

**Provider Guidance Letter No. 7**

**Date:** February 24, 2012

**Subject:** CCIDS Help Desk and Ohio ECC Provider Helpline Assistance

There are two call centers designed to support child care providers using the Ohio Electronic Child Care (ECC) system.

The CCIDS Help Desk, 1-877-302-2347, is operated by ODJFS. The primary purpose of this Help Desk is to provide county department of job and family services (CDJFS) with system support and assist providers with questions regarding payments, deductions, 1099s and ODJFS Provider Agreement related issues, including accessing the CCIDS Provider Portal.

A provider would call the CCIDS Help Desk for questions such as:

- What is my CCP number?
- What should I do if I didn't receive my 1099?
- Why is this child's payment incorrect?
- Why were there deductions taken from my pay?
- When are my rates effective?
- How do I enter new banking information?

The Ohio ECC Provider Helpline, 1-888-516-4776, is operated by ACS, our vendor for Ohio ECC. The Provider Helpline provides support to providers, including maintenance and troubleshooting problems with the POS device, and answering questions about the Provider Website (PWeb), including questions regarding attendance and transactions displayed in the PWeb.

In addition, the Provider Helpline offers an automated feature called an IVR, or Interactive Voice Response system, to allow providers to perform actions and receive information over the telephone using a series of numeric prompts. Providers can perform voids, report absent days and hear attendance and payment information using the IVR.

A provider would call the Ohio ECC Provider Helpline for questions such as:

- How do I get my POS device repaired?
- How do I reset my password on the PWeb?
- What does the transaction codes "M/IN" and "P/OUT" stand for?
- How do I report absent days?
- How do I void a transaction?

It is important to recognize that while the customer service representatives (CSRs) at both call centers are available to assist providers, the CSR *cannot* go through individual transactions with you over the phone.

Providers can view their children's daily attendance transactions on the PWeb and view unmatched check-in/check-out transactions on the PWeb or POS device.

If you have *specific* issues or concerns the CSR can research and provide a response or elevate to the next level for additional assistance depending on the issue/concern. Both call centers have trained CSRs answering the phone who are able to answer general questions; this is sometimes referred to as "Tier 1" assistance. However, if your issue should require a more thorough review or additional research, the CSR can elevate your issue to someone with more specialized training or what is often referred to as "Tier 2" assistance. Typically the Tier 1 CSR will ask for specific details about the situation and create a "ticket" for the Tier 2 associate. One key to getting your issue resolved quickly is to provide the CSR with specific, detailed and accurate information about the issue you are having. This includes your name, provider number, telephone number, child(ren)'s names that are being affected and the dates of service. Failure to provide the necessary information can significantly increase the time to resolve.

Sometimes there are issues that are more general and affect more than one provider. In these situations the CSR may inform you that the issue has already been identified and is in the process of being fixed, therefore requiring no further research. Because of the complexity of some of these issues, CSRs cannot always give time frames for when a particular problem might be fixed.