

# Child Care Counts: COVID-19 Supplementary Payment Program

09/03/2020



Wisconsin Department of  
Children and Families

# About this guide

This guide contains information to help you get access to the **Child Care Provider Portal** (CCPP) and set up your Fidelity National Information Services (FIS) Provider Registration.

These instructions are intended for people who have not previously used these systems.

The guide also contains a section to help you update your center and staff records in the Child Care Provider Portal.

These instructions are useful for first-time users, as well as a nice refresher for current users of the systems.

We are also providing some worksheets to help you with updating records for your center. Please print as many of these as you need.



If you need any assistance, please send an email to:

[DCFDECECOVID19CCPayments@wisconsin.gov](mailto:DCFDECECOVID19CCPayments@wisconsin.gov)

Or call and leave your details at:

608-535-3650



# **CHILD CARE PROVIDER PORTAL**



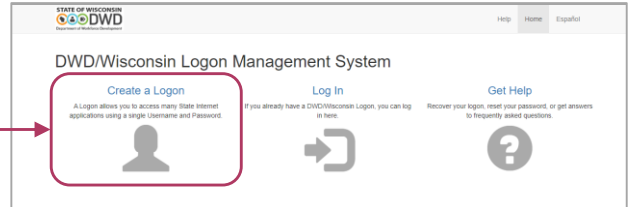
# CHILD CARE PROVIDER PORTAL

## DWD/WISCONSIN LOGIN

To get started, you must have a DWD/Wisconsin Login and password. If you have not yet created a DWD/Wisconsin Login, you will need to do so now. Log onto the [DWD Management](https://accounts.dwd.wisconsin.gov/) page to obtain a DWD/Wisconsin Login.



<https://accounts.dwd.wisconsin.gov/>



Fill in all fields on the login creation page. Follow the on-screen instructions. Create a username and password you will remember.



Enter a security question you will remember. This allows you to recover your account if you lose or forget your password.

Be sure to make note of your username and password and store them somewhere safe.



If you need help with Provider Portal access, please contact [DCFPlcBECRCBU@wisconsin.gov](mailto:DCFPlcBECRCBU@wisconsin.gov)





# CHILD CARE PROVIDER PORTAL

## DCF-F-5305: Field Explanations

- **Effective Date** – Enter the effective date the user’s ID is to be added, modified, or ended.
- **User ID (DWD / Wisconsin Account Creation Screen)** – Enter the same User ID created on the DWD / Wisconsin Account Creation Screen.
- **Name** – Enter the User’s Last Name, First Name, and Middle Initial.
- **Mother’s Maiden Name** – Enter mother’s maiden name. The user needs to provide the maiden name as verification of their identity in order to receive support from the DCF Security Desk.
- **Organization / Child Care Center Name** – Enter the organization or child care center name.
- **Telephone Number** – Enter the user’s work/daytime telephone number.
- **Email** – Enter the user’s work email address.
- **Licensee / Supervisor / Operator Name** – Enter the full name of the licensee, supervisor, or operator.
- **Licensee / Supervisor / Operator Telephone Number** – Enter the telephone number of the licensee, supervisor, or operator.
- **Provider Number and Location Information** – Enter provider number and location information for each child care center for which you will need CCP access, up to 10 locations. If you need access for more than 10 locations, use a second access request form.
- **User’s Signature and Date** – The user must electronically sign and date the form by typing the information into the signature boxes. The user then emails, or sends via mail, the completed form.

Wisconsin Statutes: The User's signature on this form constitutes acceptance of responsibility for compliance with Wisconsin Statutes §49.32(10), §49.81, §943.70(2), and with DWD policy (attached to new login approvals).

**C. Approval** – I certify that I have read the above information and understand my responsibilities.

<b>SIGNATURE</b> – User [Grey Box]	Date Signed [Grey Box]
<b>Licensee/Operator/Supervisor Signature</b> [Grey Box]	Date Signed [Grey Box]
<b>DCF CBU Approval</b> [Grey Box]	Date Signed [Grey Box]



**Temporary Digital Signing** – Under normal circumstances, we do not allow digital signatures. However, due to COVID-19, we are temporarily allowing digital signatures. To digitally sign this form, simply TYPE your name and date into the grey boxes in the fields indicated above.



# CHILD CARE PROVIDER PORTAL

Statutes §49.32(10), §49.81, §943.70(2), and with DWD policy (attached to new login approvals).

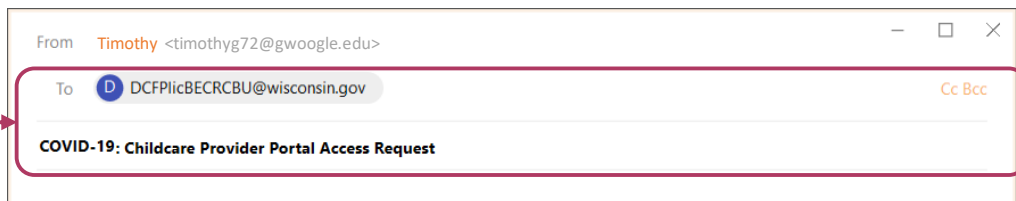
C. Approval – I certify that I have read the above information and understand my responsibilities.	
SIGNATURE – User Timothy Goodie	Date Signed 04/29/2020

Once you have digitally signed the form, see the above example for what that looks like, save the document one final time with your name as the document name.



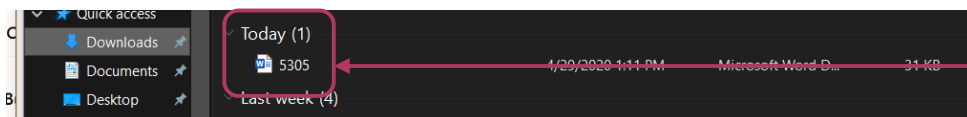
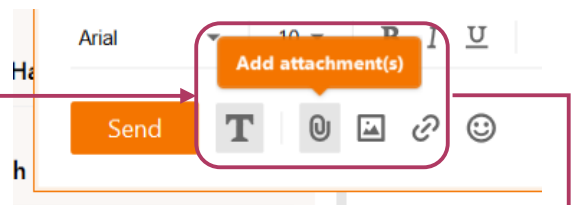
[DCFPIcBECRCBU@wisconsin.gov](mailto:DCFPIcBECRCBU@wisconsin.gov)

Click the link above to start a new email. It will have the subject: **COVID-19: Child Care Provider Portal Access Request** pre-populated for you.

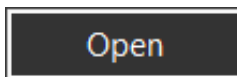


Drag the completed document to the new email window to automatically attach the document or look for the **Add attachment** icon and click it.

The **Add attachment** icon looks the same on all computers.

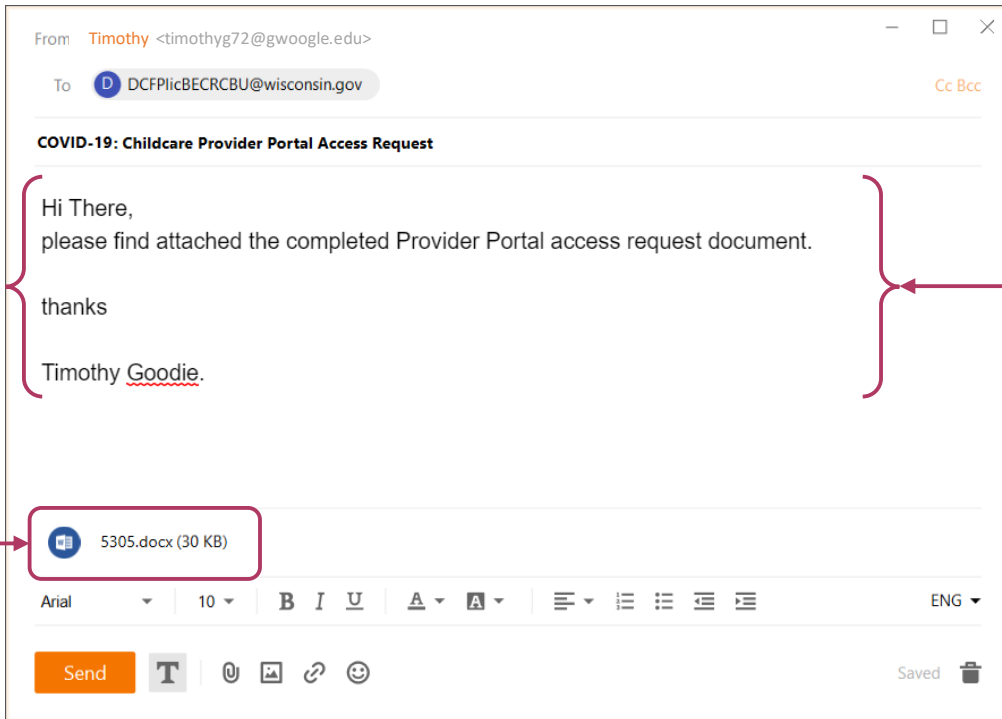


On a Windows PC, navigate to the folder where the file is located. In the example, the file is in the Downloads folder. Click *Open* to attach.





# CHILD CARE PROVIDER PORTAL



In our example, you will see an icon for the attachment, as well as a sample accompanying email.

**You are now ready to submit your digitally signed document.**

**Click the send button when you are ready.**







# **FIS PROVIDER REGISTRATION**



# FIS PROVIDER REGISTRATION

Fidelity National Information Services (FIS), is Wisconsin’s Electronic Benefit Transfer (EBT) card vendor. In order to receive funds from DCF as an Electronic Funds Transfer, you must do the following as part of your FIS Provider Registration:

- **You will need your FIS Provider ID. This is found in the Provider Portal header.**
- If you are not currently set up with FIS, you are encouraged to begin your registration process right away in order to more quickly receive potential funding.
- Include your Tax Identification Number (TIN). Future annual 1099K documents will be sent to you from FIS.
- Submit your checking account number. Payments from Electronic Funds Transfer go directly into your checking account.

**Child Care Provider Portal**  
Welcome, Chocolate

Chocolate Cakes Daycare  
2414 E Cakery Dr  
Dane, WI 53214-4144

**Logout**  
1800059971-001  
Facility ID 1123204  
FIS Provider ID D217957

**COVID-19 Emergency Information**  
Due to the COVID-19 pandemic, please complete the following and keep it up-to-date so that DCF and its partners can help Healthcare workers and others performing critical functions fill urgent child care needs. Press "Save" once you have completed filling out or updating the information.

Address: 2414 E Cakery Dr  
Dane, WI 53214-4144

Is this location currently open?  Yes  No

Are you able to provide care for more children with special needs?  Yes  No

Enter the number of open slots you have available at this location below.

For children under 2 years?

For 2 and 3 year-olds?

For 4 and 5 year-olds?

For 6 year-olds and older?

Enter the total number of open slots (i.e., available slots) you have available at this location below.




# FIS PROVIDER REGISTRATION

If you are not currently set up with FIS, you will receive a New Provider Welcome Letter.

You can also find your FIS Provider ID at the top of your **New Provider Welcome letter**, and in the body of the letter.

**Note: you do not need to have received this letter in order to register with FIS. You can find your FIS Provider Number in the Provider Portal as indicated on the previous page of this manual.**

Division of Early Care and Education 201 East Washington Avenue, Room E200 P.O. Box 8916 Madison, WI 53708-8916	 State of Wisconsin	Provider # 2800040092/001 <b>FIS Provider ID</b> D217957
Date: 07/20/2018		
LAKELAND GROUP CENTRE 123 MAIN ST ANYTOWN WI 45454		
The State of Wisconsin is an equal opportunity service provider. This letter contains information about the Wisconsin Shares Child Care Subsidy Program. If you need this material in a different format because of a disability, or if you need this letter translated or explained in your own language, please call the number below and press 4. State your language when the call is answered. These services are free. Child Care: 1-888-947-6583 TTY: 711		
<b>Welcome New Child Care Provider</b>		
The Wisconsin Shares Child Care Subsidy Program assists eligible working parents with child care expenses. The Wisconsin Department of Children and Families has implemented a new payment process called MyWICHildCare (MWCC). MWCC puts the power of paying for child care services into the hands of parents through the MyWICHildCare EBT card.		
The State of Wisconsin Department of Children and Families has contracted with Fidelity National Information Services (FIS) to help to achieve our Electronic Benefit Transfer (EBT) program goals. New Wisconsin child care providers who wish to accept Wisconsin Shares authorizations are required to have a FIS Provider Agreement in place so that electronic funds may be transferred directly into your bank account.		
The MyWICHildCare card allows parents enrolled in Wisconsin Shares to transfer state subsidies electronically for fast, easy payments to child care providers.		
FIS identifies providers by the below FIS Provider ID that is specific to your business. This ID is needed to complete the FIS Provider Agreement. Please keep this letter for future reference.		
<b>Your FIS provider ID is D217957.</b>		
The FIS Provider Agreement is located online at <a href="http://www.ebtedge.com">http://www.ebtedge.com</a> . Visit the FIS website and select the child care provider section. Select Complete your Contract or Register Online. Follow the instructions to complete the FIS contract. If you need help with the contract, call FIS at 1.800.894.0050 between 8 a.m. and 5 p.m. CST Monday-Friday.		



# FIS PROVIDER REGISTRATION

Start by copying and pasting the link below into your web browser.



<https://www.ebtedge.com/gov/portal/provider-public/ProviderRegistration.do>

The screenshot shows the FIS Provider Registration web form. The form is titled "Provider Registration" and includes sections for "Provider Identification" and "User Access". The "Provider Identification" section includes fields for "FIS Provider ID", "Provider Phone #", "State or Program" (a dropdown menu), and "Last 4 digits of Provider's Bank Account #". The "User Access" section includes fields for "User ID", "Re-enter User ID", "Password", "Confirm Password", and three challenge questions with corresponding response fields. A CAPTCHA image showing the text "43tg1Fd9" is displayed below the challenge questions. The form has "Continue" and "Cancel" buttons at the bottom. The page footer includes "Online Privacy Notice", "FIS Privacy Policy", "Terms and Conditions", and "© 2020 Fidelity National Information Services, Inc. and its subsidiaries. All rights reserved."

If you have difficulties or questions, you can contact FIS Merchant Services at **800-894-0050** for specific assistance with the FIS Provider Registration process.

This assistance is available from 8 a.m. to 5 p.m. Monday through Friday.



**Please Note: FIS may take up to a week to review and approve the FIS Provider contract. You are encouraged to begin this process immediately if you are not already set up with FIS.**



# **UPDATE YOUR CENTER RECORDS**

# Updating Your Center's Records

Once you have access to the Child Care Provider Portal, we strongly encourage you to take the time to gather all your records together regarding staff and family information.

Please refer to the [Child Care Provider Portal \(CCPP\) User Guide](#) for instructions on entering your information.

A [training video](#) is also available explaining the Child Care Provider Portal under the [CCPP Training and Resources section](#).

**Printable information sheets** are available in the **Appendices** section of this guide, which you may find helpful.

***Please note** that if you are awarded Child Care Counts: COVID-19 Supplementary Payment Program funds, the monetary payment is **subject to audit review** to ensure the funds are spent according to the terms and conditions. We strongly recommend filing all related expenditure documents in a safe place.*



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# Child Care Counts: COVID-19 Supplementary Payment Program Checklist

## **Provider Portal Login Username and Password**

Make sure you have these credentials and keep them in a safe and secure place. Having them on hand makes accessing and updating of your center's details easier in the Child Care Provider Portal.

## **FIS Account Details**

Once you have your FIS account set up, you can receive your funds electronically.

## **Staff Details**

Staff Names. Part- or Full time? On Payroll? Listed in the Provider Portal?

## **Information about the children at your facility**

Name, date of birth, care type (full time, part-time)

Did your facility serve any children with disabilities?

Did your facility serve any children who speak languages other than English?

Did your facility serve any children who are experiencing homelessness?

Did your facility serve any children from tribal communities?

Did your facility serve any children living in rural areas?

## **Temporary Closures**

Is this information up to date in the Provider Portal? .



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# APPENDICES



# Appendix A. Updating Child Information

Child Names	Child DOB	Full time (21 hours or more) or Part-time (20 hours or less per week)	Receives Wisconsin Shares?

Print out and use to help organize your information. You may need several copies.

# Appendix B. Staff Information

Staff Name	Part-time or Full time	On Payroll Y/N	Added to Provider Portal Y/N

Print out and use to help organize your information. You may need several copies.



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