

CCIDS Help Desk FAQs

Phone calls and email questions

- Didn't get my letter – they are in the mail
- Locked out after 5 unsuccessful log in attempts – wait 36 hours from last log in attempt
- Not receiving the email confirmation – check Spam
- Rate Form – if rates don't apply to provider they must enter 0 in the field

FAQ – Provider Rates JFS 1150 Section A

- What do I enter into the rate fields - my rates or the County rates?
 - Each provider is required to enter their customary rates into the applicable rate sections, or enter \$0.00 in any sections that are not applicable.
- What do I enter into these fields if I have more than one rate?
What do I enter into these fields if I only have one rate?
 - In order to complete the provider agreement process with ODJFS, and be reimbursed for the provision of publicly funded child care, the provider's customary rates will need to be converted into the rate structure on the JFS 01150 provider rate information form.

FAQ – Provider Rates JFS 1150 Section B

- What do I enter if I have multiple non-traditional rates (by age group)? What am I supposed to enter in the non-traditional Rate field?
 - If a provider has more than one additional amount for non-traditional care, the State requires that the provider convert their amounts into one additional amount.
- What am I supposed to enter in the absent day field? Does what I enter in this field impact whether I get reimbursed for absent days?
 - This rate field is informational only to indicate what a provider charges a caretaker if the child's ten absent days (in each 6 month period) are used up. It does not impact the provider's reimbursement from the state.

FAQ - Provider Agreement JFS 01144

- Article 16: For number 16 am I supposed to mark the one for "agreeing" or mark the one for "not required"? Are the check boxes in number 16 about the liability insurance requirement?
 - Article #16 does not refer to the liability insurance requirement. This article is to indicate the provider's agreement or exemption from indemnifying ODJFS, CDJFS, and the County Commissioners. Unless a child care provider is a "government entity" then they should be checking the "I agree to" box.

FAQ – Provider Agreement JFS 01144 (cont.)

- Article 23: I don't know what a DMA form is, how do I know if I need to fill one out?
 - The link for DMA information is:
<http://homelandsecurity.ohio.gov/dma/dma.asp>. Please use this link to determine if you need to file a DMA or not. It is dependent on how much you make in a year.