

e-CHILD CARE QUESTIONNAIRE FOR ACTIVE LICENSED CENTERS

- 1. Are you currently receiving child care subsidy reimbursement for six or more children?**
 - If yes, move on to question 2.
 - If no, stop here! In order to receive a Point of Service (POS) device from ACS you must have at least six children with current agreements for a child care subsidy from a Child Care Resource & Referral (CCR&R) agency in New Jersey.

- 2. Did you receive a package from ACS asking for your banking information and requesting you to send it back to them ASAP?**
 - If yes, move on to question 3.
 - If no, call Child Care Connection (609/989-9010) to make sure that your information is correct in the CARES and OMEGA systems.

- 3. Did you return the package to ACS?**
 - If yes, move on to question 4.
 - If no, please do so immediately. It is imperative that you mail the information back to ACS in order to start the ECC process.

- 4. Did you receive a call from MRI, an affiliate of ACS, to schedule a date and time to install a Point of Service (POS) device?**
 - If yes, keep the appointment! **Then** move on to question 5.
 - If no, call Child Care Connection (609/989-9010) and ask for your EPPIC I.D. number. Then call the provider help desk at 1-877-516-5776, and press 3 to speak with a customer service representative.

- 5. When MRI came, were they able to install the POS device?**
 - If yes, you are ready to begin the process starting January 1, 2012. Move to question 6.
 - If no, please call Child Care Connection immediately at 609/989-9010.

- 6. When your POS device installation was complete, did MRI provide you with training on how to use it?**
 - If yes, great! But remember – DO NOT use the POS device until Jan., 1, 2012.
 - If no and you are unsure of how to use the POS device, you can log on to www.echildcarenj.org for instructions.

- 7. Have your parents with children on subsidy activated their Families First cards?**
 - If yes, great! Parents' cards need to be activated in order for you to get paid by ACS.
 - If no, please download the flyer *How to Activate and Use Your ECC Swipe Card*, available in the **E-Child Care-Parents Section** of Child Care Connection's Web site: [www. http://www.childcareconnection-nj.org/e_child_care.cfm](http://www.childcareconnection-nj.org/e_child_care.cfm).

