



COUNTY OF BERGEN
DEPARTMENT OF HUMAN SERVICES
OFFICE FOR CHILDREN

Providing Child Care Resources and Referrals Since 1980
One Bergen County Plaza • 2nd Floor • Hackensack, NJ 07601-7076
(201) 336-7150 • FAX (201) 336-7155 • e-mail ofc@co.bergen.nj.us

Reminders for ECC Providers and Parents

- ✓ **The fastest way for the Provider to get paid is if the Parent records time in/out at the facility.**
- ✓ **Parents and Providers please contact the Office For Children:**
 - If parent/guardian has a Family First Card (EBT Card) and it is not activated for child care – *This applies especially for Bergen County Board of Social Services Clients (WFNJ, TANF and TCC recipients).*
 - If parent/guardian has not received a card.
 - If parent/guardian is having problems activating the card.
 - If parent/guardian lost the card.
 - If parent/guardian's card does not work.
 - If parent/guardian is having trouble recording daily transactions in EPPIC.
 - If the POS Machine or IVR (Provider's Registered Phone Line) is not working or experiencing technical difficulty.
 - If the child care agreement contains incorrect information, please contact the caseworker immediately (ex: incorrect facility site, misspelled name, etc).
- ✓ Parents are required to use this ECC system and "swipe" child's attendance daily. **Failure to use this system may result in the parent losing his or her child care benefits.**
- ✓ **Missed transactions must be recorded within the 13 day backswipe period.** The backswipe period is a rolling period of current day and the previous 13 days.
- ✓ Parents make sure you "swipe" your child **absent** or **sick from your home phone** for the days that the child does not attend the facility and the provider does not have that day recorded as a closure in EPPIC. **The parent can only record absent and sick days on their home phone.** All days attended must be recorded at the facility either through POS Machine or IVR. This will help to avoid submitting ECC Attendance Logs unnecessarily.
- ✓ Please remember to check the provider web portal on a regular basis for attendance transactions and payment information for each pay period and settlement date. This will help to avoid submitting ECC Attendance Logs unnecessarily. If you need technical assistance or would like training on the ECC Provider Web Portal, please contact the Office For Children.
- ✓ Please remember to submit ECC Attendance Logs for period of service indicated **above within 60 days** of Agency Authorization Date to Office For Children for payment processing. It is recommended that the provider submit all ECC Attendance Logs **within 60 days** after providing child care services or payment will be forfeited. Please allow up to two pay periods or four weeks from submission date for payment processing to be completed.
- ✓ If the child is in the WFNJ/TCC Program, please call in the previous daily transactions if possible. The WFNJ/TCC authorization will indicate the agreement start date. If the parent is unable to call in previous daily transactions back to authorization start date, please submit ECC Attendance Log immediately to Office for Children for payment processing.
- ✓ Please remember that all ECC Attendance Logs are to be submitted within **60 days** from the end date POS being requested **and** must meet one of the "Good Cause" criteria, with exception of WFNJ and CPS cases. **If ECC Attendance Logs are not submitted within prescribed time frame or/and do not meet the "Good Cause" criteria, the ECC Attendance Logs will be denied and payment will be forfeited.**