



DID YOU KNOW?



EBT cards are generated for NEW child care cases the day the agreement uploads to EPPIC. Cards should be received within 7-10 days.

If card is not received within 2 weeks contact CCC immediately at 609-989-9010.



PAID CLOSURE POLICY

The State of New Jersey, Division of Family Development (DFD) allows child care providers to submit a maximum of 22 paid closure days, per contract period (Oct. 1-Sept. 30). Use the *ECC Calendar Closure Form*, found with the link below:

<http://www.childcareconnection-nj.org/pdf/ECC%20Closure%20Calendar%20Form.pdf>

These dates **MUST** be submitted to CCC each year for entry in ECC. Dates cannot be entered once they are outside the back-swipe period. **Parents cannot record attendance for approved closures.**

You can view your closures on your web portal. Select the *Closures* tab.

Provider Tips for Success Using E-Child Care

Set Parent Expectations Day 1!

- Explain how ECC works...don't assume they know
- Ensure parent has an EBT card – *providers can see a linked card through the web portal*
- Ensure parent knows the location of your POS or IVR
- Check transactions daily...communicate with parents
- Make all corrections within 13-day back-swipe period



Successful Swipes



Equals



Payment

LINKING AND ACTIVATING CARD INSTRUCTIONS

EBT CARDS ARE ASSOCIATED WITH A CASE NUMBER

Families First cards issued by Social Services must be LINKED to the E-Child Care case. Call 609-989-9010 to have card linked or use the *ECC Card Request Form*, found on ccc-nj.org.

Cards mailed to parents from Xerox are **already linked**:

A linked card is ready for activation the next day: Call the number on the back of the card (800-997-3333). Select option #2 (child care) and follow prompts to create the 4-digit child care pin.

ECC CORNER – Child Care Connection Provider E-Newsletter

TROUBLESHOOTING ERROR CODES:

The goal is to receive “**success/approve**” responses for all recorded check-ins and check-outs. Each attendance entry should have a successful check-in and corresponding check-out. **NOTE:** Attendance should be recorded in sequence. You must complete a day’s check-out before moving on to record another day.

In the event of errors:

Tips for Troubleshooting ECC Transaction Error Codes

- **(ED) Check-in not found**– parent trying to check out-but has not successfully checked in for a specific date
- **(DD) Check-in exists**– parent trying to check-in but has already successfully checked in for that day or a previous day which needs corresponding check-out
- **(AA) Attendance exists**– parent previously recorded attendance, sick, or absent day
- **(DE) Attendance overlaps** - parent previously recorded attendance and is trying to re-enter for same timeframe
- **(A0) Agreement not found** – parent is either using wrong 2-digit child number OR there is no agreement in ECC at this location for the timeframe being attempted
- **(55) Invalid PIN** – parent is not using correct pin for card. Call the 800 number on the back of the card if you need to reset your pin.

STOP! KNOW THE REGULATION

Can providers record attendance on the parent’s behalf using their swipe card?

No. The parent’s designee may not be a child care provider or anyone acting on the provider’s behalf. This is considered a misuse of the card and may result in the termination of the parent’s benefits as well as penalties and sanctions against the provider.

WEB PORTAL QUESTIONS???

**NEW STAFF...OR...NEED A REFRESHER?
SCHEDULE A TRAINING SESSION
CONTACT US AT 609-989-9010**