User Guide – Provider Access
Online Reimbursement Submission (ORS)
Child Care Assistance & Referral

Child Care Assistance and Referral
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Contents

1. Provider Access Log In Screen

To Log-in to Provider access enter your following details (Refer Figure 1- Log in Page):

1. Enter your Email id (Registered with Fairfax).
2. Enter Password (Temporary password sent on providers registered email address).
3. Click on **Log in** Button.
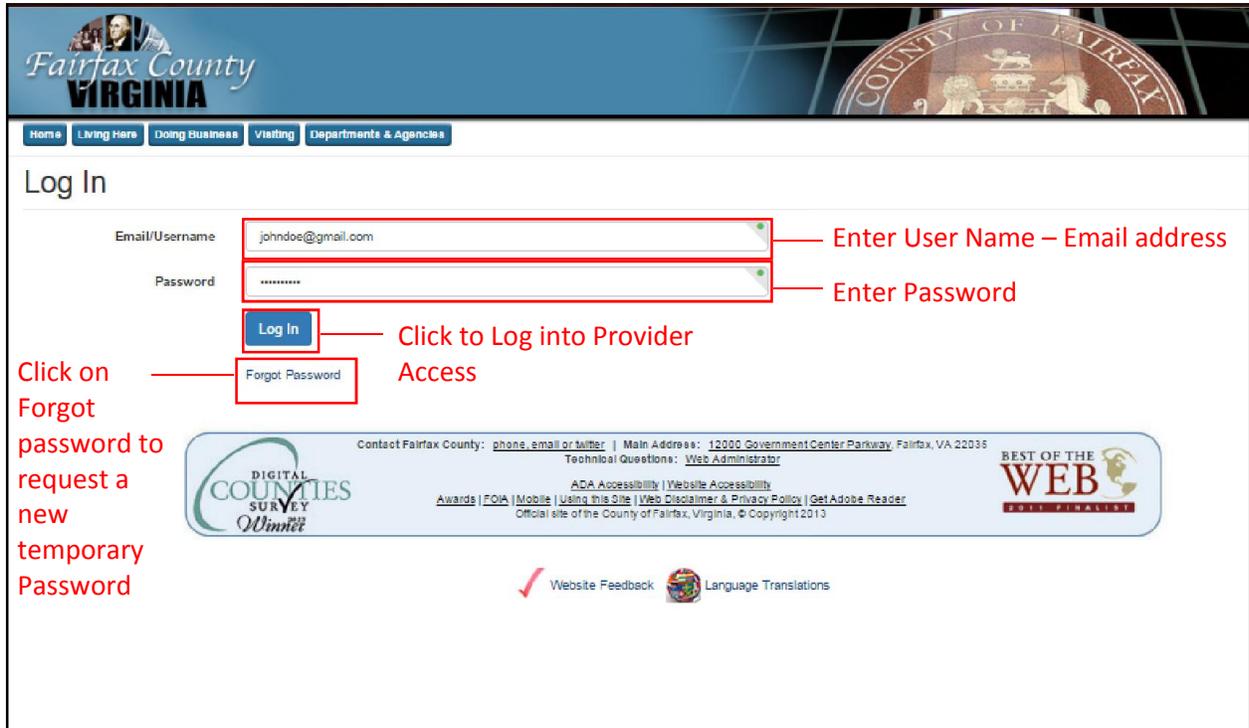
Figure 1- Log in Page

On Successful login, the user will be re-directed to the Provider Access Home Page to all the features of the portal.

2. Change Password

The User can their change password in the following ways:

1. When a user requests for a new password using the 'forgot password' option(Refer Figure 1- Log in Page)
2. When the user logs in to Provider Access for the first time (Refer Figure 3 - Change password (Initial Log in)).
3. Clicking on the '**Change Password**' button on the top right corner.(Refer Figure 4 - Change password)

2.1 Forgot Password

The 'Forgot Password' page allows for resetting the password and sending a new temporary password to the user incase the user forgets his/her password (Refer Figure 2- Forgot Password).

1. Provider needs to enter their user name and click on the **Send New Password** button.
2. System will generate a new temporary password and send it out to the registered email id of the respective username.
3. User can then type in their user name and the new generated password on the log in screen (Refer Figure 1- Log in Page)
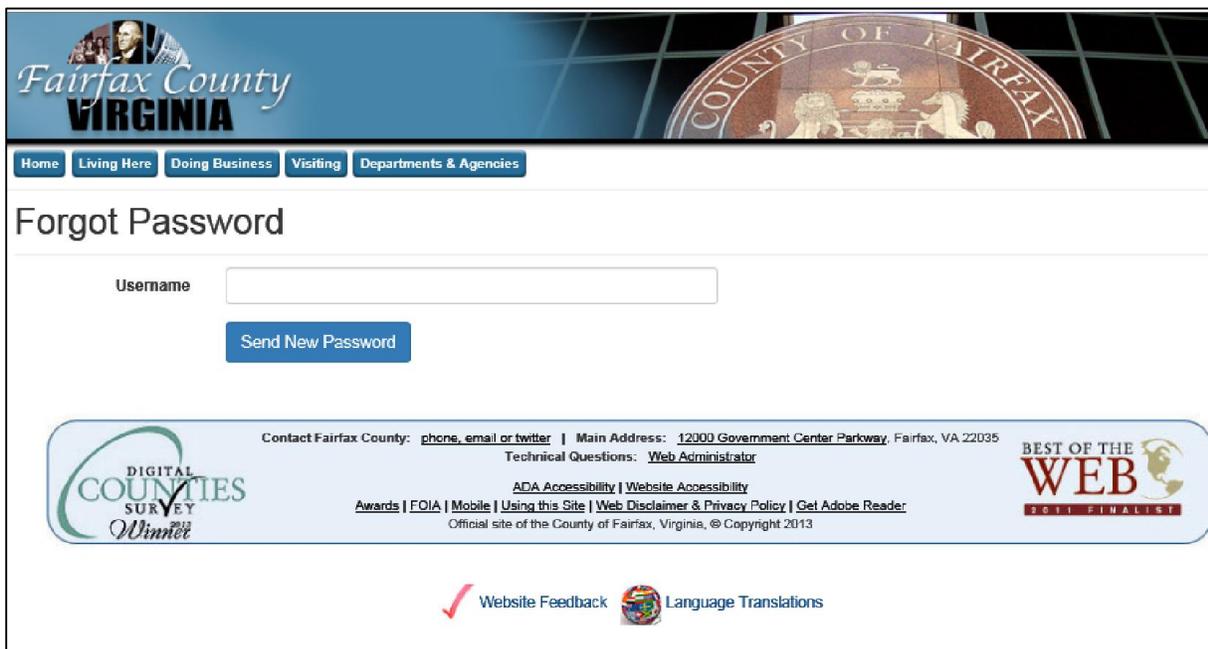
Figure 2- Forgot Password

Note: If the provider fails to remember their respective username, please contact Fairfax Office for Children.

Website for contact details:

Click here: Fairfax Office for Children website

2.2   Change Password on Initial Log In

On entering the Provider access for the first time, a change password message box will be displayed (Refer Figure 3 - Change password (Initial Log in):

1.   Enter the Password credentials (Refer Table 1 - Password Credentials)
2.   Click on the **Change Password** button to save your new password
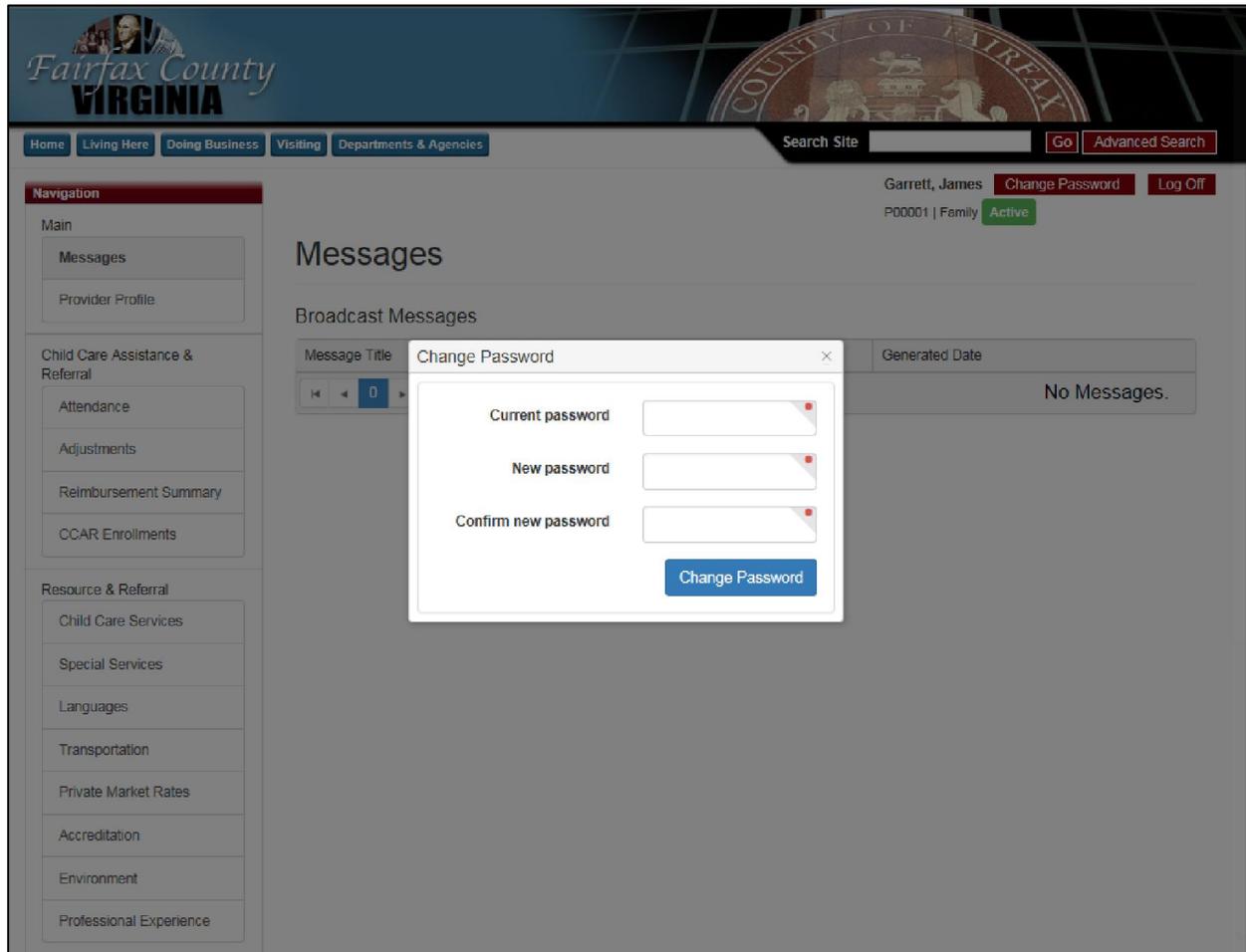
Figure 3 - Change password (Initial Log in)

Label	Description
Current password (Initial Login)	This is the system generated password provided to the provider via email from Fairfax County Office for Children
New password	This is the new password provider needs to enter
Confirm new password	Type in the same password as the one typed in new password

Table 1 - Password Credentials

2.3 Change Password (By clicking on change password button)

1. To change the password click on the **Change Password** button on the top right corner.(Refer Figure 4 - Change password)
2. After you click on **Change Password** button a message box for password credential will be displayed.(Refer Figure 5- Password credential)
3. Enter the Password credentials (Refer Table 2 Password Credential Regular User)
4. Click on **Change Password** button to save your new password.

Label	Description
Current password	Type in your Password for logging in to your provider access account
New password	This is the new password provider needs to enter
Confirm new password	Type in the same password as the one typed in new password

Table 2 Password Credential Regular User
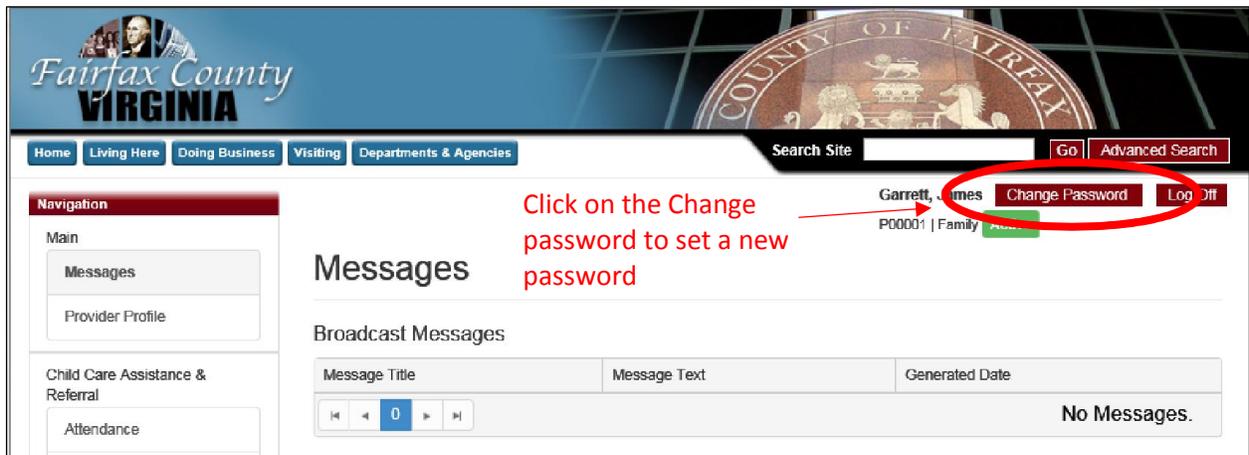
Figure 4 - Change password

Figure 5- Password credential

3. Provider Access page layout

Figure 6 - Introduction - Provider Access

Provider Information	Description
Provider ID	Provided by Fairfax County Office For Children.
Provider Type	Shows if the provider is a Center/Family/In home Care/SACC.
Provider Status	Shows if the provider is Active/Inactive.
Permit Status	Shows if the provider has a permit Issued/Inactive/Expired/Denied/Moving.

Table 3 - Provider Information

4. Home Page – Messages

Home Page – Messages is the first screen provider will see when logged into Provider Access application. Messages screen is where the provider will be able to view all the messages which were sent out from Fairfax Office for Children. These messages will be (read-only) and the provider will not be able to reply from this application. To contact Fairfax County Office for Children (OFC) the provider needs to go to Contact us page and choose a way to contact (email/phone/mail) (Refer *Error! Reference source not found.* Section).

To view messages:

1. Log-in to Provider access (Refer **Error! Reference source not found.**).
2. Click on **Messages** Tab in the Left navigation menu.

Figure 7 - Messages

Messages received will have the following parameters

Column	Description
Message Title	Title for the message.
Message Text	This will have the message sent from Fairfax Office for Children.
Generated Date	This date will be the date this message was generated.

Table 4- Messages

5. Child Care Assistance and Referral (CCAR) Attendance Submissions

The Attendance page will show the listing of all the months of billing periods of the provider from the month on which the provider was issued a permit from the Fairfax County OFC. Billing periods will be listed with an appropriate statuses of the attendances with date on which attendance was submitted (Refer Figure 8 - Attendance Main Page)

5.1 View Attendance

To view the attendance

1. Log-in to Provider access (Refer Figure 1- Log in Page).
2. Click on the **Attendance Tab** in the Navigation menu.
3. Update the necessary fields and click on **Update** button.
4. To cancel any changes for that child click on **Cancel** button.
5. To delete that child click on the **Delete** button.

Figure 8 - Attendance Main Page

5.1.1 Attendance grid

Attendance grid displays the overall statuses of the attendances by month to the provider (Refer Figure 8 - Attendance Main Page).

Column Header	Description
Billing Period	This column lists all the month from the month in which provider's permit was made active.
Received Date	The date on which provider submitted the attendance and Fairfax County OFC received it
Status	Describes the status of the attendance for that month (Refer Table 6 - Statuses for attendance)
Children Submitted	This column show the provider the number of children submitted for that month. If the attendance is rejected then the count of rejected child (ren) is displayed next to the attendance count submitted (Refer Figure 14- Rejected Attendance).
Children Pending	This column shows the number of children pending to be submitted for that month.

Table 5 - Attendance Grid

5.1.2 Statuses for attendance

Following is the table listing all the statuses in Provider Access for attendance and their descriptions.

Status	Description
Attendance Pending	The provider needs to submit the attendance (Refer **Case 1** in Figure 9 - Attendance Status).
Attendance Submitted	The provider submitted the attendance and it's going under process of verification from Fairfax County OFC (Refer **Case 2** in Figure 9 - Attendance Status).
Attendance Rejected	This status marks missing/invalid attendance and the provider needs to resubmit this attendance (Refer **Case 3** in Figure 9 - Attendance Status).
Payment Processed	The attendance has been approved and the payment has been processed. (Refer **Case 4** in Figure 9 - Attendance Status).

Table 6 - Statuses for attendance

Figure 9 - Attendance Status

5.2   Submit Pending Attendance

1. To mark the attendance for a specific month click on the desired month from the Attendance page (Refer Figure 8 - Attendance Main Page).
2. After clicking on the specific month a grid of all the children enrolled for that provider will be displayed (Refer Figure 10- Attendance Details).
3. This grid will be initially empty and will have the following attributes.

Column Header	Description
Child	Full Name of the child.
Details	Age (Care level).
Include button for each child	To include the attendance of a child for that month.
Notes	For including notes if any.
Days of the month	All the days for that month.

Table 7 - Attendance Details

Figure 10- Attendance Details

To mark the attendance for a child (ren)

1. Click on the **Include** button in front of the respective child name (Refer Figure 11- Mark attendance for a child).

   Note: Include button will be available initially.

2. Mark the days that the child was present for the month.

Legend	Description
P	Present
A	Absent
H	Holiday (Holiday can be marked in the column which is highlighted in yellow)
C	Closed (This marks the Provider being closed for that day) To Mark closed click on the top row where the day is listed (Refer Figure 11- Mark attendance for a child)

3. Repeat the procedure for all the other children as necessary.

Figure 11- Mark attendance for a child

4. Click on '**Save**' button to save the progress (Refer Figure 12- Save the Attendance)

Figure 12- Save the Attendance

5. Check the checkbox for agreement *(Note: Read the agreement carefully before clicking on the checkbox. If any doubts or concern about the agreement please contact Fairfax County OFC for clarification*) (Refer Figure 13 - Check the agreement box)

Figure 13 - Check the agreement box

Agreement:

By submitting this form, I certify that the information I have provided is complete and correct. I understand that this information is given in connection with the receipt of County funds; that employees of the OFC verify the information; and that anyone who knowingly and deliberately submits false information may be subject to prosecution for a felony under the Code of Virginia. I understand it is a Provider's obligation to report to OFC instances in which parents have not paid their assessed co-payment. Repayment - In addition to any criminal punishment, anyone who causes the Department of Family Services to make an improper vendor payment will be required to repay the amount of the improper payment as specified in a written repayment plan or as court ordered by a Judge.

6. Click on the '**Submit'** button to submit the attendance.

6. Re-Submit Rejected Attendance

1. To resubmit the rejected attendance click on the month which has status **Attendance Rejected**

Figure 14- Rejected Attendance

2. There can be two types of scenarios in terms of rejection (Refer Figure 14- Rejected Attendance).

2.1 Scenario/Case 1: One or more child (ren) for that month is/are rejected but Not All.

    a. Click on the month having status as attendance rejected.

    b. Correct the submitted attendance (Refer Figure 11- Mark attendance for a child).

c. Click on '**Save'** button to save the progress (Refer Figure 12- Save the Attendance).
d. Check the checkbox for agreement (Refer Figure 13 - Check the agreement box).
(Note: Read the agreement carefully before clicking on the checkbox. If any doubts or concern about the agreement please contact Fairfax County OFC for clarification)
e. Click on the '**Submit'** button to submit the attendance.

2.2 Scenario/Case 2: All the attendance for children of that month is rejected

a. Click on the month having status as attendance rejected, Attendance detail page will open and a rejected note will be displayed on top of the attendance grid **(Refer Figure 14- Rejected Attendance).**
b. A rejection note will be mentioned in red specifying the reason for the rejection of that attendance.
c. Correct the submitted attendance (Refer Figure 11- Mark attendance for a child).
d. Click on '**Save'** button to save the progress (Refer Figure 12- Save the Attendance). Check the checkbox for agreement (Refer Figure 13 - Check the agreement box).
(Note: Read the agreement carefully before clicking on the checkbox. If any doubts or concern about the agreement please contact Fairfax County OFC for clarification) Click on the '**Submit'** button to submit the attendance.

Figure 15 - Rejection Note

7. Adjustments

To request an adjustment, please contact the Child Care Specialist for the child.

7.1 View adjustments

The adjustment page displays the list of adjustment processed by CCAR. (Note: If the child is not mentioned in the grid, then the provider needs to request an adjustment).

Figure 16 – Adjustments processed

8. Reimbursement Summary

The reimbursement summary screen shows the records of all the reimbursements made to a provider on selecting a specific year.

To view the reimbursement Summary:
1. Log-in to Provider access (Refer Figure 1- Log in Page).
2. Click on the 'Reimbursement Summary' Tab in the Navigation menu.
3. Select a year form the Year drop down to view the summary for that month (Refer Figure 17- Reimbursement Summary).

The provider can download this Summary in the Excel format by clicking on the 'Export' button under the grid. (Refer Figure 17- Reimbursement Summary).

Figure 17- Reimbursement Summary

Note: For detailed understanding on each column on the Reimbursement summary page refer to the Table 8- Reimbursement Summary

8.1 Reimbursement Summary Table

Column Name	Description	
Child	Name of the child under provider's care	
Care Level	Care Levels defines the age level category in which the Child is	
	Infant	Birth up to 16 months
	Toddlers	16 months up to 24 months
	Pre School	Children from 24 months up to the age of eligibility to attend public school (5 years old by Sept 30th) Children turning 5 after Sept 30 are considered Preschool until they start school the following year
	School Age	Children Eligible to attend school
# of FT	Number of Full time (Full day) Attendance for the month	
# of PT	Number of Part time (Part day) Attendance for the month	
# of A	Number of Absences. These can be read as following	
	0(0)	Zero absences for the month (Zero for that Fiscal year)
	4(12)	4 absences for the month (12 in that Fiscal year)
FT Rate	Full time rate of the provider	
PT Rate	Part Time rate of the provider	
Gross	Gross is the total cost of care provided for that child	
Copayment	Amount payable by the client	
Total	This is the difference of Gross and Copayment which is payable by the county	

Table 8- Reimbursement Summary

9. CCAR Enrollments

The CCAR enrollment page shows the current and historical enrollments for the provider. These grids can be sortable by the column header (Refer Figure 188- CCAR Enrollments).

9.1   Current Enrollments

To view child details for Current Enrollment

1. Log-in to Provider access (Refer Figure 1- Log in Page)
2. Click on the '**CCAR Enrollments' Tab** in the Navigation menu (Refer Figure 188- CCAR Enrollments).
3. Click on the respective child's name to open the summary (Refer Figure 19- Child Summary).

Figure 188- CCAR Enrollments

9.2   Child Summary

Child Summary page displays the name (Refer Figure 19- Child Summary), parent guardian name, start date, end date, Home number, cell number, care level, child team and the attendance detail.

The following table defines the attendance detail table and its properties:

Column Name	Description
Billing Period	Lists the months from the time the child was enrolled with the provider. Click to view attendance detail for the month.
Days Present	Count of days present for that respective month.
Days Absent	Count of days absent for that respective month.
Submitted	Shows the status of attendance submitted for that child for that respective month.

Table 9 - Attendance Detail for Child

Figure 19- Child Summary

9.3   Historical Enrollments

Historical enrollments grid, displays the enrollment of child (ren) with that provider (Refer Figure 20-Historical Enrollment).

1. Log-in to Provider access (Refer Figure 1- Log in Page).
2. Click on the '**CCAR Enrollments' Tab** in the Navigation menu.
3. Select a year from the drop down menu under historical enrollments (Refer Figure 20- Historical Enrollment).

Provider can select the year in the "Select Year" dropdown to display the records for that specific year.

Figure 20- Historical Enrollment

10. Log Off

To log off from Provider Access portal, click on the **Log Off** button in the top right corner (Refer Figure 46 – Log Off).

Click on the Log Off button

Figure 21 – Log off