

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

<p>Discrepancy Form Information:</p> <p>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.</p> <p>We do not want you to process unnecessary work, especially, If attendance logs were already submitted or going to be submitted.</p> <p style="color: red; font-weight: bold;">PLEASE NOTE DISCREPANCY FORMS MUST BE SUBMITTED NO LATER THAN 60 DAYS FROM THE DATE POINT OF SERVICE PAID.</p>	<p>DO: Submit Discrepancy Forms For:</p> <ul style="list-style-type: none"> 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. 	<p>DO NOT: Submit Discrepancy Forms For:</p> <ul style="list-style-type: none"> Child care before new clients' child(ren) were placed in Eppic. Batch logs will be provided. A lapse in agreement due to annual redetermination. 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.
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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 form 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.

E-Child Care Provider Payment Discrepancy Form

CCR&R Agency: THE CHILDREN'S HOME SOCIETY OF NJ Date: _____
 EPPIC ID Number: _____ Telephone #: _____
 Provider Name: _____
 Address: _____
 Period of Service (1 POS Only) From: _____ To: _____
 Subsidy Case Manager: _____ POS User IVR User
 Case Number: _____ Parent Name: _____

Child(s) Name:	Discrepancy payment dates in question:
1	
2	
3	

"Good Cause" Reasons: Check box(es) (or provide an explanation below)

<input type="checkbox"/> POS device or IVR Phone issues	<input type="checkbox"/> Parent Lost ECC Card
<input type="checkbox"/> All Equipment Issues	<input type="checkbox"/> Date reported to CHSOFNJ
<input type="checkbox"/> Orders/Problems/Banking	<input type="checkbox"/> Date Adjustment
<input type="checkbox"/> Date reported to CONDUENT	<input type="checkbox"/> Parent received Errors
<input type="checkbox"/> Date reported to CHSOFNJ	<input type="checkbox"/> Other

Explanation: _____

Requires documentation, **must accompany** this form for all children **or it will be returned:**

- Copy of agreement in EPPIC.
- Copy of Errors printed from EPPIC that shows transacting attendance errors.
- Provider payment detail for requested period of service printed from EPPIC.

Provider Signature: _____ Date: _____

Findings and Action Taken - For CHSOFNJ Use Only	
Verified information in EPPIC	Y/N
Checked Agreement in Source System	Y/N
Issued Attendance Log:	Y/N Date: _____
Reason for denial:	
<input type="checkbox"/> Parent refuses to use ECC; ECC Specialist will issue non-compliance notification.	
Staff Initials:	

Please submit this form immediately by Mail to: The Children's Home Society of New Jersey
 1433 Hooper Avenue, Suite 340
 Toms River, NJ 08753

Or Via Fax#: (732)557-0588
 Please allow a minimum of 5 days for this issue to be researched and reviewed for attendance log to be mailed.

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

2021 - eChildCare (ECC) Payment Dates									
EPPIC Pay	Pay	Reporting Month	Payment Period Start Date	Payment Period End Date	Backswipe Period Start Date	Backswipe Period End Date	Payment Processing	Direct Deposit	
258	1	Oct	9/13/2020	9/26/2020	9/14/2020	10/9/2020	10/11/2020	10/13/2020	
259	2		9/27/2020	10/10/2020	9/28/2020	10/23/2020	10/25/2020	10/27/2020	
260	3	Nov	10/11/2020	10/24/2020	10/12/2020	11/6/2020	11/8/2020	11/10/2020	
261	4		10/25/2020	11/7/2020	10/26/2020	11/20/2020	11/22/2020	11/24/2020	
262	5	Dec	11/8/2020	11/21/2020	11/9/2020	12/4/2020	12/6/2020	12/8/2020	
263	6		11/22/2020	12/5/2020	11/23/2020	12/18/2020	12/20/2020	12/22/2020	
264	7		12/6/2020	12/19/2020	12/7/2020	1/1/2021	1/3/2021	1/5/2021	
265	8	Jan	12/20/2020	1/2/2021	12/21/2020	1/15/2021	1/17/2021	1/19/2021	
266	9		1/3/2021	1/16/2021	1/4/2021	1/29/2021	1/31/2021	2/2/2021	
267	10	Feb	1/17/2021	1/30/2021	1/18/2021	2/12/2021	2/14/2021	2/16/2021	
268	11		1/31/2021	2/13/2021	2/1/2021	2/26/2021	2/28/2021	3/2/2021	
269	12	Mar	2/14/2021	2/27/2021	2/15/2021	3/12/2021	3/14/2021	3/16/2021	
270	13		2/28/2021	3/13/2021	3/1/2021	3/26/2021	3/28/2021	3/30/2021	
271	14	Apr	3/14/2021	3/27/2021	3/15/2021	4/9/2021	4/11/2021	4/13/2021	
272	15		3/28/2021	4/10/2021	3/29/2021	4/23/2021	4/25/2021	4/27/2021	
273	16	May	4/11/2021	4/24/2021	4/12/2021	5/7/2021	5/9/2021	5/11/2021	
274	17		4/25/2021	5/8/2021	4/26/2021	5/21/2021	5/23/2021	5/25/2021	
275	18	June	5/9/2021	5/22/2021	5/10/2021	6/4/2021	6/6/2021	6/8/2021	
276	19		5/23/2021	6/5/2021	5/24/2021	6/18/2021	6/20/2021	6/22/2021	
277	20	July	6/6/2021	6/19/2021	6/7/2021	7/2/2021	7/4/2021	7/6/2021	
278	21		6/20/2021	7/3/2021	6/21/2021	7/16/2021	7/18/2021	7/20/2021	
279	22	Aug	7/4/2021	7/17/2021	7/5/2021	7/30/2021	8/1/2021	8/3/2021	
280	23		7/18/2021	7/31/2021	7/19/2021	8/13/2021	8/15/2021	8/17/2021	
281	24		8/1/2021	8/14/2021	8/2/2021	8/27/2021	8/29/2021	8/31/2021	
282	25	Sept	8/15/2021	8/28/2021	8/16/2021	9/10/2021	9/12/2021	9/14/2021	
283	26		8/29/2021	9/11/2021	8/30/2021	9/24/2021	9/26/2021	9/28/2021	

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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

Trans Date/Time	Case #	Child Name	Child #	Trans Type	Entry D/T	Response
10/22/2019 09:15 AM			01	IN	10/22/2019 09:15 AM	(DD) CHECK-IN EXISTS
10/21/2019 04:45 PM			01	OUT	10/21/2019 04:46 PM	(ED) CHECK-IN NOT FOUND
10/21/2019 09:30 AM			01	IN	10/21/2019 09:31 AM	(DD) CHECK-IN EXISTS
10/18/2019 04:15 PM			01	IN	10/18/2019 04:15 PM	(DD) CHECK-IN EXISTS
10/18/2019 08:58 AM			01	IN	10/18/2019 08:58 AM	(DD) CHECK-IN EXISTS
10/17/2019 04:46 PM			01	OUT	10/17/2019 04:46 PM	(ED) CHECK-IN NOT FOUND
10/17/2019 08:51 AM			01	IN	10/17/2019 08:51 AM	(DD) CHECK-IN EXISTS
10/16/2019 04:04 PM			01	IN	10/16/2019 04:04 PM	(DD) CHECK-IN EXISTS

3. PROVIDER PAYMENT DETAIL

EPPIC Provider ID	Attendance Amount	Co-pay	Deductions/Adjustments	Total
	\$ 11.00	\$0.00	\$0.00	11.00
Total Payment Amount				11.00

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-crr-programs>

Click on **PARENT/PROVIDER**

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