



## MyWICChildCare EBT Basics for Providers



WISCONSIN DEPARTMENT OF  
CHILDREN AND FAMILIES

# Introduction

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**<http://mywchildcare.wi.gov>**



# Wisconsin Vision

## Current Process:

The Department of Children and Families makes Wisconsin Shares child care payments directly to child care providers.

## New Process:

The Department of Children and Families will provide Wisconsin Shares parents with an EBT Card. The parents will initiate payments to child care providers via Electronic Benefits Transfer (EBT).



# What is an EBT Card?

- EBT is short for Electronic Benefits Transfer
- It is a plastic card, similar to a bank card, issued to benefit recipients
- The EBT Card is loaded with benefits monthly. In most cases, funds are available on the first of the month
- **The EBT card can *only* be used to access child care benefits authorized for a specific provider and a specific child**

**The EBT card cannot be used to obtain cash!**



# The Benefits of EBT

## For Parents and Providers

- Reinforces that the Wisconsin Shares Child Care Subsidy Program is a financial program for working parents
- Including parents in the payment process helps parents understand the costs and the value of high-quality child care
- Like private pay parents, the Wisconsin Shares parent may initiate the payment to the provider in advance, before child care is provided
- EBT speeds up payments to providers
- Increases stability for child care operators and strengthens the continuity of care for children
- Eliminates Wisconsin Shares attendance reporting to obtain payment
- Promotes a business relationship between parents and providers to prepare for the parent's transition to the private market
- Provides parents with a role to manage their benefits and ensure their benefits are used appropriately

# **MyWIChildCare is consistent with the Federal CCDBG – Reauthorization Law (Child Care and Development Block Grant Act of 2014)**

- Family-friendly policies, including 12-month eligibility determination period for families receiving child care subsidies
- New payment practices: States must establish policies that reflect generally accepted payment practices
- Paying for absence days when the child doesn't attend care
- Parent-friendly policies that nurture the continuity of care

# EBT Implementation Timeline

- **Phase I in production October 3, 2016**
  - 439 La Crosse-area child care families in 8 counties: Buffalo, Clark, Jackson, Monroe, Pepin, Trempealeau, Vernon, and La Crosse
- **Phase II in production February 1, 2017**
  - Includes all counties not included in Phase 1, except Milwaukee County
- **Phase III in production April 2, 2017**
  - Milwaukee County



# **DCF has contracted EBT vendor: Fidelity National Information Services (FIS)**

- **FIS is an experienced EBT vendor with many years of EBT experience including:**
  - Wisconsin Foodshare and WIC EBT processing
  - Child care EBT systems in Kansas and Utah
- **FIS responsibilities include:**
  - EBT card issuance and maintenance
  - Loading benefits on EBT cards
  - Financial reporting
  - Customer service and training for providers and parents
  - Provider enrollment and maintenance
  - 1099 sent to providers

# Provider Enrollment

- 9/15/16 FIS sends a post card to providers directing them to the online contract located at <http://www.ebtEDGE.com>
- FIS will wait a few weeks and send a paper contract to providers who haven't signed up yet
- FIS will wait a few more weeks, and then call the providers who haven't signed up, and try to assist them
- The phase II contracting period is September 15, 2016 – January 15, 2017. **Do not delay!**

# Provider Requirements

1. Be a YoungStar participant, unless the provider is an out-of-state provider
2. Report their private pay rates to DCF
3. Report changes to rates
4. Enroll with FIS and sign an agreement that includes the provider's Tax ID and checking account information

# Provider rules

- It is a violation of the provider rules to:
  - Obtain the parent's EBT card or PIN number
  - To make payments for the parent or pay themselves
  - To cash out subsidy benefits to parents
  - To use payments for children not listed on the authorization
  - To provide goods or services other than child care for subsidy funds

# MyWIChildCare EBT Process

1. Parent applies for Wisconsin Shares and is found eligible.
2. The child care worker and parent will determine the family's child care needs.
3. The parent identifies the provider or providers that will care for their children.
4. The worker enters the information into the DCF EBT CSAW automated child care system.
5. An EBT Authorization is created and communicated to the parent, FIS, and to the provider.
6. FIS mails the EBT card to the parent.
7. DCF sends child care benefit amounts to the EBT vendor to load the EBT card each month.
8. The parent uses the EBT card to initiate the child care payment or payments to the identified providers.
9. FIS issues payment transaction directly into the provider's bank account within 2 – 3 banking business days.

# EBT Authorizations

- Each EBT Authorization includes three elements:
  - Child
  - Provider designated by the parent
  - Subsidy amount for the child
- **EBT Subsidy amount loaded on the card will include:**
  - Monthly Wisconsin Shares subsidy less the copay amount
  - If the parent chooses a 2 star provider, a -5% deduction occurs
  - Parents are responsible for paying the difference between the subsidy amount and the provider's rate. This is called the parent's share.

Authorized  
amount  
\$\$



# YoungStar Quality Adjustment

- The Department of Children and Families will continue to support quality child care facilities under the new MyWICChildCare payment process.
- YoungStar Payments will be transferred directly into the 4 and 5 Star provider's bank accounts, monthly, in a separate payment from other deposits
- A prospective payment will be made to the provider based on Wisconsin Shares cases and YoungStar rating level

# Parent Payments to Providers

- Parents will have three easy ways to initiate a payment to providers:
  - IVR / Telephone (most frequently used method in other states)
  - FIS ebtEDGE Website: <http://www.ebtEDGE.com>
  - Point of Sale (POS) device for participating providers
- For each payment the parent inputs three elements:
  - Benefit amount to the provider
  - Provider authorized to care for that child
  - Child's name



# Vendor (FIS) Services

<http://www.ebtedge.com>



- **For Parents, a toll-free phone number (877-201-7601) and web portal:**
  - To initiate payments to providers
  - To confirm benefit loads, balances, and check transaction history
  - Telephone customer service agents for problem resolution, report lost or stolen cards, etc.
  - Online training
- **For Providers, a toll-free phone number (877-201-7753) and web portal:**
  - To review individual payment transactions and payment history
  - Trained customer service agents for problem resolution
  - Manuals and online training
  - **Providers in the contracting phase will need to contact Merchant Services at 800-894-0050 to complete their contract**

# Who Pays for EBT?

- **DCF pays a cost-per-case monthly fee to FIS**
- **No transaction fees are paid by parents or providers**
- **FIS offers Point of Sale (POS) card reader device**
  - *POS is optional* for providers
  - Lease fee: Providers pay the vendor \$14.50 per month
    - FIS is responsible to provide and maintain the POS device
    - FIS is responsible to train providers on the use of the POS device
  - The FIS POS device reads *only* MyWICChildCare Cards. It will not process bank cards
  - POS machines from third parties will not work for EBT transactions

# New DCF Online Parent Portal

<https://mywchildcareparents.wisconsin.gov>

- Parents will use their existing ACCESS ID and password to log in to the portal
- The Parent Portal can be found on the ACCESS website or the above URL
- The parents will be able to view their authorization notices, transactions, and history
- The parents can report child care need changes, changes to schedules, and request new authorizations in the Parent Portal.

# New DCF Online Provider Portal

<https://mywchildcareproviders.wisconsin.gov>

- Designed using the CCPI model currently used by providers. Current CCPI login information will access the portal
- Secure password-protected method for providers to connect to DCF
- View authorization notices and transactions in real time
- Upload documents, report rates, and other changes
- Online training and related links
- Later expansion for other purposes: Licensing changes/YoungStar contracts

# Provider Authorization Information

- Simplified in the new system
- Will include the name of the child and the begin and end date of the authorization
- Will not include the amount on the EBT Card or the hours authorized to the parent
- Providers will need to discuss the parent's child care needs **with** the parent and have a **written payment plan** both sides agree to, just like private pay

# Changes to Attendance Reporting/Payment Processes?

- Attendance Reporting (Paper ARF's and CCPI online attendance reporting) will be discontinued
- Prospective monthly child care subsidy cycle instead of a weekly retrospective reimbursement
- Subsidy will be loaded into MyWICChildCare accounts for parents to pay providers on the first of the month, to be used for that month.
- **Sign-in / Sign-out sheets must still be completed and maintained at the provider's location**

# What can child care providers do to prepare for the new Wisconsin Shares MyWICChildCare payment system?

1. Review your policies and customer agreements to ensure they align with the new EBT payment system
2. Complete the FIS provider agreement today. **Do not delay!**
3. Talk to your parents to make sure they know about the changes
  - Remind them their EBT cards arrive in January, or the month prior to your go-live date
  - Discuss payment frequency expectations
  - Discuss termination and notice expectations
  - Discuss Wisconsin Shares policies on changing providers
    - The change must happen at month end



# WI CC Cardholder Portal Sample (Legacy)

# Home Page

Español ebtedge.com Log Off

**FIS ebtCardholder**

Home Help Topics PIN Select News

Monday, May 11, 2015

Welcome MARY

**Account Balance** As of 10:54 AM CDT on May 11, 2015  
Card #: 1234560000001756  
Type Available  
Child Care: [See Balances](#)

**Help Topics** [List all Help Topics](#)  
[Benefit Availability Date - What if my benefits are not on my card?](#)  
[Changing Child Care Providers](#)  
[Customer Service Phone Numbers](#)  
[Frequently Used Terms](#)  
[How to Pay Your Child Care Provider](#)

**EBT Resources**  
[WI Cardholder Training](#)

**Review Your Transactions** [Print List of Transactions](#) [Child Care Payment Transfer](#)  
Scroll through list to see your current transactions.

Date	Time	Transaction Type	Request Amt	Completion Amt	Fee	Deposit Amt
05/07/2015	9:37 AM	Child Care Funds Transfer	\$1.00 -	\$1.00 -	\$0.00	

Card #: 6014130000001756  
Rev/Rej Code:  
Location: TEST PROVIDER 4, 1234 SOUTH STREET MILWAUKEE WI US  
Child: EMILY 01 020913

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# Home Page – Balances


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Home
Help Topics
PIN Select
News

Monday, May 11, 2015

Welcome **MARY**

---

**Account Balance** As of 10:54 AM CDT on May 11, 2015

Card #: **1234560000001756**

Type **Available**

Child Care: [See Balances](#)

**Help Topics** [List all Help Topics](#)

[Benefit Availability Date - What if my benefits are not on my card?](#)

[Changing Child Care Providers](#)

[Customer Service Phone Numbers](#)

[Frequently Used Terms](#)

**EBT Resources**

[WI Cardholder Training](#)

**Review Your Transactions**

[Scroll through list to see your current transactions](#)

Date	Time	Transaction T	Child	Deposit Amt	Provider
05/07/2015	9:37 AM	Child Care Funds Transfer	Emily	\$325.42	F123456 - Neighborhood Day Care
				\$128.96	F543216 - YMCA After School Program
			Sydney	\$11.00	F123456 - Neighborhood Day Care
			Jack	\$480.10	F123456 - Neighborhood Day Care

05/07/2015 9:37 AM Child Care Funds Transfer \$1.00 - \$1.00 - \$0.00

Card #: 6014130000001756

Rev/Rej Code:

Location: TEST PROVIDER 4, 1234 SOUTH STREET MILWAUKEE WI US

Child: EMILY 01 020913

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# Child Care Payment

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**FIS** **ebtCardholder**

[Home](#) [Help Topics](#) [PIN Select](#) [News](#)

Monday, May 11, 2015

**Child Care Transfer** [See Balances](#) [Return to Home Page](#)

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To perform a Child Care Transfer, enter the information below, then click the "Transfer" button.

Child:	<input type="text"/>	Choose a Child.
Provider ID:	<input type="text"/>	Choose a Child Care Provider.
Enter the Amount:	\$ <input type="text"/> x	Please enter the dollar amount to be transferred.
Enter PIN:	<input type="text"/>	Type in your PIN in this box.
Re-enter PIN:	<input type="text"/>	Type in the same PIN you entered in the previous box.

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# Child Care Payment – Choose Child

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**ebtCardholder**

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Monday, May 11, 2015

## Child Care Transfer

[See Balances](#)[Return to Home Page](#)

To perform a Child Care Transfer, enter the information below, then click the "Transfer" button.

Child:	<input type="text" value="▼"/> <table border="1" style="width: 100%; border-collapse: collapse;"><tr><td>Emily</td><td>01 020911</td></tr><tr><td>Jack</td><td>02 083013</td></tr><tr><td>Sydney</td><td>03 080614</td></tr></table>	Emily	01 020911	Jack	02 083013	Sydney	03 080614	Choose a Child.
Emily	01 020911							
Jack	02 083013							
Sydney	03 080614							
Provider ID:	<input type="text" value="▼"/>	Choose a Child Care Provider.						
Enter the Amount:	\$ <input type="text" value="x"/>	Please enter the dollar amount to be transferred.						
Enter PIN:	<input type="text"/>	Type in your PIN in this box.						
Re-enter PIN:	<input type="text"/>	Type in the same PIN you entered in the previous box.						

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# Child Care Payment – Choose Provider

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Monday, May 11, 2015

## Child Care Transfer

[See Balances](#) [Return to Home Page](#)

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To perform a Child Care Transfer, enter the information below, then click the "Transfer" button.

Child:	<input type="text" value="Emily 01 020911"/>	Choose a Child.
Provider ID:	<input type="text" value="F123456 - Neighborhood Day Care&lt;br/&gt;F543216 - YMCA After School Program"/>	Choose a Child Care Provider.
Enter the Amount:	\$ <input type="text" value=""/>	Please enter the dollar amount to be transferred.
Enter PIN:	<input type="text"/>	Type in your PIN in this box.
Re-enter PIN:	<input type="text"/>	Type in the same PIN you entered in the previous box.

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# Child Care Payment – Amount and PIN

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**FIS** ebtCardholder

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Monday, May 11, 2015

**Child Care Transfer** [See Balances](#) [Return to Home Page](#)

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To perform a Child Care Transfer, enter the information below, then click the "Transfer" button.

Child:	<input type="text" value="Emily 01 020911"/>	
Provider ID:	<input type="text" value="F543216 - YMCA After School Program"/>	Choose a Child Care Provider.
Enter the Amount:	\$ <input type="text" value="100.00"/>	Please enter the dollar amount to be transferred.
Enter PIN:	<input type="text" value="••••"/>	Type in your PIN in this box.
Re-enter PIN:	<input type="text" value="••••"/>	Type in the same PIN you entered in the previous box.

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# Child Care Payment - Confirm

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**FIS** ebtCardholder

Home Help Topics PIN Select News

**Child Care Transfer** [See Balances](#) [Return to Home Page](#)

Transfer Information:

Child: Emily 01 020913  
Provider ID: F543216 - YMCA After School Program  
Amount: \$100.00

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# Child Care Payment - Success

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Monday, May 11, 2015

[Child Care Transfer](#) [Return to Home Page](#)

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 **Payment Transfer Successful.**

Payment Confirmation  
Number: **000027**  
Child: **Emily 01 020913**  
Provider ID: **F543216 - YMCA After School Program**  
Amount: **\$100.00**

[Make another Payment](#) [Home](#)

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# How do I see my deposit detail?

The screenshot displays the FIS ebtProvider web application interface. At the top right, the text "ebtedge.com Log Off" is visible. The main header features the FIS logo and the text "ebtProvider". Below this is a green navigation bar with tabs for "Home", "Services", "Documentation", "Help Topics", and "News". The date "Tuesday, September 20, 2016" is shown in the top right corner of the main content area.

The main content area includes a "Documentation" sidebar with links for "WI Child Care Providers without Terminals Manual" and "WI Child Care POS Quick Reference Guide". The central area displays a welcome message for "ADVENTURELAND DAY CARE, F254525", a link to "Update my profile", and the "Last Logon: 09/14/2016 12:11:35 CT".

A "Services" dropdown menu is open, listing several options with "Open" links: "Provider Information", "Provider Contract", "Provider Deposits", "Provider Transactions", and "Supply Requests". A red arrow points to the "Provider Transactions" link, which is the closest link to "Provider Deposits" in the list.

At the bottom, a grey bar contains links for "Internet Policy", "Information Practices", and "Terms and Conditions". The footer text reads: "© 2016 Fidelity National Information Services, Inc. and its subsidiaries. All rights reserved."

# Providers will see transactions in real time on the Provider Transactions page



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Home
Services
Documentation
Help Topics
News

Tuesday, September 20, 2016

### Provider Transactions

Date	Time	Tran Type	Method	First Name	Last Name	Case Number	Card	Amount	Confirmation #
09/13/2016	11:52	CHILD CARE TRANSFER	WEB	LONDON	SPELLMAN	1234512342	XXXXXXXXXXXX01024	\$0.75	001198
09/13/2016	11:51	CHILD CARE TRANSFER	WEB	LONDON	SPELLMAN	1234512342	XXXXXXXXXXXX01024	\$383.00	001197
09/11/2016	18:39	CHILD CARE TRANSFER	WEB	DIAMOND	PAUL	1234512340	XXXXXXXXXXXX01008	\$100.02	001177
09/11/2016	18:39	CHILD CARE TRANSFER	WEB	DIAMOND	PAUL	1234512340	XXXXXXXXXXXX01008	\$4.00	001176
09/11/2016	18:39	CHILD CARE TRANSFER	WEB	DIAMOND	PAUL	1234512340	XXXXXXXXXXXX01008	\$1.20	001175
09/11/2016	18:38	CHILD CARE TRANSFER	WEB	DIAMOND	PAUL	1234512340	XXXXXXXXXXXX01008	\$2.23	001174
09/11/2016	18:38	CHILD CARE TRANSFER	WEB	DIAMOND	PAUL	1234512340	XXXXXXXXXXXX01008	\$1.00	001173
09/11/2016	18:37	CHILD CARE TRANSFER	WEB	DIAMOND	PAUL	1234512340	XXXXXXXXXXXX01008	\$2.00	001172
09/11/2016	15:24	CHILD CARE TRANSFER	WEB	LONDON	SPELLMAN	1234512342	XXXXXXXXXXXX01024	\$1.00	001171
09/11/2016	15:24	CHILD CARE TRANSFER	WEB	LONDON	SPELLMAN	1234512342	XXXXXXXXXXXX01024	\$3.00	001170
09/11/2016	15:24	CHILD CARE TRANSFER	WEB	LONDON	SPELLMAN	1234512342	XXXXXXXXXXXX01024	\$2.00	001169
09/11/2016	15:23	CHILD CARE TRANSFER	WEB	LONDON	SPELLMAN	1234512342	XXXXXXXXXXXX01024	\$1.25	001168
09/11/2016	15:23	CHILD CARE TRANSFER	WEB	LONDON	SPELLMAN	1234512342	XXXXXXXXXXXX01024	\$1.00	001167
09/11/2016	15:23	CHILD CARE TRANSFER	WEB	LONDON	SPELLMAN	1234512342	XXXXXXXXXXXX01024	\$1.00	001166
09/11/2016	15:22	CHILD CARE TRANSFER	WEB	LONDON	SPELLMAN	1234512342	XXXXXXXXXXXX01024	\$1.00	001165
09/11/2016	15:19	CHILD CARE TRANSFER	WEB	LONDON	SPELLMAN	1234512342	XXXXXXXXXXXX01024	\$5.00	001164
09/11/2016	15:18	CHILD CARE TRANSFER	WEB	LONDON	SPELLMAN	1234512342	XXXXXXXXXXXX01024	\$1.00	001163
08/19/2016	09:28	CHILD CARE TRANSFER	ARU	AMBER	DOLL	1234512344	XXXXXXXXXXXX01040	\$100.00	001062
08/18/2016	16:50	CHILD CARE TRANSFER	ARU	AMBER	DOLL	1234512344	XXXXXXXXXXXX01040	\$75.50	001054
08/11/2016	14:08	CHILD CARE TRANSFER	POS	SHAVALA	BARNES	1234512350	XXXXXXXXXXXX01107	\$30.00	001024
08/11/2016	14:02	CHILD CARE TRANSFER	POS	BRANDON	LAMP	1234512346	XXXXXXXXXXXX01065	\$60.00	001022

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# Questions?

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**Thank you for attending!**

