.

Time and Attendance (TA) - planned for April 2011

The Time and Attendance system utilizes a Point of Service (POS) device, located where child care services are being provided, and a "swipe card" used by the caretaker to check in and check out children receiving Publicly Funded Child Care (PFCC) services. Once the check in and check out times are captured, the information is electronically submitted to ODJFS on a daily basis. The system will perform automatic payment calculations and providers will be paid via direct deposit on a weekly basis. In addition, the Time and Attendance system will offer providers a variety of management tools and reports via the POS device, a provider website, and an interactive voice response (IVR) system. Providers will receive on-site delivery, set-up, and training for the POS device.

Important Dates

November 2010	First letter mailed to caretakers in pilot counties regarding Time and Attendance
November 2010	Outreach materials mailed to providers in pilot counties regarding Point of Service (POS) machines
December 15, 2010	Time and Attendance GO LIVE! for ODJFS state staff/ACS
December 2010	Second letter (including swipe cards) mailed to caretakers in pilot counties
December 2010	Outreach materials mailed to providers statewide regarding Point of Service (POS) machines
February 2011	First letter mailed to caretakers statewide regarding Time and Attendance

March 2011 Second letter (including swipe cards) mailed to caretakers statewide
April 2011 Time and Attendance GO LIVE! Statewide

Recently asked: Questions & Answers

Q. What is an interactive voice response system (IVR)?

A. The IVR is an automated phone system that offers you options to choose from to reach a certain office/individual by speaking a certain number or name into the telephone. If you are having difficulty with the Point of Service (POS) device you will call the IVR (number will be given at a later date).

For example, when you call the CCIDS Help Desk there is a pre-recorded message that says "If you are a child care provider and have specific questions regarding the provider portal, provider agreement, payments, deductions, remittance reports or 1099's please press 1." If the CCIDS Help Desk system was a voice response system you would say "1" instead of pushing the number 1 on your phone.

Q. Will the IVR record and listen in on conversations?

A. No, the IVR is a tool that allows the caller to speak a command into the phone to get assistance with or information about the Point of Service machine and swipe card.

Q. How do I know how much I'm going to be paid?

A. Log into the CCIDS Provider Portal and view payments that are currently being processed.

Q. How can I see eligibility and authorization information on the portal?

A. This information is not available on the portal. When Time and Attendance is in place, this information will be available to the providers on the Point of Service (POS) machine.

Q. Why doesn't the county process my invoices as soon as I submit them to the county?

A. According to rule 5101:2-16-07 of the OAC, the CDJFS has 90 days from the first day of service to calculate the reimbursement amount. For example, if you submit an invoice to the county for July services, and the first day of service on those invoices is for July 1, then the county has 90 days from July 1 (which would be the end of September) to determine your reimbursement amount.

Q. How can others within my organization receive provider emails?

A. The Rate Information Form and Banking Information Form only allow for one email address to be added. Emails that are specific to providers with Provider Agreements are only sent to the email entered into the CCIDS Provider Portal. However, email blasts, such as this one, will be sent periodically to the general provider email group in addition to providers with Provider Agreements. Some provider specific emails are posted on the CCIDS web page. If you wish to have additional email addresses added for things such

as email blasts, please send those addresses to the CCIDS_Help_Desk@jfs.ohio.gov with a request to be added to the email group.

Q. What happens with the swipe card system when a parent forgets to sign in or out? How do the school children that I drop off at school get signed out with the swipe card?

A. Parents will have the option of using the swipe card to back swipe for a period of time after the date services were provided to capture this information. Additional information will be provided to providers and caretakers regarding the back swipe period as we get closer to our roll out.

Q. My phone number or address is incorrect on the portal (Provider Agreement, Bank Form or Rate Form). How do I change that information?

A. Certified providers, ODE providers and Out of State Providers must contact the CDJFS to request this information be changed. Please note, if you request a change in address information (including the correction of a spelling error) you will be required to re-submit your Provider Agreement, Bank Form and Rate Form. ODJFS licensed providers must contact their licensing specialist to request any changes to their address or phone number.

Helpful Links

CCIDS Web Page <http://jfs.ohio.gov/cdc/CCIDS.stm>

Child Care in Ohio <http://www.jfs.ohio.gov/cdc/childcare.stm>

Insurance Director Urges In-Home Child Care Providers To Check Insurance Coverage
<http://ohio.gov/news/2010/06/>

CCIDS Provider Portal <https://www.ccidsportal.ohio.gov>

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.

August 10, 2010