Electronic Child Care (VA-ECC) Vendor Information Session

Virginia Department of Social Services

Topics

- **Stakeholders**
- **Why Electronic Child Care?**
- **What Benefits are there?**
- **What Changes?/What Stays the Same?**
- **How does ECC Work**
- **Preparing for Equipment Installation**
- **Vendor Web Portal Content**
- **Getting More Information and asking Questions**

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ELECTRONIC CHILD CARE
www.dss.virginia.gov

Stakeholders

- **Vendors**

- **Parents**

- **Virginia Department of Social Services (VDSS)**

- **Local Departments of Social Services (local departments)**

- **ACS, A Xerox Company**

Who is ACS?

- **Affiliated Computer Services, A Xerox Company**
  - State & Local Solutions, headquarters in Dallas

- **Contractor selected to implement/operate VA-ECC through the competitive bid process**

- **5 other states converted to electronic child care**
  - Colorado, Indiana, Oklahoma, Louisiana, Texas

- **5 other states to be converted by end of 2011**
  - Virginia, Ohio, New Jersey, North Carolina, Alabama

Why Electronic Child Care?

and

What are the Benefits?

Why is Virginia Implementing ECC?

- **To provide accurate and timely tracking and verification of child care attendance**

- **To automate and reduce manual processes**

What are the Benefits?

- **To streamline the processing of child care reimbursements for vendors and staff – reduction of most paper invoices**

- **To give parents the responsibility of reporting the actual time their child is in care**
  - **Parent transactions confirm that the care was provided to their child**

More Benefits…

- Automation will assist in timely and accurate reimbursements

- Payments made electronically, directly to your bank account

- Real-time attendance transactions. Attendance transactions are seen as they are actually happening

- Reduction in timeframe to receive information about authorizations and attendance

- Access to attendance and payment records through Point of Service (POS) Device Reports and the Vendor Web Portal

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What Changes?
and
What Stays the Same?

What Changes?

- **Attendance reports will be automated**

- **Attendance information is available when the transaction is occurring**

- **Vendor Web Portal**

  - **Accessible through the internet from any computer**

  - **www.vaecc.org**

  - **Reports on Attendance, Authorizations, Payments and other resources**

What Stays the Same?

- **Guidelines for authorization of child care services remain the same**

- **The standards for Legally Operating Vendors remain the same for all vendor types**

- **VDSS will continue to authorize vendor payments**

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How Does ECC Work?

How VA-ECC Works

- **ECC Set-Up: Required Equipment**
- **Point of Service (POS) Device**

- **Phone Line for Interactive Voice Response (IVR) - Toll Free Phone Number**

Point of Service (POS)

- **Vendors will need a phone line <u>or</u> internet connection, <u>and</u> an electrical outlet.**

- **One POS Terminal will be provided for every 50 children authorized by VDSS.**

- **Installer will provide in-person training on use of device, maintenance and how to receive technical assistance.**

- **Equipment agreement <u>must</u> be signed and returned with bank information.**

How Cardholders will Report Attendance (POS)

- **Cardholder will swipe the card at the POS device**

- **Cardholder will enter their secure PIN #**

- **Cardholder will select one of the options shown on the POS:**

  - Check in/out, Previous Check in/out, Absence

- **Cardholder will enter their child's 2-digit number (01, 02, 03, etc.)**

- **Cardholder will press Enter key again to complete transaction**

Parent POS Steps

- **Step 1**   Swipe the ECC card
- **Step 2**   Enter Pin
- **Step 3**   Select Transaction Type
  - » Check-In/Check-Out/Absence/Holiday
- **Step 4**   Enter the Child Number
- **Step 5**   Enter next child or hit enter
- **Step 6**   \<transaction completion\>

Interactive Voice Response (IVR)

- **IVR is used to report attendance in limited situations when POS is not installed at some vendor locations.**

- **Parent, or secondary cardholder, may use the IVR at the vendor location to report the child check-in and check-out.**

How Cardholders will Report Attendance (IVR)

- Cardholder will call the ECC IVR and follow the prompts:

- Cardholder will enter the card number

- Cardholder will enter their secure PIN #

- Cardholder will select one of the IVR options:
  - Check in/out, Previous Check in/out, Absence

- Cardholder will enter their child's 2-digit number (01, 02, 03, etc.)

Parent IVR Steps

Parent calls the IVR and follows the prompts:

- **Step 1   Enter the card number**

- **Step 2   Enter the Pin #**

- **Step 3   Choose Transaction Type**

    Select: Check In or Out, Holiday, or Absence

- **Step 4   Enter Child Number**

- **Step 5   Repeat for next child or hang-up**

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ECC Verification Process

- **The POS or IVR transaction is sent to the ECC system for verification:**
  - Case Eligible?
  - Child Eligible?
  - Correct Vendor?
  - Is this Part Day or Full Day?

- **If all the checks are confirmed, the transaction is approved**

- **If any check fails, the transaction is denied**

What Parents are Being Told About ECC

- **Parents receive an Early Alert letter**
- **When swipe card is mailed, parents receive a card carrier and FAQ sheet**
- **The Parent will automatically receive a card**
- **A secondary cardholder may be designated and will receive a card**
- **Vendor or any one acting on the vendor's behalf cannot be selected as the secondary cardholder**
- **Vendors cannot use the card**

What Parents are Being Told About ECC

- After getting the card, the cardholder activates the card and selects a PIN (Personal Identification Number) by calling an 800 number.

- The parents will receive instructions on the use of the **POS** and **IVR**.

- You must keep the card with you.

- You must use the card to report attendance , absences and holidays.

What Parents are Being Told About ECC

- Your child care services may be terminated if you give your card to someone else –including your child care vendor.

- If you don't report attendance, absences, and holidays, you may be responsible for paying your vendor.

- You must contact your child care worker if the reporting system says your child is not eligible.

What if's?

- **What if the cardholder forgets or is not present to record attendance?**
  - The cardholder has the ability to perform transactions for previous days. This is commonly referred to as a "back swipe".
  - Cardholder has 8 days plus current day to enter any missing transactions on the POS or IVR.
  - Primary Cardholder can designate one secondary cardholder who often picks up or drops off the child to receive a card. All cards are mailed to the Parent.
  - Only the primary and secondary cardholder can use the card

What if's?

- **What if the entry cannot be completed? (phone line problems, POS isn't working, system problems caused by weather, etc.)**

  - The system gives the parent 8 days plus the current day to fill in any missing transactions once the issue is resolved ("back swipe")

More …What if's?

- **What if the POS is working but there is a connection problem? (phone line, internet service, etc.)**

    - The POS device stores entries for 8 days. Those entries will be transmitted when the communication problem is solved

    - This feature is called "Store and Forward", or SAF mode

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Preparing for Equipment Installation

Equipment Installation: What to expect

- An ACS subcontractor, Media Riders, Inc. (MRi), will contact you to set a date and time for the installation

- Once at your facility, the installation will take approximately 10-15 minutes to perform

- Training will begin immediately following installation. Training will take approximately 30 to 45 minutes

- Vendors should ensure that all those needed for training or installation are there at the time of the appointment

Equipment Installation: What to expect

- **The technician will go through a training checklist to cover important information**

- **A variety of training materials will be provided to you during the installation**

  - System User Manual, IVR instructions, Portal log in instructions, Help Desk information, FAQs and a Quick Reference card.

- **All materials will also be available on the VDSS website.**

What to consider

- **Method of communication**
    - **Dial up using a telephone line (analog) for access or**
    - **Broadband or DSL for access to the internet**

- **Placement of POS**
    - **Consider locations that are convenient and secure**

- **Installation Requirements**
    - **Refer to the Installation Guidelines Handout**

Dial Up Option

- **The dial up option is used when a simple analog phone connection can be made**

- **This connection can either be made at a wall jack or run through the back of a fax machine**

Telephone Jack

- **Factors to consider:**
  - Multi line phones that require the user to press a line button to access an open line cannot be used
  - Dial Prefixes, such as "8" or "9", must be made known to the MRi installer prior to installation
  - Please refer to your Installation Guidelines for more examples

- **Connection takes about 20 seconds**

Internet Options

- **The internet option is used when a high speed connection is available**

- **Typically connections can be found either on the wall data port or an open port on a hub or router**

Data Hub/Router

Wall Data Port

- **Factors to consider:**
  - **Firewalls**
  - **Availability of open ports**
  - **Convenient access to wall jacks**
  - **Connection speed is very fast, just a matter of seconds**

Internet Requirements

- **Most ISPs (Comcast, Verizon, Time Warner) work with no additional modifications.**

- **If your ISP or network provider has firewalls or security in place, there are a few requirements which may require attention prior to our visit.**

- **The following ports will need to be opened:**
  Host Port # 55312/Download Port # 8013

- **The terminal connects to the host at: pos.acs-inc.com**

- **If the vendor is not sure, they should contact their internet service provider.**

Consider best location for equipment

- Optimum placement that is convenient for your operation.

- Remember, the device's power cord is only 8 feet long. If the location you choose to place the POS is not within 8 feet of an electrical outlet, you must provide a longer extension cord or surge protector.

- Remember the technician will only be equipped with a 6 foot telephone cord or Ethernet cable. If the location you choose to place the POS is not within 6 feet of the connection, you must provide a longer phone cord or Ethernet cable

Will vendors be given a choice on install Date & Time?

- MRi will make every effort to accommodate the vendor's schedule. The installation schedule is time limited.

Will the technician know information about the child care program?

- No, the technician will only train on terminal functionality. Questions should be directed to the vendor coordinator.

How many terminals do I receive?

- You get one terminal for every 50 subsidized children, so 1- 50 = 1, 51-100 = 2, etc.

How can I test my phone line to be sure the terminal will connect properly?

- You can test by dialing 1-866-834-5189. If you receive a series of beeps then the device can usually be installed.

Will the technician be able to run cabling to get the terminal to the desired location?

- A six foot cable that comes with the equipment. Technicians will install this cable.

What if I want to have equipment installed in another room requiring a longer cord or new wall jack?

- Any additional cabling, extension cords, other equipment or customization needed is your responsibility. Arrangements must be made prior to the installation appointment.

Do I have to pay for the equipment?

- No, unless it is destroyed, stolen or not returned to ACS when required.

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Vendor Web Portal

Vendor Profile

Vendor Authorizations

Case Screen

Vendor Transactions

Vendor Payment Report - Detail

O Vendor - Payment Summary

Vendor Profile

Vendor Information		Address Information	
Vendor Name:	Akron, Wein	Address:	Usps
Vendor ID:	10001218		
Vendor Level:	2	City/State:	Richmond,VA
Vendor Type:	DODCCCC	ZIP:	45656 - 6354
Vendor FIPS:	159-Richmond County	Email:	
Vendor Phone #:	(993)388-1100	Contact Name:	Akron
Licence #:	0	Contact Phone #:	(212)137-9452
Licence End Date:	12/31/9999		

Vendor - Payment Summary

Payment Date: 05/30/2011
Payment ID: 410000407
Payment Status: Issued

Attendance Amount: $1,456.20
Absence Amount: $157.80
Holiday Amount: $0.00
Registration Fee Amount: $100.00
Adjustment Amount: $0.00
Payment Subtotal: $1,714.00

Vendor Withholding Amount: $0.00
Tax Amount: $0.00
Adjustments Subtotal: $0.00

Total Payment Amount: $1,714.00

PROFILE

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Child Payment Detail

○ Child Payment Report

Authorization Information

Person Information	
Child Name:	Man, Super
Client ID :	2100039806
DOB:	04/27/2010

Address Information	
Address:	234 Sdf
City/State:	adf,VA
Zip:	12312
FIPS:	Accomack County
Home Phone:	
Work Phone:	
Work Ext:	
Mobile Phone :	

**Payment to Vendors for
Super Man(Client ID: 2100039806)
from 03/01/2011 to 06/01/2011**

Case #	Auth ID	Vendor Name	Vendor ID	Payment ID	Payment Date	Service Month	Amount
110015775	310001059	Tiny tots	10001260	410000410	05/25/2011	05/2011	$563.00
110015775	310001003	Coleman,Terry	10001248	410000409	05/25/2011	05/2011	$1,360.00
110015775	310001003	Coleman,Terry	10001248	410000409	05/25/2011	05/2011	$1,360.00
110015775	310001003	Coleman,Terry	10001248	410000409	05/25/2011	05/2011	$1,360.00
110015775	310001059	Tiny tots	10001260	410000410	05/25/2011	05/2011	$563.00
110015775	310001059	Tiny tots	10001260	410000410	05/25/2011	05/2011	$563.00

Results 1 - 6 of 6.

PROFILE

What Happens Next?

- **Informational mailings to all parents**

- **Parents will receive instructions on how to report their child(ren)'s attendance**

What Happens Next?

Vendors will receive a Vendor Packet which contains:

- Cover Letter with important information

- Equipment Agreement

- Banking Form

- Installation Guidelines

You **must** complete and return the Equipment Agreement and Banking Form to **ACS** so we can:

- Install the equipment

- Make payments to you

![Virginia ECC - Electronic Child Care - www.dss.virginia.gov]

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Obtaining More Information

Questions

How To Get Information or Assistance

- For questions about the Equipment Agreement/Banking Information Form call the ACS Contract Helpline: 1-866-217-1076

- For Program information call your vendor coordinator

- For general information log onto the VDSS Webpage:

  http://www.dss.virginia.gov/family/cc/assistance.cgi

To access the Vendor Web Portal go to:

www.vaecc.org

To email a question about ECC send it to:

VaCMS@dss.virginia.gov