

New Jersey ECC

IVR Provider Quick Reference Guide for e-Child Care System

This guide outlines the most common functions of the New Jersey Provider IVR. Providers may contact the IVR for attendance information, voiding transactions, and support questions.

Reporting POS Equipment Problems

IVR Response	Action
Provider e-Child Care number	1-877-516-5776
For English press 1 Para Espanol oprima 2	Provider selects language
If you are having trouble with your POS equipment, press 1 To confirm attendance information, press 2 For child eligibility information, press 3 To transfer to a customer service representative, press 0	Provider presses 1 and follows troubleshooting prompts.

Confirm Attendance for Child

IVR Response	Action
Provider e-Child Care number	1-877-516-5776
For English press 1 Para espanol oprima 2	Provider selects language.
To Confirm Attendance Information, press 2	Provider presses the number 2.
Please enter the Case ID followed by the pound sign.	Provider enters the child's case ID followed by the pound sign.
Enter the 2-digit child number followed by the pound sign	Provider enters the 2-digit child number (01, 02 etc) followed by the pound (#) sign
To hear attendance for today, press 1, To hear attendance for another date, press 2	Provider selects 1 or 2 to hear the requested date.
Enter the 2-digit month and 2-digit day representing the date you wish to check.	Provider enters the date and the IVR plays back the date that was entered
If date is correct, then attendance details are given to caller followed by the menu options below:	IVR plays back child number and indicates "is recorded as present"
Menu Options: Press 1 - repeat information Press 2 - void all transactions for this child and for this date Press 3 - Another date/same child Press 4 - Another child/same case Press 5 - Another child/different case Press 6 - Main Menu Press 7 - End Call Press 8 - Repeat options	Provider can select any option from the attendance menu.

How to Void an ECC Transaction

IVR Response	Action
Provider e-Child Care number	1-877-516-5776
From the main menu press 2 for attendance information	Provider enters 2
FOLLOW THE STEPS TO CONFIRM A CHILD'S ATTENDANCE.	FOLLOW THE STEPS TO CONFIRM A CHILD'S ATTENDANCE Press 2 to VOID Transactions.
You have requested to void all attendance data for child number [#] For [this date]. This will permanently remove the attendance data from the records. To continue with voiding this attendance data, press 1. To cancel this void request, press 2.	Provider presses 1 to void or 2 to cancel.
This attendance report has been successfully voided.	No action required.
To hear information for the same child for a different date, press 1. To hear information on another child with the same family case number, press 2. To hear information on another child with a different family case number, press 3. To return to the main menu, press 4. To end this call, press 5. To repeat this menu, press 6.	Provider is returned to the main menu for additional selections.

ECC Provider Helpline:

1-877-516-5776



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