

PROVIDER PAYMENT DISCREPANCY PROCEDURE

Please follow these instructions for the Mercer County, Child Care Connection Provider Payment Discrepancy Request procedure.

Overview:

Parents and child care providers are **required** to use e-Child Care (ECC) daily for all authorized dates available in the ECC provider web portal. This is outlined in the ECC certification page of **all** child care agreements. Failure to do so will result in inaccurate or no payment made.

Per DFD regulations, discrepancy requests must meet the State's "**good cause**" criteria. Parent failure to record attendance and provider failure to monitor and troubleshoot web portal activity within the 13-day back-swipe period is not acceptable cause for a discrepancy request.

The following are scenarios that might result in inaccurate or no payment and may have cause for a discrepancy request:

- Providers who do not yet have POS devices installed
- Providers who are not yet connected to the IVR system
- Parents who have not yet received or pinned their cards
- Parent who have lost EBT cards that have not been replaced by the end of the back-swipe period
- Rate adjustments

Instructions:

1. All requests must be submitted *within 60 days* after the payment settlement date for the requested period of service.
2. Print the *ECC Provider Payment Discrepancy Form* from the link below, under the heading *E-Child Care- Providers Section*:
http://www.childcareconnection-nj.org/e_child_care.cfm
3. Fill out all sections of the form, and provide all required documentation as listed on the form.
 - a) Copy of signed child care agreement (*this is the WFNJ/TANF agreement or Provider/Applicant/Parent agreement signed by the parent, provider, and CCC*).
 - b) EPPIC Agreement Profile (*go to the portal, select the case number, click on child name, and expand agreement pertaining to the period of service requested and expand to show rate and eligibility dates-print*).

- c) Provider payment detail for requested period of service (*go to the portal, select the report tab, click on the payment detail that corresponds to the period of service request, which will show either no payment or incomplete payment for that child-print*).
4. Fax or mail the completed form and required documentation.
 5. Requests will be reviewed, and if approved, the provider will receive preprinted ECC logs highlighting the approved period of service. Please be sure to complete and return for payment processing prior to the expiration date printed on the top of the log.
 6. If the request is denied, you will receive a denial letter with a brief explanation or reason for denial.

Note: You do not need to complete the discrepancy request for authorized care dates that do not appear in the provider web portal. Upon receipt of the processed child care agreement, Child Care Connection will issue pre-printed ECC attendance logs to the provider, within 14 days, to complete for adjustment payment processing.

Please feel free to call the payment line at 609-989-9010 and any of our fiscal specialists will be able to help with this process.