

# **CHILD CARE PROVIDER**

## **WEB BILLING**

### **Enhancements**

**Effective April 7, 2014**

## New URL for the Child Care Provider Web Billing Application

Effective April 7, 2014 Child Care Provider Web Billing users must use the following URL to access the web billing application:

<https://business.nh.gov/beb/pages/index.aspx>

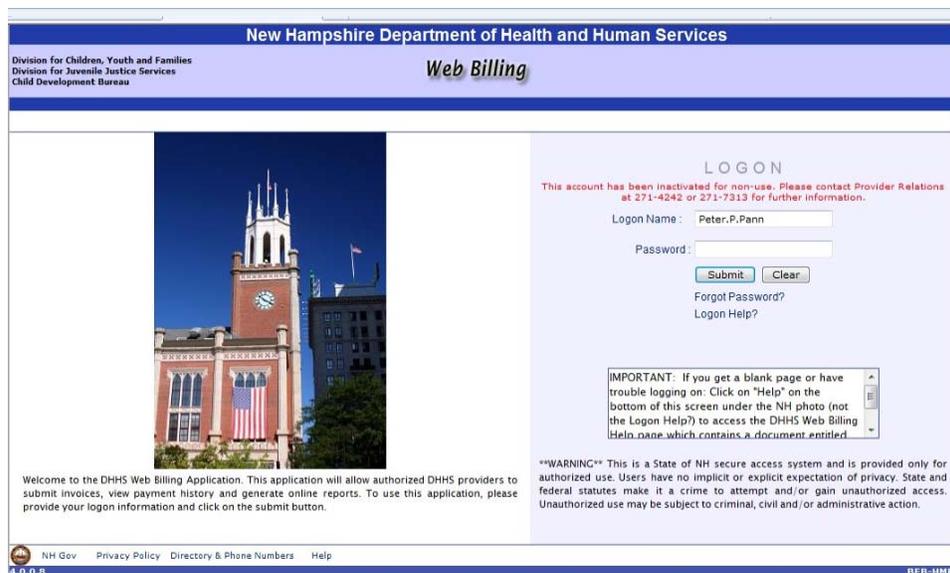
## Inactive Users Automatically Deactivated

In order to maintain security and the integrity of the application, user access will now be monitored by recording the users last login date and time.

The web application will now automatically deactivate any user who has not logged onto the web application for more than 90 days.

A message will display: “This account has been inactivated for non-use. Please contact Provider Relations at 271-4242 or 271-7313 for further information”.

The user must contact DHHS at one of the numbers above to have the account reactivated. The user will not be able to access the application until the password is reset by a DHHS administrator. DHHS will verify security questions before reactivation can occur.



## Provider Home Page

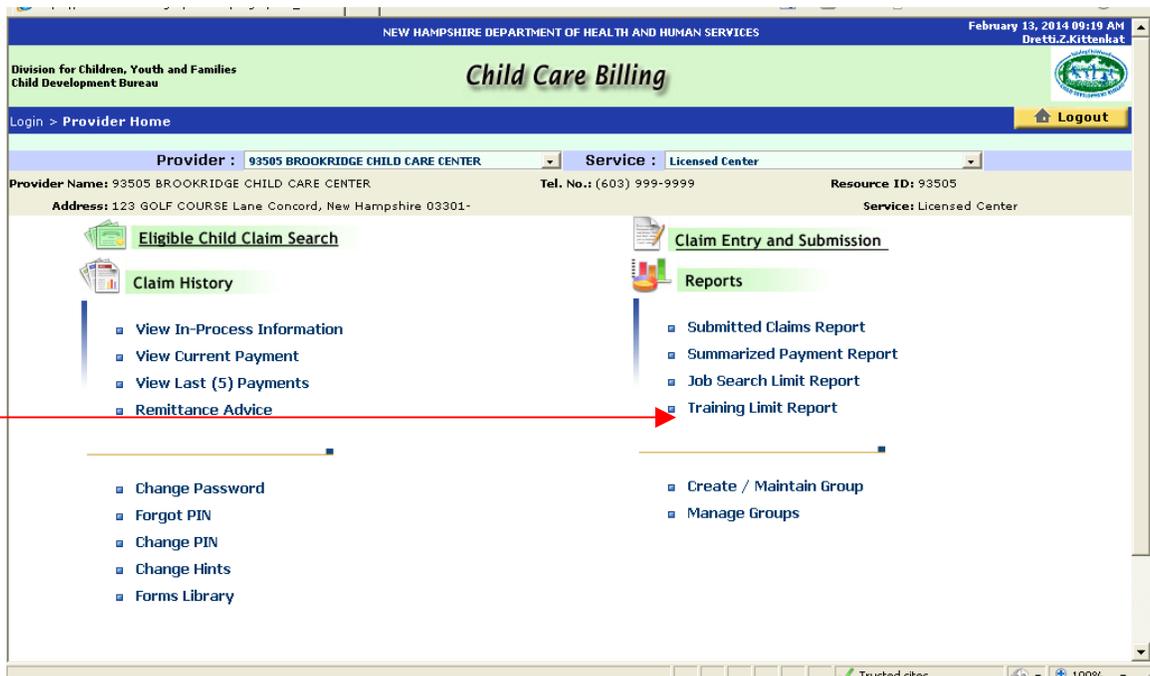
A Training Limit Report has been added to the provider home page. This report allows the provider to search for the number of training weeks paid for child care for a specific child (by Child Name or Child ID) or all children, regardless of the provider.

A child listed on this report does not mean that child care is *currently* approved for training. It simply reflects that payment has been made on behalf of this child due to a parent/guardian's training activity. This report is accurate as of the date and time being viewed. It is subject to change as information is updated.

A provider who has multiple sites can choose each site from the Provider Home page to view and print this report.

To view training information the user must select the Resource ID Number in the "Provider" drop down box and also select the Service type from the "Service" drop down box for that number.

Training  
Limit  
Report



Once the search page is launched, the provider can select a specific child or all children to search.

## Training Limit Report

The report lists children who are linked to the provider and have had child care paid for training and the total number of weeks that have been paid, including weeks that may have been paid when the child was linked to a different provider.

The number reflects all weeks paid for all providers toward the lifetime training limit. The report identifies the weeks used at two levels:

- Yellow highlight (!) indicates the parent has used between 84 and 99 weeks

- Red highlight (!! ) indicates the parent has used between 100 and 104 weeks

The 2-year lifetime limit for child care payments made for the activity of training is now being counted as 104 weeks. Payments for child care will no longer be made when the parent exceeds 104 weeks of child care for the activity of training. However, payments may continue to be made when the parent is participating in another approved activity.

Note that any time billed during one-day counts as 1 week. Example: One hour will count as one week.

Linked children will remain on this report for 6 months after the training activity ends.

Children whose link ends will remain on this report for 90 days from the date the link ended.

The training limit report can be viewed and/or printed.

**NOTE:** The yellow highlighted training limit rows will always begin with ‘!’ . The red highlighted training limit rows will always begin with ‘!!’ so that when this report is printed on a black and white printer the provider will be able to identify each training limit for each child.

The screenshot shows the 'Child Care Billing' interface for the State of New Hampshire. The page title is 'Child Care Billing' and the report is titled 'Training Limit Report'. The report ID is RP04-D02 and the date is 2/19/2014. The table below shows the training limit data for a child named RIVERS, LUMEN, with RID 568566585, who has used 1 training week.

Ind	Last Name	First Name	Rid	Training Weeks Used
1	RIVERS	LUMEN	568566585	1

## Job Search Limit Report

On April 7, 2014 the job search count will have a one time reset to zero. This means that families will be allowed a new 40 days of job search in a 6-month period, with the 6 month count beginning on April 7, 2014. Any service date billed prior to April 7<sup>th</sup> will

not be reflected in the reset job search limit report. However, these days do still count toward the 40-day limit that was in effect prior to April 7, 2014.

The Job Search Limit Report lists children who are linked to the provider and have had child care paid for job search in the last 6 months. The report indicates the number of days that have been paid, including days that may have been paid when the child was linked to a different provider.

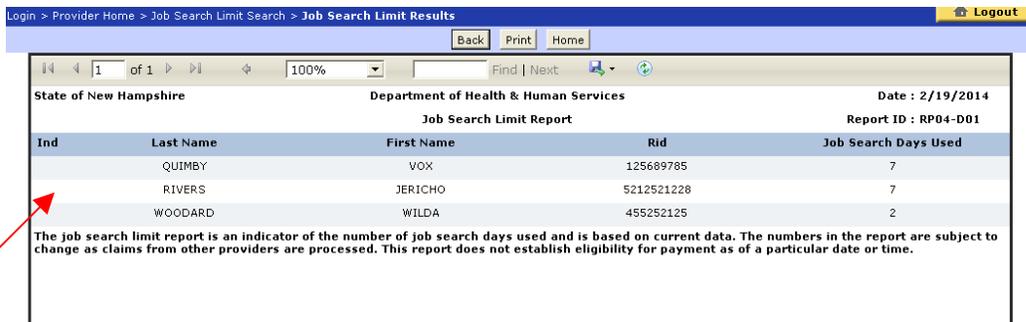
Note that any time billed during one-day counts as 1 day. Example: One hour will count as one day.

Linked children will remain on this report until a new 6-month period begins. Providers will see the “days used” count decrease as days begin to accrue in the 6<sup>th</sup> month period.

Children whose link ends will remain on this report for 90 days from the date the link ended.

A new red highlighted identifier has been added. The report will highlight the rows for children whose parents are approaching the 40-day limit for the activity of job search at two levels:

- Yellow highlight (!) indicates the parent has used between 20 and 34 days
- Red highlight (!!)



Ind	Last Name	First Name	Rid	Job Search Days Used
!	QUIMBY	VOX	125689785	7
!	RIVERS	JERICHO	5212521228	7
!!	WOODARD	WILDA	458252125	2

The job search limit report is an indicator of the number of job search days used and is based on current data. The numbers in the report are subject to change as claims from other providers are processed. This report does not establish eligibility for payment as of a particular date or time.

Highlight indicator  
! or !!

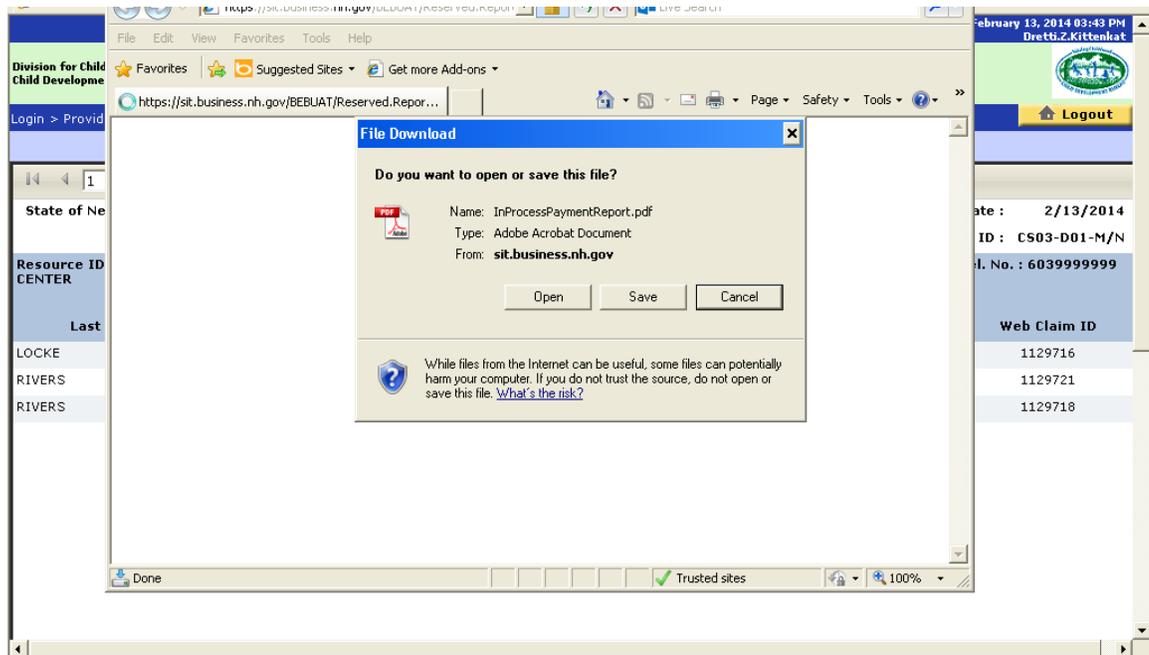
This report can be viewed and/or printed.

**NOTE:** The yellow highlighted job search limit rows will always begin with ‘!’. The red highlighted job search limit rows will always begin with ‘!!’ so that when this report is printed on a black and white printer the provider will be able to identify each job search limit for each child.

## Saving and Printing Reports

All reports will open in PDF format and can be printed and/or saved as a PDF when the Print button is selected.

Reports will automatically launch in Adobe Acrobat. A message will display asking the user if they want to open, save or cancel. If "Open" is selected, the report opens in PDF format. Select the printer icon or "Print" from the File menu to print the document. If "Save" is selected, the user can save the report as a PDF. If "Cancel" is selected, the File Download box closes.



## **Changes to the Claim Entry–New/Edit Screen**

### **Hours and minutes**

The application will only save when the hours entered are between 1 and 12 and the minutes entered are between 0 and 59. Hours will not calculate in the "Hours-Minutes" column until hours and minutes are entered within these parameters. The application will no longer allow a claim to be saved when military time is entered.

### **Cost Share and Parent's Activity**

All claim information is located in the header at the top of the screen.

The child's cost share amount is now automatically displayed when the page is launched. This will allow the provider to determine the parent's cost share before data is entered. Previously the cost share populated after the claim was updated or saved.

The parent's approved activity is automatically displayed when the page is launched. This will be useful to the provider when the parent is enrolled in a time-limited activity of either job search or training.

NEW HAMPSHIRE DEPARTMENT OF HEALTH AND HUMAN SERVICES February 13, 2014 03:12 PM  
Dretti.Z.Kittenkat

Division for Children, Youth and Families **Child Care Billing**  
Child Development Bureau

Login > Provider Home > Eligible Child Claim Search > Child Claim Search - Result > Claim Entry - New Logout

Last Name : LOCKE      First Name : HEIDI      Rid Number :      Created By : Dretti.Z.Kittenkat      Web Claim Id : 1129716  
Link Begin : 01/01/2014      Link End :      Activity: Employment Vendors      Weekly Rate : \$201.75      Total Hours : 33  
Claimed Amount : \$150.00      Calculated Amount : \$195.00      Cost Share Amount : \$5.00      Disability Amount : \$50.00      Service Level : Full Time

Claim Entry - New

	Occurs	Start Time	End Time	Present /Absent	Hours-Minutes	NOTE
Monday 02/10/2014	1	08 : 15 AM	04 : 32 PM	P	8.17	Parent's approved activity
	2	: : * *	: : * *	* *		
	3	: : * *	: : * *	* *		
Tuesday 02/11/2014	1	08 : 15 AM	04 : 35 PM	P	8.2	Child's cost share
	2	: : * *	: : * *	* *		
	3	: : * *	: : * *	* *		
Wednesday 02/12/2014	1	08 : 00 AM	04 : 52 PM	P	8.52	
	2	05 : 15 PM	07 : 12 PM	P	1.57	
	3	: : * *	: : * *	* *		
Thursday 02/13/2014	1	08 : 45 AM	02 : 12 PM	P	5.27	
	2	: : * *	: : * *	* *		
	3	: : * *	: : * *	* *		

The activity that is shown on the claim entry-new screen is the activity that was effective on the Monday of the selected week. A parent's activity can change on any specific day in the week. Once the claim is saved, the parent's activity will be re-evaluated. If the activity changed during the week, the activity that is in effect on that last date billed in that week will now be the activity that is displayed on the claim entry-edit screen.

**Clock count for job search and training**

**Job search:**

All days that the parent is approved for job search and the child is billed "P" (present) for any part of a day, will count toward the job search limit. Any time billed during the day counts as one day. Full days that are billed "A" (absent) or are not billed at all, do not count toward the job search limit. When days are billed present but the weekly payment amount is zero, each day billed still counts toward the limit. When a parent's activity changes mid-week, all days that the parent is approved for job search days count toward the job search limit.

For example, if the provider bills Monday through Friday and the parent is approved for job search on Monday, and the activity changes to employment on Thursday, 3 days of job search will be added to the job search clock count.

Note that the activity will change at the top of the screen to reflect the new activity once the claim is saved. This change can be viewed on the claim entry-edit screen.

**Training:**

When a parent is approved for training, any time billed "P" (present) during that week, will count as one week toward the training limit. Full weeks that are billed "A" (absent)

or are not billed at all, do not count toward the training limit. When days are billed present but the weekly payment amount is zero, the week still counts toward the limit. When a parent's activity changes mid-week, the training clock will only count a week of training, when the parent is approved for training on the *last day* billed during that week.

For example, if the provider bills Monday through Friday and the parent is approved for training on Monday, and the activity changes to employment during the week, that week will not be added to the training clock count. However, if the parent is approved for employment on Monday through Wednesday, and then is approved for training beginning on Thursday, one week will be added to the training clock count.

Note that the activity will change at the top of the screen to reflect the new activity once the claim is saved. This change can be viewed on the claim entry-edit screen.

### **AM/PM Default Removed from Claim Entry–New/Edit Screen**

The default values of AM on all start time occurrences and PM on all stop time occurrences have been removed from the Claim Entry-New/Edit screen.

The provider must now select the AM/PM value for each occurrence for which hours are entered.

This change was made to help prevent billing errors when providers failed to change the AM/PM as needed.

Please review the hours entered and AM/PM selections on the claim entry/edit screen carefully to verify that the data is entered accurately.

Hours and minutes will not populate in the Hours-Minutes column until the AM/PM indicator is selected.

NEW HAMPSHIRE DEPARTMENT OF HEALTH AND HUMAN SERVICES

**Child Care Billing**

Division for Children, Youth and Families  
Child Development Bureau

Dretti,Z.Kittenkat

Login > Provider Home > Eligible Child Claim Search > Child Claim Search - Result > Claim Entry - New Logout

Last Name : LOCKE      First Name : HEIDI      Rid Number :      Created By : Dretti,Z.Kittenkat      Web Claim Id : 1129716  
 Link Begin : 01/01/2014      Link End :      Activity : Employment Vendored      Weekly Rate : \$0.00      Total Hours : 0  
 Claimed Amount : \$0.00      Calculated Amount : \$0.00      Cost Share Amount : \$5.00      Disability Amount : \$0.00      Service Level : Full Time

Claim Entry - New

	Occurs	Start Time	End Time	Present /Absent	Hours-Minutes	NOTE
Monday 02/10/2014	1	08 : 15	04 : 00	*	*	
	2	:	:	AM PM	*	
	3	:	:	*	*	
Tuesday 02/11/2014	1	:	:	*	*	
	2	:	:	*	*	
	3	:	:	*	*	
Wednesday 02/12/2014	1	:	:	*	*	
	2	:	:	*	*	
	3	:	:	*	*	
Thursday 02/13/2014	1	:	:	*	*	
	2	:	:	*	*	
	3	:	:	*	*	

AM/PM  
must be  
manually  
entered

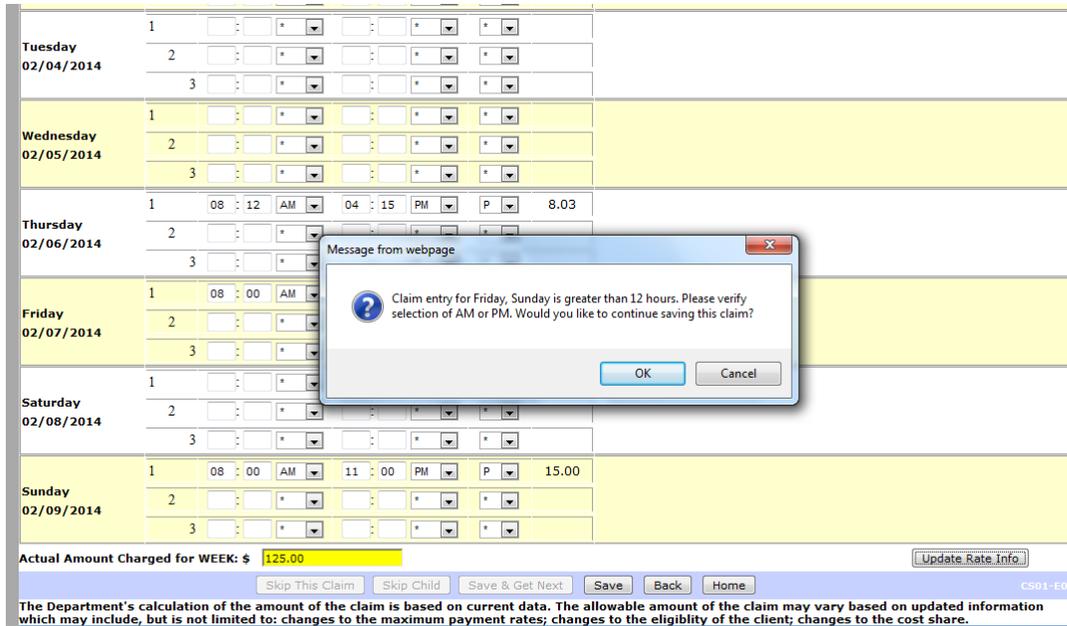
### 12-Hour Warning Message on Claim Entry-New/Edit Screen

A new warning message has been added to the claim entry-new/edit screen when the total number of hours entered exceeds 12 hours for any billing day. The message will state:

“Claim entry for ‘*the day*’ is greater than 12 hours. Please verify the selection of AM or PM. Would you like to continue saving the claim?”

If the provider selects ‘Yes’, the claim will save. If the provider selects ‘No’, the claim will not save and the user will remain on the page. The provider must then correct the AM or PM selection.

This warning message was created to help prevent billing errors. This usually occurs when the provider’s selection of AM/PM results in billing for more than 12 hours in a single day. Please review the hours entered and AM/PM selections on the claim entry-new/edit screen carefully to verify that the data is entered accurately.



## Changes to the Group functionality

The process of adding children to a new group or moving children to another group has been redesigned and simplified. Users will now view and manage all children in all groups on one screen. Changes have not been made to “Create/Maintain Groups”. However, for continuity, all Group instructions are stated below.

**Note: When the new change is implemented** on April 7, 2014 providers will still see their created group names and the children assigned in those groups on the new screen.

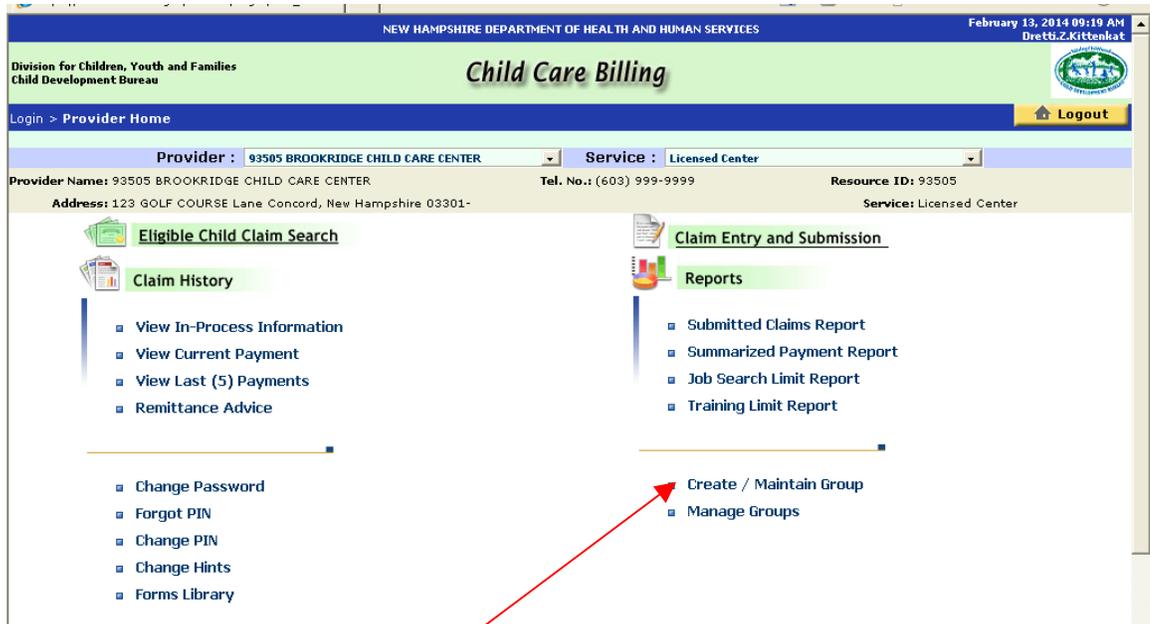
### Create/Maintain Group

Providers can create and maintain specific groups of children to allow billing by the specific group. Providers can create groups that can be defined to meet the business need. For example: Create name of group based on classroom name; Ex: Butterflies or create name based on the age group: Ex: 0-2 etc. Providers can change specific group information as needed, such as changing the name of an existing group or changing the description of an existing group.

### Create a New Group

The create group function allows providers to create a new group.

From the Provider Home page:



Click on "Create/Maintain Group".

The "Group - List" page will appear.



Click on the "New" button.

The "Group-New" page will appear.



Click in the "Group Name" box.  
Type in the name of the group.  
For example: Butterflies

Click in the "Group Description" box.  
Type in the description of the group.  
For example: Infants

Click the "Submit" button.

It is important to note that the Group Name will be alphabetized by ‘case’ i.e. capital verses lower case letter. Therefore if you begin four-group names with a “B”, “b”, “R”, “F”, the alphabetical listing of the groups will be “B”, “F”, “R”, and “b”. To be consistent and to keep the groups in true alpha order, you may want to enter all groups with the first letter capitalized **OR** all lower case letters for all groups.

NEW HAMPSHIRE DEPARTMENT OF HEALTH AND HUMAN SERVICES February 20, 2014 08:03 AM  
Margaret C. Julian

Division for Children, Youth and Families  
Child Development Bureau

Child Care Billing

Login > Provider Home > Maintain Group Logout

Provider Name: 93506 PALM TREE CHILD CARE Tel. No.: (603) 999-9999 Resource ID: 93506  
Address: 256 RIALTO Avenue Concord, New Hampshire 03301- Service: License Family Home

Group - New Submit Clear Back Home

\*Required Fields

\*Group Name : Butterflies  
Group Description : Infants

Submit Clear Back Home GR01-NEB

NH Gov Privacy Policy Directory & Phone Numbers Help

A message will appear in the tool bar at the top of the page indicating the “Record successfully inserted” once the action is completed.

NEW HAMPSHIRE DEPARTMENT OF HEALTH AND HUMAN SERVICES February 20, 2014 08:03 AM  
Margaret C. Julian

Division for Children, Youth and Families  
Child Development Bureau

Child Care Billing

Login > Provider Home > Maintain Group Logout

Record successfully inserted.

Provider Name: 93506 PALM TREE CHILD CARE Tel. No.: (603) 999-9999 Resource ID: 93506  
Address: 256 RIALTO Avenue Concord, New Hampshire 03301- Service: License Family Home

Group - New Submit Clear Back Home

\*Required Fields

\*Group Name :  
Group Description :

Submit Clear Back Home GR01-NEB

NH Gov Privacy Policy Directory & Phone Numbers Help

Click the “Submit” button after entering each group. Continue adding groups from this page.

The “Submit” button saves any information entered into the text boxes.

The “Clear” button deletes information entered into the boxes. (The Clear button only functions before the Submit button is clicked).

Click the “Back” button to return to the existing “Group List” page.

Click the “Home” button to return to the Provider Home page.

**Note:** Providers may find it helpful to create a group that will be the last group alphabetically in the group list so that children who are no longer in attendance can be placed in this group. The group name "Zzz-Group" usually works well.

NEW HAMPSHIRE DEPARTMENT OF HEALTH AND HUMAN SERVICES  
March 10, 2014 10:39 AM  
Eileen.Z.Precious

Division for Children, Youth and Families  
Child Development Bureau

**Child Care Billing**

Login > Provider Home > Maintain Group Logout

**Record successfully updated.**

Provider Name: 93506 PALM TREE CHILD CARE  
Address: 256 RIALTO Avenue Concord, New Hampshire 03301-  
Tel. No.: (603) 999-9999  
Resource ID: 93506  
Service: License Family Home

Group - Edit Submit Cancel Back Home

\*Group Name : Zzz-Group  
Group Description : No longer in care

Submit Cancel Back Home GR01-NE01

NH Gov Privacy Policy Directory & Phone Numbers Help

Once groups have been created the Group-List page will launch from the Provider Home page when "Create/Maintain Group" is selected. Note that the provider groups may continue on subsequent pages. Groups can be edited or deleted from this screen.

NEW HAMPSHIRE DEPARTMENT OF HEALTH AND HUMAN SERVICES  
February 20, 2014 08:06 AM  
Margaret.Z.Jelias

Division for Children, Youth and Families  
Child Development Bureau

**Child Care Billing**

Login > Provider Home > Group List Logout

Provider Name: 93506 PALM TREE CHILD CARE  
Address: 256 RIALTO Avenue Concord, New Hampshire 03301-  
Tel. No.: (603) 999-9999  
Resource ID: 93506  
Service: License Family Home

Group - List New Back Home

Group Name	Group Description	Action	Delete
Butterflies	Infants	Edit	Delete
Dragonflies	Toddlers	Edit	Delete
Z-Group	No longer in care	Edit	Delete

New Back Home GR01-R01

NH Gov Privacy Policy Directory & Phone Numbers Help

## Manage Groups

The process of adding children to a new group or moving children to another group has been redesigned and simplified. Users will now view and manage all children in all groups on one screen.

When the provider clicks on Manage Group from the home page, the Child List page launches. If the page is launched before groups are created, the children will appear in the list, but no group name will display (such as [no group selected]) and no group names will appear in the drop down box.

NEW HAMPSHIRE DEPARTMENT OF HEALTH AND HUMAN SERVICES  
 February 14, 2014 10:24 AM  
 Division for Children, Youth and Families  
 Child Development Bureau  
**Child Care Billing**  
 Login > Provider Home > Group Child List  
 Logout

Provider Name: 93505 BROOKRIDGE CHILD CARE CENTER  
 Tel. No.: (603) 999-9999  
 Resource ID: 93505  
 Address: 123 GOLF COURSE Lane Concord, New Hampshire 03301-  
 Service: Licensed Center

Child List

Last Name	First Name	Rid Number	Group
JOY	CHARITY	125456897	[no Group selected]
LOCKE	HEIDI	125785698	[no Group selected]
MCGREGOR	SLAYDEN	526245225	[no Group selected]
MINCE	RUTH	525254512	[no Group selected]
PREACH	CAROL	452145252	[no Group selected]
RIVERS	JERICO	5212521228	[no Group selected]
RIVERS	LUMEN	568566585	[no Group selected]
ROBERT	EVELYLN	125212525	[no Group selected]
WALTER	BOB	524524528	[no Group selected]
WOODARD	WILDA	455252125	[no Group selected]

This page displays the list of children currently linked to the provider. Children are sorted by "Group", then "Last Name", then "First Name". Children who have not been assigned to a group, will automatically be placed in "[no Group selected]".

The drop down box "Group" contains an alphabetical list of all groups created by the provider. Once the provider clicks on the down arrow, the list will display and the currently assigned group will be highlighted. Move the cursor to highlight the desired group name then click on that name to select the new group where you want the child placed.

NEW HAMPSHIRE DEPARTMENT OF HEALTH AND HUMAN SERVICES  
 March 10, 2014 10:43 AM  
 Division for Children, Youth and Families  
 Child Development Bureau  
**Child Care Billing**  
 Login > Provider Home > Group Child List  
 Logout

Provider Name: 93506 PALM TREE CHILD CARE  
 Tel. No.: (603) 999-9999  
 Resource ID: 93506  
 Address: 256 RIALTO Avenue Concord, New Hampshire 03301-  
 Service: License Family Home

Child List

Last Name	First Name	Rid Number	Group
DARDY	STEFANI	12587896	[no Group selected]
CARTER	CAROL		[no Group selected]
HYMN	CHERISH		Butterflies
DAINE	JACQUI		Dragonflies
			Fireflies
			Zebra
			Zzz-Group

All children can be placed in groups before clicking the "Save" button. One click on the "Save" button will save all actions executed on the page.

Since children will remain in the group list for 90 days from the date the link ends, children can be put in either the [no Group selected] group or in the provider created "Zzz-Group" once they leave the provider's care. Children in [no Group selected] will remain at the top of the list on the Child List page and cannot be selected "By Group" from the "Child Claim Search" screen. Children in the special "Zzz-Group" will display at the bottom of the Child List page and can still be selected "By Group" from the "Child Claim Search" screen.

**Please Note:** It is important to note that the Group Name will be alphabetized by ‘case’ i.e. capital letter verses lower case letter.

A message will appear in the tool bar at the top of the page indicating “Children Added To Group Successfully” once the action is completed.



To view all children on this page, click on the scroll bar on the right side of the screen.

