



DID YOU KNOW?

AN IMPORTANT MESSAGE regarding your POS supply reimbursement payments can be found under *News and Notices* on the ECC provider web portal.

www.echildcarenj.org

WANT A POS DEVICE?



The Division of Family Development (DFD) has updated requirements to receive a POS device. Any licensed center with at least one child care agreement is now eligible to receive a POS device. Centers with 75 or more agreements qualify for a high-speed POS device. You must submit a *New Jersey Provider Agreement* form found in the POS Provider Packet or select the link below:

https://www.echildcarenj.org/eccpw/pdf/NJECC_POS_Provider_Packet.pdf

WHAT IS GOOD CAUSE?

The Provider Payment Discrepancy Process

Parents are required to record attendance daily for all authorized dates in the ECC web portal. Providers can access the portal to monitor the attendance transactions.

It is crucial that providers **proactively** report ECC issues to the CCR&R (Child Care Connection) within the prescribed 13-day back-swipe period to minimize discrepancy occurrences.

Providers must submit eligible discrepancy requests within 60 days of the payment date.

The following are scenarios that might result in inaccurate or no payment and may be “good cause” for a discrepancy request

- Providers do not yet have POS devices installed
- Providers are not yet connected to the IVR system
- Parents have not yet received or pinned their cards
- Parents have lost EBT cards that aren't replaced by the end of the back-swipe period
- Rate adjustments
- Banking Issues

State regulations outlined in the agreement certification addendum state, “failure of the applicant/designee and/or provider to properly use ECC **WILL** result in underpayment or non-payment for child care services.”

Use Best Practices – Reconcile your transactions daily!

ECC CORNER – Child Care Connection Provider e-Newsletter

How to Submit an ECC Provider Payment Discrepancy

1. Refer to the *Provider Payment Discrepancy Procedure* on the CCC website, or use the link below:

<http://www.childcareconnection-nj.org/pdf/Discrepancy%20Payment%20Instructions%20-%20Revised.pdf>

2. Complete the *ECC Provider Discrepancy Form* as shown below:

E-Child Care Provider Payment Discrepancy Form

CCR&R Agency: **CHILD CARE CONNECTION** Date: _____

EPPIC ID Number: _____ Telephone: _____

Name of Provider: _____

Provider's Address: _____

New address and/or phone number:

Case Number:	Parent Name:
Child's Name	Discrepancy payment dates
1.	
2.	
3.	
4.	

"Good Cause" Reasons: (provide explanations below)

<input type="checkbox"/> POS device or Phone issues	<input type="checkbox"/> Parent refuses to use ECC
<input type="checkbox"/> Parent awaiting EBT Card	<input type="checkbox"/> CCC will issue non-compliance notification
Date sent to Xerox: _____	<input type="checkbox"/> Rate Adjustment
<input type="checkbox"/> Banking Issues:	<input type="checkbox"/> Other
Date sent to Xerox: _____	
Date reported to CCC: _____	

Explanation: _____

Required Documentation, must accompany this form or it will be returned:

1. Copy of signed child care agreement.
2. EPPIC Agreement Profile.
3. Provider payment detail for requested period of service.

Provider Signature: _____ Date: _____

Findings and Action Taken – For CCC Use Only	
Verified information in EPPIC	Y/N
Checked Agreement in Source System	Y/N
Issued Attendance Log:	Y/N Date: _____
Reason for denial:	
Staff Signature: _____	Supervisor's Approval: _____

Complete all provider information. Submission must be within 60 days of payment.

- List case number & parent name
- One family (case) per page
- List only dates not paid

Select the appropriate "good cause" reason, and provide a detailed explanation, if necessary.

NJCK PAPA or WFNJ Agreement

Attach EPPIC agreement and detail payment pages from web portal to show proof of eligibility and reconciled non-payment for requested dates.

3. Submit completed form and required documents to CCC, by mail or fax.
4. CCC reviews discrepancies bi-monthly and will (a) approve and issue ECC attendance logs; or (b) send denial notification.



REPLACEMENT AND ALTERNATE EBT CARDS

All parents receiving State subsidy assistance must use ECC. Parents will be issued an EBT card. Families new to child care with an existing card may need to first “link” the card by contacting CCC @ 609-989-9010. Once linked, the cardholder must activate by calling 800-997-3333 (option #2) and following prompts to create a 4-digit PIN. Clients are permitted two alternate designee cards. **Providers cannot be designees.**

If you wish to fax a card request on behalf of a parent, please use the *E-Child Care Card Request Form* (sample below), found on the CCC website or use the following link:

http://www.childcareconnection-nj.org/pollimage.cfm?doc_id=621&size_code=Doc

**E-CHILD CARE
CARD REQUEST FORM**

****When provider is submitting on behalf of parent, ID verification is REQUIRED**

(Please print clearly.) Parent ID verified by: _____ (Name)
_____ (Eppic #)

Date: _____ REISSUE MY CARD

Family I.D.: _____

Print Parent Name: _____ DOB: _____

Current Address: _____ Phone: _____
City, State, Zip _____

Existing Families First Card 16-Digit No.: 6104-3400-____ - _____

To Whom It May Concern:

I am in need of e-Child Care cards for the following individuals, who will be dropping off/picking up my child(ren). I understand that I may designate no more than two (2) people and that my provider cannot be one of the designees.

(1) Designee Name: _____
Designee Date of Birth: _____

(2) Designee Name: _____
Designee Date of Birth: _____

Parent Signature Date

ONLY PARENT-APPLICANT IS PERMITTED TO REQUEST ADDITIONAL CARDS
For Internal Use: NACCRRWARE #: _____
Fax Completed Form to: 609-989-8060

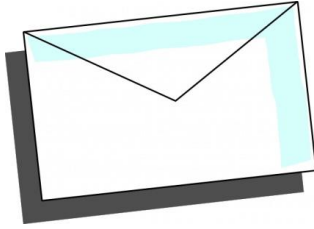
Revised 3/8/2013

Providers: Please ensure form is properly completed to prevent a delay in card processing.

Have you ?

- ✓ Verified the client ID
- ✓ Provided EPPIC #
- ✓ Given Case# or Family Identifier #
- ✓ Supplied Address/Phone #
- ✓ Asked about a designee
- ✓ Asked parent to sign
- ✓ Written *clearly* 😊

Thank you!



FAXING & MAILING E-CHILD CARE DOCUMENTS

The Division of Family Development (DFD) permits faxed ECC attendance logs.

CCC requests that you **do not fax and mail** or repeatedly fax the same ECC documents. These duplicate submissions must be logged, reviewed, and processed, or identified as duplications, causing unnecessary work and longer processing times. Please determine your desired method of submission. If you fax documents, please configure your fax machine settings, and maintain a transmission confirmation page for your records.



**New Jersey ECC
Provider Web Portal User Guide**



Need assistance navigating the provider web portal? Refer to the *ECC Web Portal User Guide* accessible from the provider web portal HOME PAGE:

https://www.echildcarenj.org/eccpw/pdf/NJECC_Provider_Web_Portal_User_Guide.pdf

You can also schedule individual training with our ECC fiscal specialists @ 609-989-9010.



ECC CUSTOMER SATISFACTION SURVEY

Check your e-mail: Fall 2016