

# Provider Forum E-Child Care (ECC)



THE CHILDREN'S HOME SOCIETY OF NJ  
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# What is ECC?



- **January 1, 2012, DFD launched e-Child Care (ECC) statewide, New Jersey's child care assistance program electronic child care subsidized attendance and payment system.**
- **All parents receiving child care assistance and providers accepting a child care subsidy are required to use ECC.**

# Benefits of ECC



- Real time attendance transactions can be seen in the provider portal
- Access to payment records online on the ECC portal
- Payments are made electronically through ACH deposits
- Attendance information can also be obtained through the IVR (interactive voice response) and/or the POS (point of service) device

# How does ECC work?



- E-child care places the responsibility on the parent to record the time and attendance for the child(ren) by using the IVR or POS device
- Parent transactions can be confirmed on the portal by the provider and parents can be notified of missing transactions

# Transactions



Transactions should be done each day by the parent so that the provider can be paid in a timely manner.

The portal can be monitored for the following:

- Check In
- Check out
- Previous Check In
- Previous Check Out
- Sick Day
- Absent Day

# Error Messages



Error messages are important because they let the parent know what they are doing wrong. Error messages won't create payments but it is very important for a parent to continue to transact when an issue occurs. Error messages might result in a payment for good cause since they show attempts on the part of the parent to comply. . Continuous requests for vouchers over the same error may result in a denial for good cause. It is your responsibility to review and be aware of these unsuccessful transactions. You must either void a transaction or advise a parent what steps need to be taken so that they can transact successfully once again. Please call the office so that we can assist you with these issues.

# Error Messages continued



- **Check In exists:** If parents are trying to check in, but have already successfully checked in for that day or have previously checked in with no corresponding check out
- **Check In Not Found:** the parent is trying to check out, but has not successfully checked in, parent needs to do a “previous check in” with the date and time of the date in question, then they can check out

# Error Messages Continued



- **Attendance Overlap:** the check in and check-out was previously successful for that day and the parent was trying to re-enter that day. This also occurs when the number of days for a part time agreement has been exceeded.
- **Agreement Not Found:** the parent may be putting in the incorrect I.D. number, (2 digit number assigned to child). Check the web portal for the number assigned to child. The numbers may not correspond to birth order. Has the agreement ended? Check the portal!



# Good Cause



It is imperative that child care providers be aware of the transactions in their ECC portal. If you are unable to determine active agreements or daily transactions in your portal, please contact CHS of NJ for a portal training. Parents are required to transact attendance daily by phone or POS device. Successful transactions create payments to you. There are situations that allow for attendance logs to be created so your payment can be corrected. Our agency must follow the rules that have been given to us by the State of NJ and not all requests for attendance logs are met. A request must follow the “good cause” rule. There are exceptions that may be allowed for the issuance of vouchers for payment of services. These reasons are known as “Good Cause”

# Reasons for Good Cause



- **WFNJ cases with delays in entry**
- **CPS (DYFS) cases with delays in entry**
- **No equipment (No POS device installed; not connected to the IVR system yet)**
- **System problems (EPPIC is down, issues with transactions)**
- **Verified transactions issues**
- **Telephone problems which create issues for families in calling or swiping**
- **No initial Families First card, or delay in reissuing lost/stolen card**

# Good Cause continued



CHS of NJ will take the following steps prior to denying a provider's submitted attendance vouchers and/or discrepancy forms:

- Determine circumstance for delayed, inaccurate or lack of payment and verify that the issue meets the Good Cause criteria
- Any other circumstance requires the approval of the DFD
- Mailings on this subject have occurred and will continue on this subject
- DFD has advised that parents who have the ability to call/swipe and fail to do so will not be considered as a Good Cause for any provider to request a Discrepancy Form so that payment can be made.
- Payment will be forfeited at that time

# Good Cause continued



- It is imperative that parent's continue to transact when receiving error messages. These attempts to remain in compliance will allow the issuance of attendance logs/vouchers after the receipt of your discrepancy form. (A parent who is receiving error messages when they check in should continue to make this attempt until the issue has been resolved. This will show itself as a "good cause" effort on the part of the parent and allow for the issuance of an attendance voucher for your facility. It is vital that parents transact daily, even when frustrated with error messages.)

# Submission of Discrepancy Form



- Request for payment must be made no more than 60 days from the date of payment.
- An example would be if the payment is made to a provider on July 1, the request cannot be made after September 1.
- Research is done to determine if the request fits the good cause criterion
- If the request is a valid one, an attendance log will be sent

# Attendance Logs



- Attendance logs may not be paid more than 60 days from the date of payment.
- As soon as an attendance log is sent, it must be filled out for the requested days, signed and dated by the parent and provider
- This attendance log must be mailed or hand delivered to CHS of NJ, no faxed copies are accepted

# Closure Days



- The state will allow 22 closed days per contract year
- The contract year is October 1<sup>st</sup> to September 30<sup>th</sup>.
- The days selected are at the provider's discretion and may not exceed five (5) days per month.
- Providers are required to send their closure days to CHS of NJ and this must occur prior to the actual date of closure.
- Emergency Closures can be added retroactively through the back swipe period.