



Michael R. Pence, Governor
State of Indiana

Indiana Family and Social Services Administration
402 W. WASHINGTON STREET, P.O. BOX 7083
INDIANAPOLIS, IN 46207-7083

IMPORTANT NOTICE
CHANGES TO THE CCDF PAYMENT SYSTEM
Effective January 24, 2016

On January 24, there will be several important changes that will better support you as a family receiving CCDF benefits or as a provider accepting CCDF vouchers.

One of the most important changes is that late attendance claims will be made online. This improvement will allow parents to accurately track their child's attendance and providers to receive payment much more quickly.

Due to this exciting improvement OECOSL will no longer accept paper discrepancies as of March 6, 2016.

There are other new features that will improve your CCDF experience including:

A NEW Parent Website www.hoosierchildcarefamily.com

to view information about your CCDF case including:

- View current and past voucher information for your child;
- View a list of attendance entered;
- View payments that have been made to your provider and attendance associated with each payment;
- Confirm your child's attendance by approving or denying Late Attendance entries (formerly known as discrepancies) made your provider through the Provider Web Portal; and
- Receive important messages from the State.

Enhanced Parent/Cardholder Assistance (800) 876-0487

- Confirm your child's attendance by approving or denying Late Attendance entries made by your provider through the Provider Web Portal.



- A customer service helpdesk representative will be available for assistance with logging into the Parent Web Portal and other website questions.

New features for providers include:

Enhanced Provider Web Portal www.hoosierchildcare.com

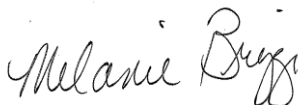
- Enter and update your Holiday dates online;
- Enter Late Attendance (formerly known as discrepancies) for a child. This will replace the current paper discrepancy form process so that you will receive payment more quickly and accurately. (Please note that starting in March, paper discrepancies will no longer be accepted);
- View Late Attendance payments that have been made;
- View the status of your POS device help desk tickets; and
- Receive important messages from the State.

Providers will be receiving a letter from Xerox with additional information about times that the system will be down and what actions must be taken to update the POS machines. This information is very important. You can also get a copy of this letter at www.hoosierchildcare.com.

If you have questions about these new changes you can find a training presentation and the answers to frequently asked questions on our website at <http://www.in.gov/fssa/carefinder/5006.htm> .

We are enthusiastic about bringing these new changes to the Hoosier Works for Child Care Electronic Payment System. We know that these changes will benefit the children, families and providers served by the CCDF voucher program in Indiana.

Sincerely,



Melanie Brizzi, Director
Office of Early Childhood and Out of School Learning