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January 25, 2012

TO: CHILD CARE RESOURCE AND REFERRAL (CCR&R) DIRECTORS

SUBJECT: PAYMENT PROCESSING AND PAYMENT DISCREPANCY REPORTING

DFD Instruction No. 12-01-05

Regulatory References: N.J.A.C. 10:15-2.4 (a)

This Instruction will impact the following programs: DFD Child Care Programs

PURPOSE

To provide guidance to CCR&Rs regarding the processing of payment for discrepancies that may result during the implementation of E-ChildCare (ECC). This will require CCR&Rs to enter manual claims and adjustments into EPPIC so that providers receive reimbursements for services rendered in a timely manner.

BACKGROUND

DFD continues to monitor EPPIC. There are ongoing systems reviews and corrections that will be implemented at a future date.

PROGRAM

If the time and attendance for a child is not recorded by the parent before the end of the back swipe period, a successful check-in and check-out transaction will not be noted in EPPIC, and the direct deposit will not include payment for these services. This time and attendance activity cannot be retroactively entered into EPPIC. Payment can only be made through manual claims and adjustments.

Please note, for the January 1st – 14th reporting cycle, the back swipe period did not begin on January 15th, it began immediately. The back swipe period is a rolling period of current day and the previous 13 days. A cardholder can do attendance transactions for this time period. If they waited until 1/15, then they only have that day to go back to the beginning (1/2 and cannot go back to 1/1). On 1/16 they can only go back to 1/3, and on 1/17 they can only go back to 1/4 and so on.

Payments are based on the date of transactions and not the date that the person performed the transaction. For example, the payment period of January 1st thru January 14th will be calculated on January 29th. A successful previous check-in/out done today for January 10th will be calculated on January 29th. The payment period of January 15th thru January 28th will be calculated on February 12th. A successful previous check-in/out done today for January 16th will be calculated on February 12th.

PROCEDURES & ADJUSTMENTS

The following are scenarios that might result in an inaccurate payment or no payment made:

Non-Systems Related –

- Providers who do not have POS devices installed yet;
- Providers who are not connected to the IVR system yet;
- Parents who have not yet received or pinned their cards;
- Parents who have lost EBT cards that aren't replaced by the end of the back swipe period, and other technical issues.

Systems Related – System revisions for specific payment issues that are in process and will not be made until a future date. (Until such time, payments may not be accurate and will require provider notification of payment issues to the CCR&R and CCR&R verification and calculation of payment in EPPIC.)

Provider Responsibilities

1. Submit ECC Attendance Log; – Signed by both the Parent and Provider. One form must be submitted for each child where there is a discrepancy in the payment.
2. Submit Payment Discrepancy Form – Signed by the provider only.

These forms are due by the close of the payment cycle (refer to E-Child Care 2012 Payment Cycle Dates attachment). A delay in submitting the forms will result in delays in processing the payment adjustment for the service rendered. Please note, the ECC Attendance Log must be signed by both the parent and the provider. The Payment Discrepancy Form is signed by the provider only. These forms can be submitted by fax or mail to the CCR&R.

For each child for whom time and attendance was not recorded or paid correctly, the parent needs to sign off on one log for each child in order to resolve the payment issue.

CCR&R Responsibilities

1. Verify all information provided on Payment Discrepancy Form and ECC Attendance Log for each child. Ensure that the forms are accurately and completely filled out.
2. Review and verify the time and attendance data for each child to ensure that accurate payment adjustments are made.
3. Review and verify the agreement for each child in the source system (CARES or OMEGA) for appropriate dates and level of service. The data must be verified with EPPIC.
4. Manually calculate the payment adjustment by reviewing the agreement for each child within the payment cycle.
 - a. Verify the actual time and attendance as claimed on the ECC attendance log form.
 - b. Determine if EPPIC has recorded a successful check-in and check-out for each day's time and attendance.
 - c. Determine if EPPIC has issued a payment for the time and attendance submitted on the ECC Attendance Log.
 - d. Calculate the amount due for time and attendance not recorded or not paid correctly within the EPPIC system.
5. Enter manual claim or adjustment in EPPIC following the instructions below.

Please note, steps above must be completed and entered into EPPIC. The date that the adjustment is paid will depend on whether a manual claim or adjustment is entered as noted below.

Manual Claims or Adjustments

Below is some general guidance regarding the use of Manual Claims or Adjustments.

The Administrative Terminal (AT) Manual includes more details about these transactions.

A few quick hints are noted below: Adjustments

Adjustments should only be used when the EPPIC agreement does not exist, meaning there is no active agreement for the date that needs to be paid such as:

- a. CPS child is receiving care and the agreement has not yet been created
- b. WFNJ parent is in an activity, but CWA has not yet entered codes to set up support
- c. In the cases of redetermination where the start date is in the past
- d. Vouchers for OMEGA services rendered before January 1, 2012 that were not processed

When doing an Adjustment, make sure to do the following:

You must enter the Case Number and EPPIC Agreement Number in the proper text field (NOT the notes field) or the funds disbursed will NOT be tracked to the Eligibility Type or the County or the source system (CARES or OMEGA). This will require separate CCR&R tracking for appropriate quarterly reporting.

The Effective Date determines the date the adjustment is paid. The effective date must be a date within the reporting period and it must be entered before the end of the back swipe period in order to pay in the next scheduled payment cycle.

For example, if you want the Adjustment to be paid in the first payment cycle – Payment is processed on January 29, 2012 and paid via direct deposit on January 31 then:

Regardless of the date you are actually entering the transaction, the Effective Date must be entered for any date between January 1 – January 14 (the days in the reporting cycle) and must be entered in the system before January 28. You are able to enter the adjustment during the back swipe period but must ensure the effective date is a date that falls during the reporting cycle. If you enter the effective date as a date in the back swipe period (January 21), then the adjustment will pay when the payment is made for the reporting period that covers January 15 – January 29 which is **February 14**.

Adjustments are completed from the adjustment button at the bottom of the Provider Profile screen.

Manual Claims

Perform a **MANUAL CLAIM** and not an Adjustment when an agreement exists for a date that you wish to pay (for example, a day where a swipe was missed).

Manual claims can only be entered after the back swipe period ends. During the back swipe period, the cardholder should perform a previous check-in/out to capture the time and attendance for missed days.

The Manual Claim button is located in the details of each Agreement. Please select Attendance, Sick Day, etc. from the drop down for each date of the agreement that requires a payment adjustment. This will ensure that funding is tracked clearly.

FISCAL

N/A

SYSTEMS

N/A

TRAINING

N/A

Sincerely,

SIGNED

Jeanette Page-Hawkins
Director

ATTACHMENTS: E-Child Care Provider Discrepancy Form
New Jersey ECC Attendance Log
2012 E-Child Care Payment Cycles

JPH:AKS:cct

**Department of Human Services
Division of Family Development
Office of Child Care Operations
ECC Attendance Log**

Return to: (Name/Address of CCR&R)				County:			
Provider Name:				EPPIC #:			
Site/Location Address:				Phone:			
Child's Name:		Parent's Name:		Case #:			
Check One	<input type="checkbox"/> WFNJ	<input type="checkbox"/> CCAP	<input type="checkbox"/> CPS or PACC	<input type="checkbox"/> DOE Wrap			

Instruction – This attendance log is a backup form and specific to ECC. Please note – this form does not replace the parents' requirement to check their child(ren) in and out daily using the ECC system. Send to CCR&R along with the payment discrepancy form immediately when information was not properly recorded in ECC.

	Sun	Mon	Tues	Wed	Thurs	Fri	Sat
Week of:							
Check-In Time:							
Check-Out Time:							
Week of:							
Check-In Time:							
Check-Out Time:							

I CERTIFY THIS IS AN ACCURATE ACCOUNT OF ATTENDANCE FOR THE CHILD REFERENCED ABOVE.

Both the Parent and Provider must sign and date below

Parent's/Guardian Signature	Date:
Provider's Signature	Date:

FOR OFFICE USE ONLY (Do not write below this line):

EPPIC Agreement #: _____ Total # of Days: _____ Daily Rate: _____ Weekly Copay: _____

# OF DAYS X DAILY RATE	TOTAL COPAY FOR VOUCHER PERIOD	PAYMENTS ALREADY RECEIVED	TOTAL ADJUSTMENT DUE

Comments:	Prepared by:
	Date:
	Adjusted by:
	Date:

**New Jersey Department of Human Services
Division of Family Development
Office of Child Care Operations**

E-Child Care Provider Payment Discrepancy Form

Name of CCR&R Agency: _____ Date: _____

EPPIC ID Number: _____ Telephone: _____

Name of Provider: _____

Provider's Address: _____

POS User

IVR User

New address and/or phone number: Y / N

Please complete and submit Proof of Attendance

Please complete and write reason or any additional information you think we will need.

*I was **not paid** accurately or **at all** for the child(ren) listed below on the POS indicated below:*

1. _____ FT PT **From:** _____ **To:** _____
Child's Name POS

Details: _____

2. _____ FT PT **From:** _____ **To:** _____
Child's Name POS

Details: _____

3. _____ FT PT **From:** _____ **To:** _____
Child's Name POS

Details: _____

4. _____ FT PT **From:** _____ **To:** _____
Child's Name POS

Details: _____

5. _____ FT PT **From:** _____ **To:** _____
Child's Name POS

Details: _____

6. _____ FT PT **From:** _____ **To:** _____
Child's Name POS

Details: _____

Provider Signature: _____ **Date:** _____

Child Care Resource and Referral Finding and Action Taken

Verified information in EPPIC Y / N **Other:** _____

Checked Agreement in Source System Y / N _____

Reviewed Attendance Log Y / N _____

Outcome of Finding and/or Action Required

Adjustment Made in AT _____ **No Discrepancy Found** _____

Manual Claim Required _____ **Other:** _____

Staff Signature: _____

Supervisor's Approval: _____

Please submit this form immediately to: Fax #: _____ or by mail to:

Please allow a minimum of 5 days for this issue to be researched and reviewed for adjustment on the next payment cycle.

2012 E-ChildCare Payment Dates				
Payment Period Start Date	Payment Period End Date	Payment Processing	2012 Direct Deposit	Backswipe Period - Rolling Period that begins with Current Day plus previous 13 Days Last Day to Swipe to ensure timely Payment is the Friday at the end of the Payment Period
PILOT:				
12/04/11	12/17/11	01/02/12	01/04/12	12/16/2011
12/18/11	12/31/11	01/15/12	01/18/12	12/30/2011
STATEWIDE:				
1/1	1/14	1/29	1/31	1/13/12
1/15	1/28	2/12	2/14	1/27/12
1/29	2/11	2/26	2/28	2/10/11
2/12	2/25	3/11	3/13	2/24/11
2/26	3/10	3/25	3/27	3/9/11
3/11	3/24	4/8	4/10	3/21/11
3/25	4/7	4/22	4/24	4/6/11
4/8	4/21	5/6	5/8	4/20/11
4/22	5/5	5/20	5/22	5/4/11
5/6	5/19	6/3	6/5	5/18/11
5/20	6/2	6/17	6/19	6/1/11
6/3	6/16	7/1	7/3	6/15/11
6/17	6/30	7/15	7/17	6/29/11
7/1	7/14	7/29	7/31	7/13/11
7/15	7/28	8/12	8/14	7/27/11
7/29	8/11	8/26	8/28	8/10/11
8/12	8/25	9/9	9/11	8/24/11
8/26	9/8	9/23	9/25	9/7/11
9/9	9/22	10/7	10/9	9/21/11
9/23	10/6	10/21	10/23	10/5/11
10/7	10/20	11/4	11/6	10/19/11
10/21	11/3	11/18	11/20	11/2/11
11/4	11/17	12/2	12/4	11/16/11
11/18	12/1	12/16	12/18	11/30/11
12/2	12/15	12/30	1/2/2013	12/14/11
12/16	12/29	1/13/2013	1/15/2013	12/28/11
12/30	1/12/2013	1/27/2013	1/29/2013	1/11/13
Bolded dates reflect changes to the normal payment date as noted:				
Most payments will occur on Tuesday., However, if a Federal Holiday is on Monday then the payment will not be issued until Wednesday.				