The Children's Home Society of New Jersey
Provider Discrepancy Form – How to fill out and documentation Required

Discrepancy Form Information:

In order for case workers to help you with payments, it is important to know when TO submit a discrepancy form and when NOT TO submit a discrepancy form.

We do not want you to process unnecessary work, especially, if attendance logs were already submitted or going to be submitted.

PLEASE NOTE DISCREPANCY FORMS MUST BE SUBMITTED NO LATER THAN 60 DAYS FROM THE DATE POINT OF SERVICE PAID.

DO: Submit Discrepancy Forms For:

- When a lost card was reported and new card was not received in time to back swipe missed days.
- Client/parent transacted but received errors.
- ECC Phone or POS Swipe Machine was down and not repaired in time for client to back swipe missed days.

DO NOT: Submit Discrepancy Forms For:

- Child care before new clients’ child(ren) were placed in Eppic. Batch logs will be provided.
- A lapse in agreement due to annual re-determination. Batch logs will be provided.
- If client/parent has an ECC Card and an agreement in Eppic but did not transact attendance. We cannot pay if client does not transact attendance.

How to fill out Discrepancy Forms:

- All information must be filled out and if you’re not sure how to fill out the form or not sure if a discrepancy form is required please call ECC Specialist at (732) 557-9633 x136
- Only one period of service should be on each from and a reason should be checked off or explained in the details. See Period of Service Schedule to look up Payment Period Start Date and Payment Period End Date.
- All listed documentation is required.

Period of Service Schedule:

<table>
<thead>
<tr>
<th>Payment Period Start Date</th>
<th>Payment Period End Date</th>
<th>Backup Start Date</th>
<th>Backup End Date</th>
<th>Payment Processing Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>9/15/2021</td>
<td>9/19/2021</td>
<td>10/2/2021</td>
<td>10/6/2021</td>
<td>10/9/2021</td>
</tr>
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<td>10/17/2021</td>
<td>10/21/2021</td>
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<tr>
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<td>10/24/2021</td>
<td>10/28/2021</td>
<td>10/31/2021</td>
</tr>
</tbody>
</table>

E-Child Care Provider Payment Discrepancy Form

Provider Name: ____________________________
Date: ____________________________

Required documentation: 1. Copy of agreement in EPPIC. 2. Copy of items paid from EPPIC that show transacted attendance error.

Provider Signature: ____________________________
Date: ____________________________

Please submit this form immediately by Mail or Via Fax (732-922-3630)
The Children's Home Society of New Jersey
Please allow a minimum of 7 days for its 1200 Hooper Avenue, Suite 500
To be processed and reviewed for correctness and or legibility.
Toms River, NJ 08753

PLEASE NOTE DISCREPANCY FORMS MUST BE SUBMITTED NO LATER THAN 60 DAYS FROM THE DATE POINT OF SERVICE PAID.
The following pages from the Provider EPPIC website must be printed and submitted with each discrepancy form that requires some or all of these pages:

1. **COPY OF AGREEMENT IN EPPIC:**
2. **COPY OF ERRORS FROM EPPIC**
3. **PROVIDER PAYMENT DETAIL**

Go to The Children’s Home Society Website for details on how to print the above back-up in EPPIC:

https://www.chsofnj.org/ocean-ccrr-programs

Click on **PARENT/PROVIDER**

Click on: **Instructions – ECC Discrepancy Form Print-outs**