

New Jersey ECC Provider Web Portal User Guide

October 2017.
Version 3.0

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BR101817

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Document Version: 3.0 (September 2017).

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1.0 Introduction

This user guide provides information about the features and functionality of the **New Jersey e-Child Care Provider Web Portal**, commonly referred to as “**the Provider Portal**” or “**the portal**”.

The **Provider Portal** is an internet based application used by child care providers to research information regarding children on the e-Child Care program. The portal can be accessed from any location where you have an internet connection and know your password.

The **Provider Portal** provides information regarding you, as a provider, agreement information regarding the child, and parent and designee card and case information. When logged into the **Provider Portal** application, the user has rights to view only the provider related information associated with their **User ID**. No other provider’s information is accessible.

1.1 About This Guide

Purpose

This document describes the processes for accessing the **Provider Web Portal** for viewing the provider profile, and agreement and transaction information specific to the provider logged into the application. This user guide is intended as a resource manual when using the application.

Use of this Guide

The user guide does not provide step-by-step instructions for site navigation; however, it does provide detailed screen information and instructions for conducting inquiries. For additional assistance with the application, please contact the **Provider Helpline at 1-877-516-5776**.

Graphics

The graphic illustrations in this guide are screen images that show whole or partial New Jersey Provider Portal screens. The entries seen in the illustrations in this guide are not actual provider data. It is possible that the data or screens you see in the live application may vary slightly from the screen images shown in this manual. Some updates may have been completed after the time of printing of this manual. For questions on items of this nature, please also contact the **Provider Helpline at 1-877-516-5776**.

1.2 About the New Jersey e-Child Care Provider Web Portal

The **New Jersey Provider Web Portal** is primarily a “see” system, which means you will be viewing data within the application as opposed to “doing” any type of data entry. You will view specific child care data and help manage attendance through the e-Child Care program. All Portal screens use drop-down menus and point-and-click techniques to provide you with an easy-to-use method to access and view child care transaction data. You can retrieve and view data associated with:

- Your provider profile
- The list of children you have agreement for
- Viewing the attendance transactions and case reports
- Viewing the agreement report and detailed payment information
- Voiding transactions

2.0 Provider Portal Basics

This section describes basic information on accessing the New Jersey Provider Portal, logging in to the website, and other common screen information.

2.1 Accessing the Provider Portal

To access the Provider Portal, your computer must be connected to the internet. Follow the steps below:

- Open Internet Explorer.
- Type the **New Jersey Provider Portal** address into the address box at the top of the screen: www.echildcarenj.org. (It is recommended to set this website address as a 'Favorite' in your browser.)
- Press the Enter key

The website opens at the Login Screen, which requires a valid login (User ID) and password. The User ID is your provider number which is included in your provider packet.

Your initial password is the 5-digit zip code of your facility. For security reasons, you are forced to change your password on your initial login. You will also have to set up a security question in case you forget your password

2.2 Login Screen

Purpose: This screen allows you to log into the **New Jersey Provider Web Portal**.

General Information: You are required to have a valid **User ID** and password in order to access the application and you must login every time you use the portal.

The **User ID** is your provider number which is included in your provider packet.

Your initial password is the 5-digit zip code of your facility.

The first time you login to the portal, you will automatically be directed to the Password Change screen. Follow the instructions in section 2.3 for password change.



Welcome to New Jersey's Electronic Child Care (ECC) Provider Web Portal

User ID

Password

DFD/CCR&R Staff Only

LOGIN

[Forget Password?](#)
[ECC Portal User Manual](#)

Provider Help Line
1(877)516-5776

The New Jersey e-Child Care Provider Web Portal is a powerful tool that gives child care providers the ability to view information about their agreements, attendance transactions, payments, and other program information. To start, enter your User ID (EPPIC™ Provider ID) and temporary password that was mailed to you with your Automated Clearing House banking form, tax form, and other material. After your first log-in, you will be directed to change your password and set your security question.

All information on the Provider Web Portal is secure and viewable only by entering your unique User ID and password. Providers will have access to only their account information.

If you are having equipment or other technical problems, please call the Provider helpline at 1-877-516-5776. For a child care policy question, contact your [Child Care Resource and Referral Agency \(CCR&R\)](#).

New! News and Notices

- ▶ [NEW NOTICE! Child Care Development Block Grant \(CCDBG\) FAQ](#)
- ▶ [Child Care Development Block Grant \(CCDBG\) Reauthorization Act Flyer](#)

Resources for Providers

- User Actions:**
1. Enter your User ID. This is your provider number which is included in your provider packet.
 2. Enter your password. For initial login, this is the 5-digit zip code of your facility.
 3. Click the blue **Login** button.

2.3 Change Password Screen

Purpose: This screen allows you to change your password on initial login or reset your password if you forget it.

General Information: You will be automatically directed to this screen the first time you access the Portal. After that, you can get to it any time by clicking **Forgot Password** on the Login Screen and then entering the answer to the security question you set up when you first visited the Portal.

The following are requirements when selecting a password.

Required:

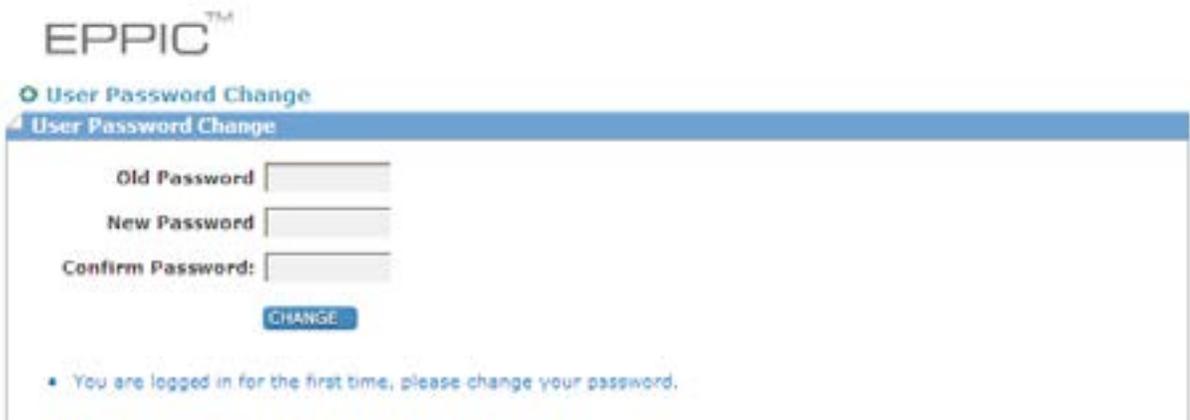
- Minimum password length is four (4) characters with a maximum of eight (8) characters
- Minimum one lower case alpha character
- Minimum one number
- Minimum one upper case alpha characters
- Minimum one special characters (Ex. *, &, %)

Other constraints

- Passwords cannot be repeated within one (1) year after last used
- New passwords cannot be the same as the current password or the previous five (5) passwords

For security reasons, if a password is entered incorrectly three (3) times in a row, the system disables the user account and you will be locked out. If lockout occurs, click on the **Forgot Password** link underneath the blue Login button and follow the instructions in section 2.5. If you remain locked out, contact the Provider Helpdesk to have your password reset.

You will be prompted to change your password at the time of your initial login, and then again every 90 days.



EPPIC™

User Password Change

User Password Change

Old Password

New Password

Confirm Password:

CHANGE

• You are logged in for the first time, please change your password.

User Actions

1. Enter your current password in the “Old Password” field. (Since this is your initial login, the “Old Password” is still the 5-digit zip code of the facility.)
2. After considering the password requirements, create a new password and enter it in the “New Password” field. Enter that same password again in the “Confirm Password” field and click on the **Change** button.
3. Upon pressing the **Change** button, you will be directed to the Security Question set up screen. Follow the instructions in section 2.4 to set up your security question.

2.4 Manage Security Questions Screen

Purpose: This screen assists you in setting up a security question so you can reset your password later if you forget it.

General Information: All information on this screen is required. You must select one of the questions from the drop down menu, answer it in the **Security Answer** box, confirm the answer in the **Confirm Security Answer** box, and click the **Save** button.

The text typed for the **Security Answer** and the **Confirm Security Answer** must match exactly. The text entered for the Security Answer and Confirm Security Answer show as colored dots rather than text for security purposes.

When logging in for the first time, you must set up your security question immediately after changing your original password.

The screenshot shows the EPPIC™ User Profile page. The main heading is "User Profile". Below it, there is a form titled "User Profile" with three columns: "Security Question", "Security Answer", and "Confirm Security Answer". The "Security Question" column has a dropdown menu with the selected option "In what city were you born?". The "Security Answer" and "Confirm Security Answer" columns have empty text input fields. A blue "SAVE" button is located at the bottom left of the form. Below the form, there are two status messages: "You do not have a security question. Please select a question and an answer." and "Successfully changed password."

User Actions:

1. Select a **security question** from the drop down menu.
2. Enter the answer in the **Security Answer** field and enter that same answer in the **Confirm Security Answer** field. You must enter the answers exactly the same.
3. Click the **Save** button when finished.
4. When the **security question** has been saved, the system will automatically take you to the **Provider Profile** screen. This is your indication you have logged into the website successfully.

2.5 Forgot Password - User ID Screen

- Purpose:** If you forget your password, you can enter your **User ID** to set a new password with your security question.
- General Information:** This screen is opened from the **Login Page** by clicking the **Forgot Password?** link under the blue Login button.



All information on this screen is required. You must enter your **User ID** and click the **Submit** button.

Remember: The **User ID** is your provider number which is included in your provider packet.

If you have forgotten your **User ID**, contact the **Provider Helpdesk @ 1-877-516-5776** for assistance.

User Actions:

1. Enter your **User ID**.
2. Click the **Submit** button. 
3. The system will automatically take you to the **security answer** screen discussed in the next section. It will prompt you to complete the security question you chose previously.

2.6 Forgot Password - Security Answer Screen

Purpose: The purpose of this screen is to assist you in setting a new password, using the security question you completed previously.

General Information: When a password is forgotten, the only option is to select a new password. The portal does not have the ability to email you your old password or notify you of it by some other means. You will simply set a new password.

This screen opens after you enter your **User ID** on the **Security Question User ID** page and click the **Submit** button. From there, the **User ID** will carry forward as the first field on this screen but is a field you cannot change or edit.

All information on this screen is required. The system defaults to the security question you chose previously. In this screen, the answer to the security question is NOT case-sensitive. Therefore, the answer McCloskey and MCCLOSKEY are the same.

For security purposes, the text entered for the **Security Answer** appears as colored dots, not text.

If you enter the wrong answer, the system will display an error message indicating that either the User ID or answer is incorrect.

After three (3) failed attempts to answer the **security questions** correctly, you will be locked out and the system will not start a new session. If you have been locked out or forgotten your User Id, contact the **Provider Helpline @ 877-516- 5776** for assistance.

The screenshot shows the EPPIC™ Security Question screen. At the top left is the EPPIC™ logo. Below it is a blue heading 'Security Question'. The main content area has a blue header 'Security Question' and the instruction 'Please select your security question and provide your security answer.' Below this, the 'User ID' is displayed as '02000056'. There is a 'Security Question' dropdown menu currently showing 'What high school did you attend?'. Below that is a 'Security Answer' text input field. At the bottom of the form are two buttons: 'SUBMIT' and 'CANCEL'.

User Actions:

1. Enter the answer to the security question in the **Security Answer** field.
2. Click the **Submit** button. 
3. Clicking this button takes you to the User Password Change screen shown below. At this point, you will reset your password by choosing a new one. Instructions for completing this screen are described in section 2.7.

2.7 Forgot Password - Change Password Screen

Purpose: This screen allows you to select a new password when you have forgotten your old one.

General Information: This screen is opened after you enter the answer to your Security Question and click the **Submit** button. All information on this screen is required. Your new password must meet the following requirements:

Required:

- Minimum password length is four (4) characters with a maximum of eight (8) characters
- Minimum one lower case alpha character
- Minimum one number
- Minimum one upper case alpha characters
- Minimum one special character (Ex. *, &, %)

Other constraints

- Passwords cannot be repeated within one (1) year after last used
- New passwords cannot be the same as the current password or the previous five (5) passwords

The screenshot shows a web interface for changing a password. At the top left is the EPPIC logo. Below it is a blue header with the text 'User Password Change'. The main content area contains two text input fields: 'New Password:' and 'Confirm Password:'. Below these fields are two buttons: 'CHANGE' and 'CANCEL'.

User Actions:

1. Following the password requirements noted above, enter your new password in the **New Password** field.
2. Enter the same password again in the **Confirm Password** field. These two entries must match.
3. Click the **Change** button.
4. Upon clicking the **Change** button, you are immediately returned to the main login screen. (Section 2.2) The **User ID** field will already be populated with your User ID. Enter the new password you just created and click the **Login** button.
5. You will be taken to the Provider Profile home screen. This is your indication you have changed the password and logged in successfully

2.8 Common Screen Areas

Some common screen features appear on every screen in the Provider Portal. These common features are explained in this section of this manual.

***Note: These areas do not appear on the Security Question Password Reset screens.*

2.8.1 Home Area

In the top, left-hand portion of the screen is the New Jersey ECC heading area of the portal. Roll your mouse over this area, and when the cursor changes to a hand, you can click in this blue portion of the screen to take you directly back to the **Main Screen**.

New Jersey ECC

2.8.2 Information Access Sections

The top right hand part of the screen is where you will go to access information in the portal.



Roll your mouse over **Admin** to open a list of the related screens you can access.



Here you will see options “**Password Change**” and “**User Profile**”. These screens do the following:

Password Change opens the **Password Change Screen** discussed in section 2.3. Using this option here, allows you to manually force a password change at any time.

User Profile opens the **User Profile Screen** discussed in section 2.8.3.

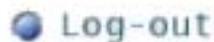
2.8.3 User Info Area

Moving the mouse pointer over USER INFO will show your user name, the time you last logged in, and the time you performed an action on the Portal.



2.8.4 Log-out Area

Clicking on the **Log-out** link of any screen logs you out of the Portal and returns you to the **Login Screen**. After clicking this, you will have to log in again in order to use the Portal.



2.8.5 Hyperlinks

Any Portal information shown on the screen in blue type is a hyperlink or link that you can click to go to a new page that gives you more detailed information about the selected item.

EPPIC Provider ID: 0123456 ←

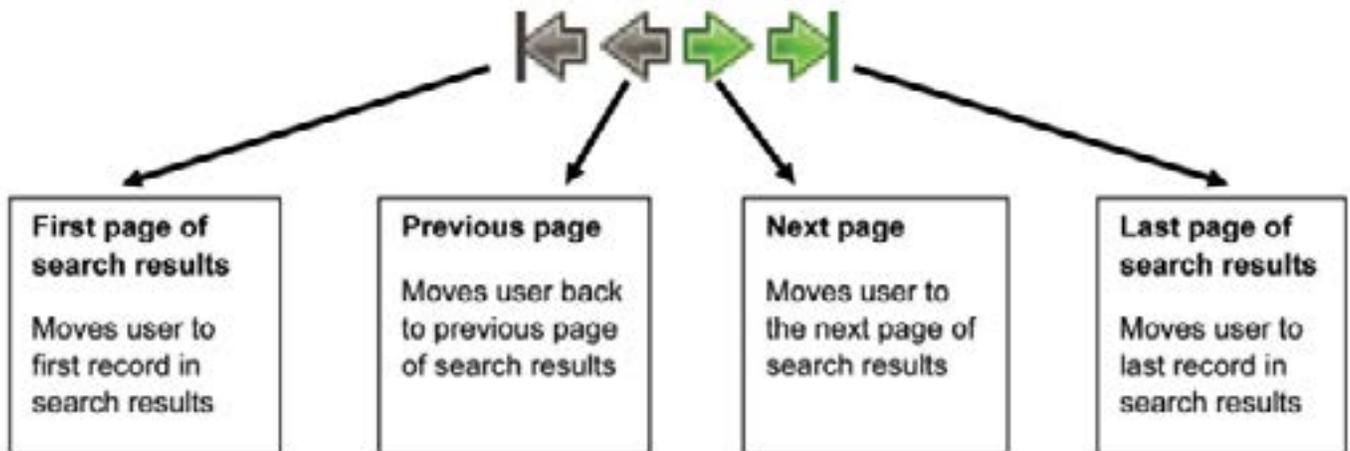
2.9 Navigation and Option Buttons

Several navigation and option buttons will appear on the search result screens in the top left side of the screen. Below is an explanation of these features.

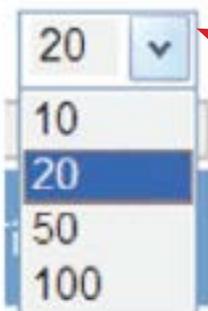
The screenshot shows a 'Provider Transaction Report' interface. At the top left, there is a navigation bar with several icons: a double left arrow, a single left arrow, a double right arrow, a single right arrow, a dropdown menu showing '20', a print icon, a refresh icon, and a search icon. Below this is a table with the following columns: Trans Date/Time, Case #, Child Name, Child #, Trans Type, Entry D/T, and Response. Each row in the table has a 'VOID' button to its right.

| Trans Date/Time | Case # | Child Name | Child # | Trans Type | Entry D/T | Response | |
|---------------------|---------|----------------|---------|------------|---------------------|-----------------------|------|
| 05/09/2012 11:00 PM | 0123456 | JENNIFER SMITH | 01 | P/OUT | 05/14/2012 07:45 PM | (00) SUCCESS/APPROVED | VOID |
| 05/09/2012 03:00 PM | 0123456 | JENNIFER SMITH | 01 | P/IN | 05/14/2012 07:44 PM | (00) SUCCESS/APPROVED | VOID |
| 05/09/2012 06:34 PM | 0123456 | JENNIFER SMITH | 01 | P/OUT | 05/08/2012 06:34 PM | (00) SUCCESS/APPROVED | VOID |
| 05/09/2012 10:00 AM | 0123456 | JENNIFER SMITH | 01 | P/IN | 05/08/2012 06:33 PM | (00) SUCCESS/APPROVED | VOID |
| 05/09/2012 16:00 PM | 0123456 | JENNIFER SMITH | 01 | P/OUT | 05/08/2012 06:32 PM | (00) SUCCESS/APPROVED | VOID |
| 05/09/2012 10:00 AM | 0123456 | JENNIFER SMITH | 01 | P/IN | 05/08/2012 06:31 PM | (00) SUCCESS/APPROVED | VOID |

2.9.1 Pagination Features



2.9.2 Display Records

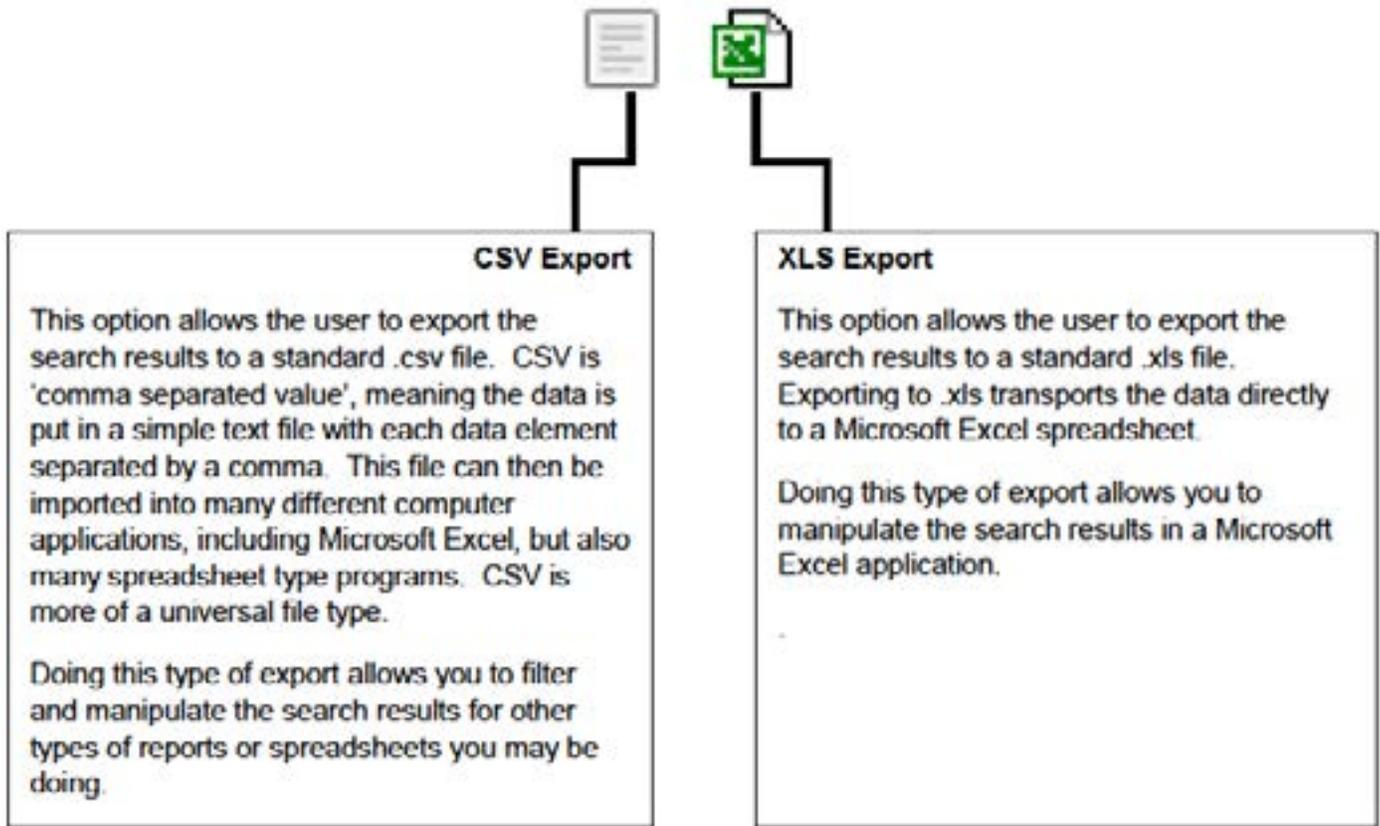


This option allows the user to select how many records to display per page of search results. The options are 10, 20, 50, or 100 records per page. The default is 20 records.

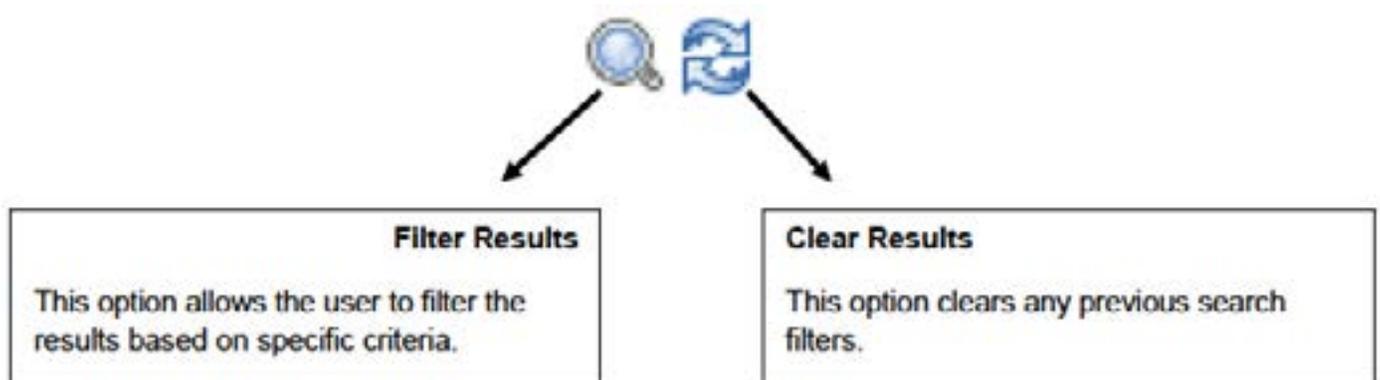
To change the default, select an option from the drop down.

The user may change this option at any time

2.9.3 Export Options

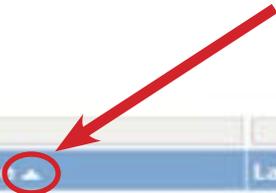


2.9.4 Other Result Options



2.9.5 Column Sort

Most columns in the search results are available to sort by. Roll the cursor over the blue header of each column and if the cursor changes to a hand, that column is available for sorting. Once the column has been sorted, a white arrow will appear next to the column header.



| Case ID ▲ | Auth ID | Child # | Child Name ▲ | Last Activity | Trans Type |
|-----------|---------|---------|------------------|---------------------|------------|
| 001001234 | 10 | 01 | JENNIFER SMITH | 05/17/2011 17:38:27 | |
| 001002345 | 20 | 02 | ETHAN JONES | 05/17/2011 17:43:22 | |
| 001003456 | 30 | 02 | ANDRES RODRIGUEZ | 05/17/2011 17:49:43 | |
| 001004567 | 40 | 03 | BETH MILLER | 05/17/2011 17:55:12 | |

2.9.6 Browser Buttons

Internet Explorer has “Back” and “Forward” buttons; sometimes called, “Next” and “Previous” buttons. These functions also work within the Provider Web Portal to allow for easy navigation between screens.

For purposes of this manual, the buttons used in Internet Explorer are featured in this section.



3.0 Provider Screens

3.1 Provider Profile

Purpose: This screen displays your provider profile. It is often referred to as the “Home Screen.”

General Information: This screen contains general demographic information about your facility, i.e. facility name, address, phone number, etc. If you believe something on this screen is incorrect, contact your CCR&R representative .

| Action Buttons | Function |
|----------------|--|
| AGREEMENTS | This button opens the Provider Agreement Report. |
| TRANSACTION | This button opens the Provider Transaction Report. |
| ACTIVITY | This button opens the Activity Report Screen. |
| ADJUST | This button opens the Adjustment History Screen. |
| CLOSURE DATES | This button opens the provider Closure Dates Screen. |

While most users will see the above Provider Profile Screen upon successful login, some providers that have multiple sites will see a Welcome Screen that allows them to select which site they wish to view. A sample of this screen follows.

| Provider Name | EPPIC Provider ID | Address | City | State |
|-----------------|-------------------|------------------|---------|-------|
| ABC CARE CENTER | 123456789 | 1234 Main Street | Trenton | NJ |
| LMN CARE CENTER | 987654321 | 5678 1st Street | Trenton | NJ |

3.2 Provider Agreement Search

Purpose: This screen allows the user to search for agreements and displays a list of children authorized at your facility.

General Information: The user enters the search dates and the results are returned beneath the search boxes. Ordering of results is as follows:

1. By Case #
2. By Child Number (#)

The **Case Number** and **Agreement Number** are system generated numbers that occur when the information comes into the child care program from the state's eligibility system.

The **Child Number** is a system assigned number. At the time of conversion to e Child Care, existing children on the case are assigned a number beginning at 01, 02, 03 and so on - from youngest to oldest child on the case. New children added to the case after that, will be assigned the next number in numerical order for the case, regardless of their age within the family at that time.

EXAMPLE SHOWN ON NEXT PAGE.

Provider Agreement Report

Provider Information

| Facility Information | | Address | |
|----------------------|--------------|----------|------------------|
| Name: | JONES, JANE | Address: | 1000 MAIN STREET |
| License # : | | City: | TRENTON |
| EPPIC Provider ID: | 0000123 | State: | NJ |
| Contact Information | | County: | 01-MERCER |
| Contact Name: | JANE | Phone #: | 609-111-0000 |
| Contact Phone #: | 609-111-0000 | | |

Agreement Start Date Search

Active Agreements Between: -

(Month/Day/Year) Start Date End Date

Agreement Report

| Case # | Agreement # | Child # | Child Name | Eligibility Type | Agmt Start Date | Agmt End Date |
|---------|------------------------|---------|----------------|------------------|-----------------|---------------|
| 0123456 | 0000123400005678900001 | 01 | JENNIFER SMITH | CCAP | 03/10/2012 | 03/31/2012 |
| 0123456 | 0000123400005678900001 | 01 | JENNIFER SMITH | CCAP | 04/01/2012 | 04/30/2012 |
| 0123456 | 0000123400005678900001 | 01 | JENNIFER SMITH | CCAP | 05/01/2012 | 05/31/2012 |

Results 1 - 3 of 3.

3.3 Provider Transaction Search Screen

Purpose: This screen allows you to search for transactions performed at your facility. You can also search transaction for a specific case by entering the case number.

General Information: This is an inquiry screen that is available from the drop down menu on the main screen or from the Provider Profile screen. To execute a search, enter the date range you would like in the Start Date and End Date fields. The date must be entered in MM/DD/YYYY format. This means you must have a two digit number for the month and day and a 4 digit number for the year. For example: 05/02/2011 would represent May 2, 2011.

You can enter either a date range, or a case number, or both.

For example, if you'd like to retrieve a report of all transactions in the month of June, you would enter 06/01/2011 in the "Start Date" field and then 06/30/2011 in the "End Date" field and then press the Search button. You can leave the Case # field blank in this example.

Alternatively, you could leave the date fields blank and enter a case number only to retrieve a list of all transactions matching that case number.

Further actions are described below.

Enter search dates here according to the format above

Enter case number here to search for a specific case

| Action Buttons | Function |
|----------------|--|
| SEARCH | Click the Search button when you are ready to begin the search. This executes the search and brings back the records you have requested. |
| RESET | This button clears all information entered and resets the search screen to accept new dates or a new case number. |
| | |

3.4 Provider Transaction Report

Purpose: This report shows all transactions that have occurred at your facility for the specified dates.

General Information: Order of the results is as follows:

- Date/Time of transaction
- Case Number
- Child Name
- Child Number

Any of these columns can be sorted and reordered by clicking in the blue header area of the column as explained in Section 2.9.5.

The **Trans Type** field shows the type of activity on the card at the facility. Some possible entries are:

- IN/OUT (Check In/ Check Out)
- P/IN or P/OUT (Previous Check In or Previous Check Out)
- SAF IN or SAF OUT (Check In/Out the occurred while the device was in Store and Forward mode)

For a swipe that was done as a “Previous” transaction, the date and time the Previous In/Out swipe actually occurred is shown in the **Entry Date/Time** field

The Response column notes the response received from the POS machine.

As a reminder, the results of this report can be exported to a .csv file or a .xls file as explained in section 2.9.3.

Provider - Transaction Report

| Provider Information | | | |
|-----------------------------|--------------|----------------|------------------|
| Facility Information | | Address | |
| Name: | JONES, JANE | Address: | 1000 MAIN STREET |
| License # : | | City: | TRENTON |
| Contact Information | | State: | |
| Contact Name: | JANE | County: | 01-Mercer |
| Contact Phone #: | 609-111-0000 | Phone #: | 609-111-0000 |

Provider Transaction Search

Report on dates between: - SEARCH RESET

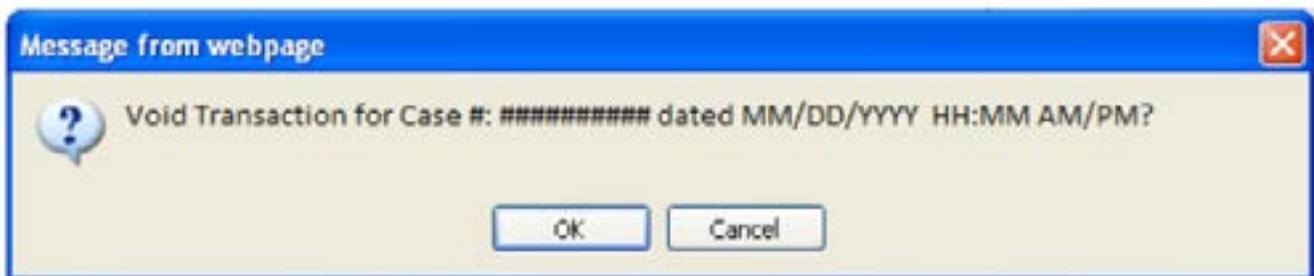
(Month/Day/Year) Start Date End Date

Case #:

Provider Transaction Report

| Trans Date/Time | Case # | Child Name | Child # | Trans Type | Entry D/T | Response | |
|---------------------|---------|----------------|---------|------------|---------------------|-----------------------|-------------------------------------|
| 05/09/2012 11:00 PM | 0123456 | JENNIFER SMITH | 01 | P/OUT | 05/14/2012 07:45 PM | (00) SUCCESS/APPROVED | <input type="button" value="VOID"/> |
| 05/09/2012 03:00 PM | 0123456 | JENNIFER SMITH | 01 | P/IN | 05/14/2012 07:44 PM | (00) SUCCESS/APPROVED | <input type="button" value="VOID"/> |
| 05/09/2012 06:34 PM | 0123456 | JENNIFER SMITH | 01 | P/OUT | 05/08/2012 06:34 PM | (00) SUCCESS/APPROVED | <input type="button" value="VOID"/> |
| 05/09/2012 10:00 AM | 0123456 | JENNIFER SMITH | 01 | P/IN | 05/08/2012 06:33 PM | (00) SUCCESS/APPROVED | <input type="button" value="VOID"/> |
| 05/09/2012 16:00 PM | 0123456 | JENNIFER SMITH | 01 | P/OUT | 05/08/2012 06:32 PM | (00) SUCCESS/APPROVED | <input type="button" value="VOID"/> |
| 05/09/2012 10:00 AM | 0123456 | JENNIFER SMITH | 01 | P/IN | 05/08/2012 06:31 PM | (00) SUCCESS/APPROVED | <input type="button" value="VOID"/> |

As a provider, you may also void transactions by clicking on the VOID button as shown above. This action will result in the following dialog box requesting confirmation of the VOID request.



Clicking on OK will return a Transaction Voided message as shown below.



3.5 Provider Activity Report

Purpose: This screen allows the user to search for transaction activity occurring on the current day at your facility.

General Information: The results show all children at your facility, the date and time of the transaction as well the transaction type and the response for each transaction

New Jersey ECC
Log-out

[Inquiries](#) | [Reports](#) | [Admin](#)

USER INFO

Provider Activity Report

Provider Information

| Facility Information | | Address | |
|----------------------|--------------------|----------|------------------|
| Name: | JONES' KID ROUNDUP | Address: | 1000 Main Street |
| License #: | 0123456 | City: | TRENTON |
| Contact Information | | State: | NJ |
| Contact Name: | Jane Jones | County: | 1-Mercer |
| Contact Phone #: | 609-111-0000 | Phone #: | 609-111-0000 |

Activity Report

| Case # | Child # | Child Name | Entry Date/Time | Trans Type | Response |
|---------|---------|-----------------|---------------------|------------|------------------|
| 0000111 | 01 | Emily Jackson | 12/29/2010 17:00:00 | P/Out | Success/Approved |
| 0000111 | 02 | Jack Jackson | 12/29/2010 17:29:27 | Out | Success/Approved |
| 1111000 | 01 | Tommy Smith | 12/29/2010 06:12:10 | In | Success/Approved |
| 1111000 | 01 | Dill Rodriguez | 12/27/2010 17:00:00 | In | Success/Approved |
| 1111000 | 01 | Jennifer Thomas | 12/27/2010 17:00:00 | In | Success/Approved |

Results 1 - 5 of 10.

PROFILE
Agreements
TRANSACTION
ADJUST
CLOSURE DATES

3.6 Case Inquiry Screens

- Purpose:** This screen allows the user to search for cases with agreements for your facility.
- General Information:** The results show all cases and the children in those cases. You can search cases by name and/or case number.

The following screen shows a sample of case search.

| Last Name | First Name | Case # | Card # | Card Status | P/A | County |
|-----------|------------|---------|------------------|-------------|-----|-----------|
| SMITH | JANE | 0123456 | 0001230004560000 | ACTIVE | P | 01-MERCER |

Results 1 - 1 of 1.

Clicking on “DETAILS” will direct you to the Case Profile screen and provide specific information for that case as shown below.

Case - Profile

| Case Information | |
|-----------------------|------------------|
| Case #: | 0123456 |
| Address: | 1000 MAIN STREET |
| City: | TRENTON |
| State: | NJ |
| Zip: | 08601 |
| County: | 01-MERCER |
| Home Phone: | 609-111-0000 |
| Work Phone: | 609-111-1111 |
| Mobile Phone: | |
| School District Code: | 0123 |

| Cardholders | | |
|-------------|------------------|------------|
| Name | Card#: | Status P/A |
| JANE SMITH | 0001230004560000 | Active P |

| Authorized Children | |
|---------------------|---------|
| Name | Child # |
| JENNIFER SMITH | 01 |

System Of Record
System Of Record CARES

PROFILE AGREEMENTS TRANSACTION ACTIVITY ADJUST CLOSURE DATES

3.7 Agreement Inquiry Screens

Purpose: This screen allows you to search for agreements at your facility.

General Information: The fields available on this screen include name, case number, agreement number, and county allowing you to filter searches.

Agreement

Agreement Inquiry

Enter complete or partial data in one or more of the following fields to retrieve all matching authorizations.

Child First Name:

Child Last Name:

Case #:

Eligibility Type:

Agreement #:

County:

SEARCH RESET

The following shows the results of an Agreements Search.

New Jersey ECC Log-out

Inquiries | Reports | Admin
USER INFO

Agreement

Agreement Search Results

| Last Name | First Name | Case # | Child # | Agreement # | Start Date | End Date | Provider | |
|-----------|------------|---------|---------|------------------------|------------|------------|-------------|-------------------------|
| SMITH | JENNIFER | 0123456 | 01 | 0001234560007890001234 | 09/01/2012 | 09/30/2012 | JONES, JANE | DETAILS |
| SMITH | JENNIFER | 0123456 | 01 | 0001234560007890001234 | 08/01/2012 | 08/31/2012 | JONES, JANE | DETAILS |
| SMITH | JENNIFER | 0123456 | 01 | 0001234560007890001234 | 07/01/2012 | 07/31/2012 | JONES, JANE | DETAILS |
| SMITH | JENNIFER | 0123456 | 01 | 0001234560007890001234 | 06/01/2012 | 06/30/2012 | JONES, JANE | DETAILS |
| SMITH | JENNIFER | 0123456 | 01 | 0001234560007890001234 | 05/01/2012 | 05/31/2012 | JONES, JANE | DETAILS |
| SMITH | JENNIFER | 0123456 | 01 | 0001234560007890001234 | 04/01/2012 | 04/30/2012 | JONES, JANE | DETAILS |
| SMITH | JENNIFER | 0123456 | 01 | 0001234560007890001234 | 03/10/2012 | 03/31/2012 | JONES, JANE | DETAILS |

Results 1 - 7 of 7.

[SEARCH](#)

Clicking on the “DETAIL” button allows you to see specific information on each agreement as shown on the following screen.

New Jersey ECC Log-out

Inquiries | Reports | Admin
USER INFO

Agreement - Profile

Agreement Information

| Child Information | | Address Information | |
|-------------------|----------------|---------------------|------------------|
| Case #: | 0012345 | Address: | 1000 MAIN STREET |
| Case Member ID : | 012345670 | City: | TRENTON |
| Child Name: | JENNIFER SMITH | State: | NJ |
| Child # : | 01 | Zip: | 08601 |
| DOB: | 05/17/2009 | County: | 01 - MERCER |
| | | Phone: | 609-111-0000 |

| | | | |
|------------------------------------|------------------|----------------|-----------------------|
| Agr# 5095919341001809012012 | Start 09/01/2012 | End 09/30/2012 | Provider: JONES, JANE |
| Agr# 5095919341001808012012 | Start 08/01/2012 | End 08/31/2012 | Provider: JONES, JANE |
| Agr# 5095919341001807012012 | Start 07/01/2012 | End 07/31/2012 | Provider: JONES, JANE |
| Agr# 5095919341001806012012 | Start 06/01/2012 | End 06/30/2012 | Provider: JONES, JANE |
| Agr# 5095919341001805012012 | Start 05/01/2012 | End 05/31/2012 | Provider: JONES, JANE |
| Agr# 5095919341001804012012 | Start 04/01/2012 | End 04/30/2012 | Provider: JONES, JANE |
| Agr# 5095919341001803012012 | Start 03/10/2012 | End 03/31/2012 | Provider: JONES, JANE |

[PROFILE](#) [AGREEMENTS](#) [TRANSACTION](#) [ACTIVITY](#) [ADJUST](#) [CLOSURE DATES](#)

3.8 Provider Closure Screen

Purpose: This screen provides you with a list of your closure dates that have been entered on behalf of your facility.

General Information: The fields available on this screen include name, case number, agreement number, allowing you to filter searches.

New Jersey ECC Log-out

Inquiries | Inquiries | Manual Claims | Reports | Admin

USER INFO

Provider Closure Dates

Provider Information

| Facility Information | | Address | |
|----------------------------|--------------------|----------|------------------|
| Name: | JONES' KID ROUNDUP | Address: | 1000 Main Street |
| License #: | 0123456 | City: | TRENTON |
| Contact Information | | State: | NJ |
| Contact Name: | Jane Jones | County: | 1-Mercer |
| Contact Phone #: | 609-111-0000 | Phone #: | 609-111-0000 |

Provider Closure Date

10

| Closure Date | Closure Type |
|--------------|--------------|
| 01/01/2011 | Holiday |
| 02/02/2011 | Closure |
| 07/04/2011 | Holiday |
| 09/01/2011 | Holiday |
| 10/02/2011 | Closure |
| 11/24/2011 | Holiday |
| 12/01/2011 | Closure |
| 12/24/2011 | Holiday |

Results 1-8 of 8

PROFILE | Agreements | TRANSACTION | ACTIVITY | ADJUST

3.9 Provider Adjustment Screens

- Purpose:** This screen allows you to view adjustments that have been made for your facility.
- General Information:** The fields available on this screen include entry date, amount of the adjustment balance, adjustment type, the status of the adjustment and the settlement date of the adjustment amount.

Provider - Adjustment History

Provider Information

| | | | |
|-----------------------------|--------------|----------------|------------------|
| Facility Information | | Address | |
| Name: | SMITH, JANE | Address: | 1000 MAIN STREET |
| License # : | | City: | TRENTON |
| Contact Information | | State: | NJ |
| Contact Name: | JANE | County: | 01-Mercer |
| Contact Phone #: | 609-111-0000 | Phone #: | 609-111-0000 |

Adjustment History

| Entry Date | Amount | Balance | Adj Type | Status | Settled Date | |
|------------|--------|---------|----------|---------|--------------|-------------------------|
| 04/05/2012 | 64.02 | 0.00 | Pay | SETTLED | 04/08/2012 | DETAILS |
| 04/05/2012 | 32.01 | 0.00 | Pay | SETTLED | 04/08/2012 | DETAILS |
| 04/05/2012 | 85.36 | 0.00 | Pay | SETTLED | 04/08/2012 | DETAILS |

Results 1 - 3 of 3.

[PROFILE](#) [AGREEMENTS](#) [TRANSACTION](#) [ACTIVITY](#) [CLOSURE DATES](#)

ADJUSTMENT DETAIL SCREEN:

Selecting the detail button allows the viewer to see a description of the selected adjustment.

Provider Adjustment Information

| | | | |
|---------------------------|-----------------------|-------------------|---|
| Recurring Dollar Amount: | 64.02 | Effective Date: | 03/23/2012 (MM/DD/YYYY) |
| Recurring Percent Amount: | 0.00 | Settlement Date: | 04/08/2012 |
| Total Dollar Amount: | 64.02 | Status: | SETTLED |
| Case #: | 0012345 | Adjustment Type: | <input checked="" type="radio"/> Pay <input type="radio"/> Recoup |
| Agreement #: | 000012340000367800009 | Reason Code: | Other |
| Current Balance: | 0.00 | Entered By: | PAUL THOMPSON |
| | | Last Modified By: | PAUL THOMPSON |

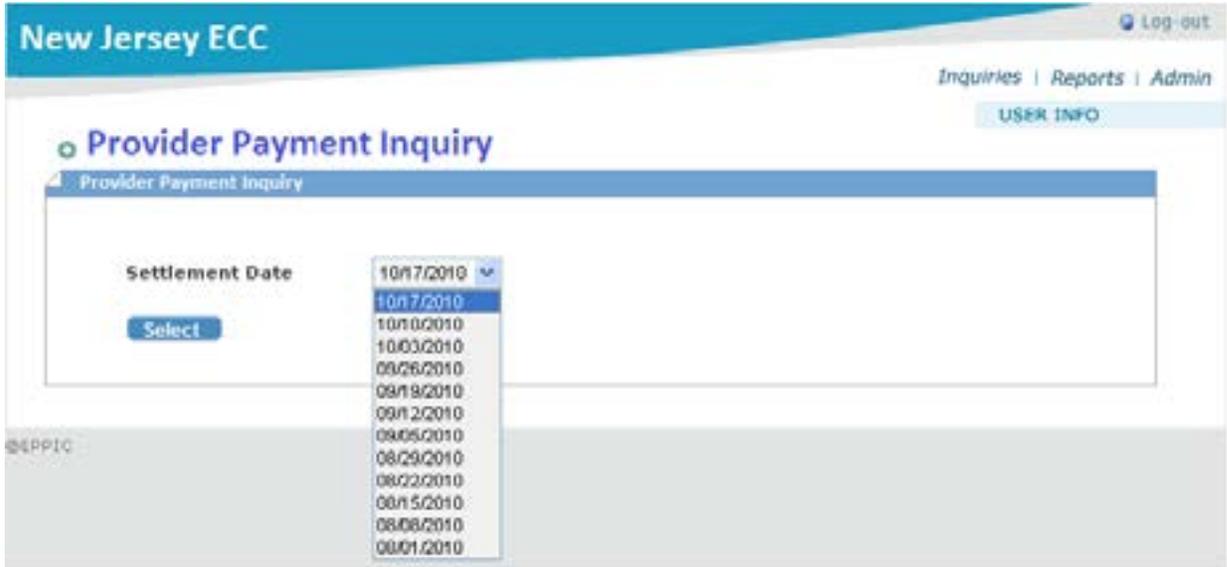
Note: CCAB, JENNIFER SMITH, NOT IN EPIC

[PROFILE](#) [AGREEMENTS](#) [TRANSACTION](#) [ACTIVITY](#) [CLOSURE DATES](#)

3.10 Provider Payment Screens

Purpose: The following screens allow the user to view payment information for your facility. There are several screens which provide you different payment data based on the screen selected.

General Information: After selecting the settlement date to search. Additional screens available include the Payment Detail Screen, Child Payment Detail Screen, Child Attendance Detail Screen, Payment Adjustment Detail Screen, and Case Payment Detail Screen.



Selecting the date of the report shown in the drop down box will result in the display of the Provider Payment Detail Screen shown on the following screen.

Provider Payment Detail Screen:

New Jersey ECC
Log-out

[Inquiries](#) | [Reports](#) | [Admin](#)

USER INFO

Provider Payment Detail

Provider Information

| Facility Information | | Address | |
|----------------------|--------------|----------|------------------|
| Name: | JONES, JANE | Address: | 1000 MAIN STREET |
| License # : | | City: | TRENTON |
| FPPIC Provider ID: | 0000123 | State: | NI |
| Contact Information | | County: | 01-MERCER |
| Contact Name: | JANE | Phone #: | 609-111-0000 |
| Contact Phone #: | 609-111-0000 | | |

Provider Payment Details

Settlement Date: 05/05/2012
 Payment Period: 04/22/2012 - 05/05/2012

| Child Name | Case # | Agreement # | Case Member ID | Eligibility Type | Attendance Amount | Copay Amount | Total |
|----------------------------------|---------|-------------------------|----------------|------------------|-------------------|--------------|-----------------|
| SMITH, JENNIFER | 0123456 | 00123456789009876543210 | 012345678 | CCAP | \$74.69 | (\$0.00) | \$74.69 |
| SMITH, JENNIFER | 0123456 | 00123456789009876543210 | 012345678 | CCAP | \$32.01 | (\$0.00) | \$32.01 |
| Total Attendance Payment Amount | | | | | | | \$106.70 |
| Total Provider Adjustment Amount | | | | | | | (\$0.00) |
| Total Union Payment Amount | | | | | | | (\$0.00) |
| Total ACS ACH Adjustment Amount | | | | | | | (\$0.00) |
| Total Payment Amount | | | | | | | \$106.70 |

Clicking on the Total amount for a child will show the Child Payment Detail Screen giving you detail for that child payment shown in the following screen.

Child Payment Detail Screen:

New Jersey ECC
Log-out

[Home](#) | [Reports](#) | [Admin](#)

USER INFO

Provider - Child Payment Detail

Provider Information

| Facility Information | | Address | |
|---------------------------|--------------|-----------------|------------------|
| name: | JONES, JANE | Address: | 1000 MAIN STREET |
| License # : | | City: | TRENTON |
| CPPIC Provider ID: | 0000123 | State: | NJ |
| Contact Information | | County: | 01-MERCER |
| Contact Name: | JANE | Phone #: | 609-111-0000 |
| Contact Phone #: | 609-111-0000 | | |

Agreement Information

| Child Information | | Agreement Information | |
|------------------------|----------------|------------------------------------|-----------------------------|
| Case #: | 0001230 | Agreement #: | 1234567891234567891234 |
| Case Member ID: | 123456789 | Authorized Care: | FULL TIME |
| Child Name: | JENNIFER SMITH | Auth Weekly Full Time Days: | 5 |
| Child #: | 01 | Adjusted Full Time Rate: | \$10.67 |
| DOB: | 05/17/2009 | Auth Weekly Part Time Days: | 0 |
| | | Adjusted Part Time Rate: | \$10.67 |
| | | Daily Copay: | \$2.53 |
| | | Eligibility Type: | CCAP |
| | | Care Level Code: | 2-Pre-Sch (2.5 up to 5 yrs) |

Child Payment Information

Settlement Date: -

Payment Period: -

Rate Determination

| | | | |
|-------------------------------------|--------|-------------------------------------|---|
| Full Time Attendance Days: | 7 | Part Time Attendance Days: | 0 |
| Full Time Sick Days: | 0 | Part Time Sick Days: | 0 |
| Full Time Absent Days Paid: | 0 | Part Time Absent Days Paid: | 0 |
| Full Time Closure Days Paid: | 0 | Part Time Closure Days Paid: | 0 |
| Bi-Weekly Copay Amount Deducted | \$0.00 | Unpaid Authorized Days: | 2 |
| Full Time Days in Previous Periods: | 0 | Part Time Days in Previous Periods: | 0 |

PROVIDER PAYMENT

By clicking on the blue links shown in the Child Payment Information box, the detail of the attendance information will be shown on the Child Attendance Detail screen in the following illustration.

Child Attendance Detail Screen:

New Jersey ECC Log-out

Inquiries | Reports | Admin

USER INFO

Child Attendance Details

Provider Information

| Facility Information | | Address | |
|----------------------|--------------|----------|------------------|
| Name: | JONES, JANE | Address: | 1000 MAIN STREET |
| License # : | | City: | TRENTON |
| EPPIC Provider ID: | 0000123 | State: | NJ |
| Contact Information | | County: | 01-MERLER |
| Contact Name: | JANE | Phone #: | 609 111 0000 |
| Contact Phone #: | 609-111-0000 | | |

Agreement Information

| Child Information | | Agreement Information | |
|-------------------|----------------|-----------------------------|-----------------------------|
| Case #: | 0001230 | Agreement #: | 1234567891234567891234 |
| Case Member ID: | 123456709 | Authorized Care: | FULL TIME |
| Child Name: | JENNIFER SMITH | Auth Weekly Full Time Days: | 5 |
| Child #: | 01 | Adjusted Full Time Rate: | \$10.67 |
| DOB: | 05/17/2009 | Auth Weekly Part Time Days: | 0 |
| | | Adjusted Part Time Rate: | \$10.67 |
| | | Daily Copay: | \$3.53 |
| | | Eligibility Type: | CCAP |
| | | Care Level Code: | 2-Pre-Sch (2.5 up to 5 yrs) |

Attendance for Payment Period of 04/22/2012 to 05/05/2012

Navigation icons: Home, Back, Forward, Refresh, Search, Print, etc.

| Trans Type | Check-In Date/Time | Trans Type | Check-Out Date/Time | Duration | Payment Type | Manual Adjust? |
|------------|---------------------|------------|---------------------|----------|--------------|----------------|
| P/IN | 04/22/2012 03:00 PM | OUT | 04/22/2012 11:29 PM | 08:29 | Full Time | N |
| P/IN | 04/23/2012 03:00 PM | P/OUT | 04/23/2012 11:00 PM | 08:00 | Full Time | N |
| IN | 04/24/2012 01:51 PM | P/OUT | 04/24/2012 11:00 PM | 09:08 | Full Time | N |
| P/IN | 04/25/2012 03:00 PM | P/OUT | 04/25/2012 11:00 PM | 08:00 | Full Time | N |
| P/IN | 04/26/2012 03:00 PM | OUT | 04/26/2012 11:31 PM | 08:31 | Full Time | N |
| P/IN | 04/29/2012 03:00 PM | P/OUT | 04/29/2012 11:00 PM | 08:00 | Full Time | N |
| P/IN | 04/30/2012 03:00 PM | P/OUT | 04/30/2012 11:00 PM | 08:00 | Full Time | N |

Results 1 - 7 of 7.

| | |
|-------------------------------------|----------|
| Days Paid at Full Time Rate: | 7 |
| Days Paid at Part Time Rate: | 0 |

This screen is accessed from the Provider Payment Detail Screen by clicking on the Case Number for any detail line item. The amount reflected on the Provider Payment Detail Screen is then detailed on this screen under the Case Payment Detail block

Payment Adjustment Detail Screen:

New Jersey ECC Log-out

Invoicing | Reports | Admin

USER INFO

Provider Payment Adjustment Detail

Provider Information

| Facility Information | | Address | |
|----------------------|--------------|----------|------------------|
| Name: | JONES, JANE | Address: | 1000 MAIN STREET |
| License # : | | City: | TRENTON |
| EPPIC Provider ID: | 0000123 | State: | NJ |
| Contact Information | | County: | 01-MERCER |
| Contact Name: | JANE | Phone #: | 609-111-0000 |
| Contact Phone #: | 609-111-0000 | | |

Provider Payment Adjustment Information

Settlement Date: 04/00/2012
 Payment Period: 03/11/2012 - 03/24/2012

Navigation: [Icons] | 20 | [Icons]

| Seq# | Reason | Note | Agreement # | Case # | Amount |
|---|--------|-------------------------------------|------------------------|---------|-----------------|
| 1 | Other | CCAP, SMITH JENNIFER, NOT IN EPPIC. | 6091110000001002003004 | 0012345 | \$05.06 |
| 2 | Other | CCAP, SMITH JENNIFER, NOT IN EPPIC. | 6091110000001002003004 | 0012345 | \$32.01 |
| 3 | Other | CCAP, SMITH JENNIFER, NOT IN EPPIC. | 6091110000001002003004 | 0012345 | \$64.02 |
| Total Provider Adjustment Amount | | | | | \$101.09 |

Results 1 - 3 of 3.

PROVIDER PAYMENT

This screen is accessed from the Provider Payment Detail Screen by clicking on the Case Number for any detail line item. The amount reflected on the Provider Payment Detail Screen is then detailed on this screen under the Case Payment Detail block.

Case Payment Detail Screen:

Case Information

| Case Information | | Cardholders | | |
|-----------------------|------------------|---------------------|-----------------|------------|
| Case #: | 01001000 | Name | Card#: | Status P/A |
| Name: | JANE D SMITH | JANE D SMITH | 010000012300345 | Active P |
| Address: | 1000 MAIN STREET | Authorized Children | | |
| City: | TRENTON | Child Name | Child # | |
| State: | NJ | JENNIFER M SMITH | 01 | |
| Zip: | 08601 | System Of Record | | |
| County: | MERCER | System Of Record | CARFS | |
| Home Phone: | 609-111-0000 | | | |
| Work Phone: | | | | |
| Mobile Phone: | | | | |
| School District Code: | 0110 | | | |

Case Payment Details

Settlement Date: 04/08/2012
 Payment Period: 03/11/2012 - 03/24/2012

Child Name: JENNIFER M SMITH

| EPPIC Provider ID | Attendance Amount | Co-pay | Deductions/ Adjustments | Total |
|-----------------------------|-------------------|--------|-------------------------|-----------------|
| 0000123 | \$117.37 | \$0.00 | \$0.00 | \$117.37 |
| Total Payment Amount | | | | \$117.37 |

SEARCH

3.11 Unmatched Check-In/Check-Out Report

Purpose: This screen allows you to view a report of all unmatched transactions for children that have checked in but have not checked out.

General Information: This report is useful in identifying parents that have not completed transactions for an attendance cycle.



You can select a report for either today's transactions or a report covering the previous 20 days. A sample of this type of report is shown below.



3.12 Provider 1099 Report

Purpose: This screen allows you to retrieve a 1099 form for your facility.

General Information: The year is selected through a drop down box and clicking on search.

The screenshot shows the 'New Jersey ECC' web portal. At the top right, there is a 'Log-out' link. Below it are navigation links for 'Inquiries | Reports | Admin' and a 'USER INFO' button. The main content area is titled 'Provider 1099 Form Search'. Inside this area, there is a sub-header 'Provider 1099 Form Search' and a form with a 'For Year:' label, a dropdown menu showing '2012', and a 'SEARCH' button.

4. Help

- For further assistance with the NJ e-Child Care Provider Web Portal, contact your Child Care Resource & Referral Agency (CCR&R) OR;
 - Provider Help Line 1-877-516-5776