Arkansas Department of Human Services

Child Care Billing System Manual

Internet

Login

To log in to the Child Care Billing System, open the browser on your computer and navigate to the URL (Universal Resource Locator) for the Child Care Internet billing system. The address is https://dhs.arkansas.gov/dccece/ccbi.

It is a good idea to save this URL in your Favorites by clicking "Favorites" from the browser's menu options at the top of the browser and clicking "Add to Favorites".

The Child Care Billing web site is optimized for Internet Explorer 6.0 or later. It is recommended that you use this browser when performing billing. If you use another browser you may experience unexpected results. Internet Explorer is a free download from Microsoft.

The Child Care billing web site is a secure site therefore you will be required to use a password to log in. The use of a user name (facility number) and password allows the Data being sent from your computer to the State to be encrypted and secures the information.
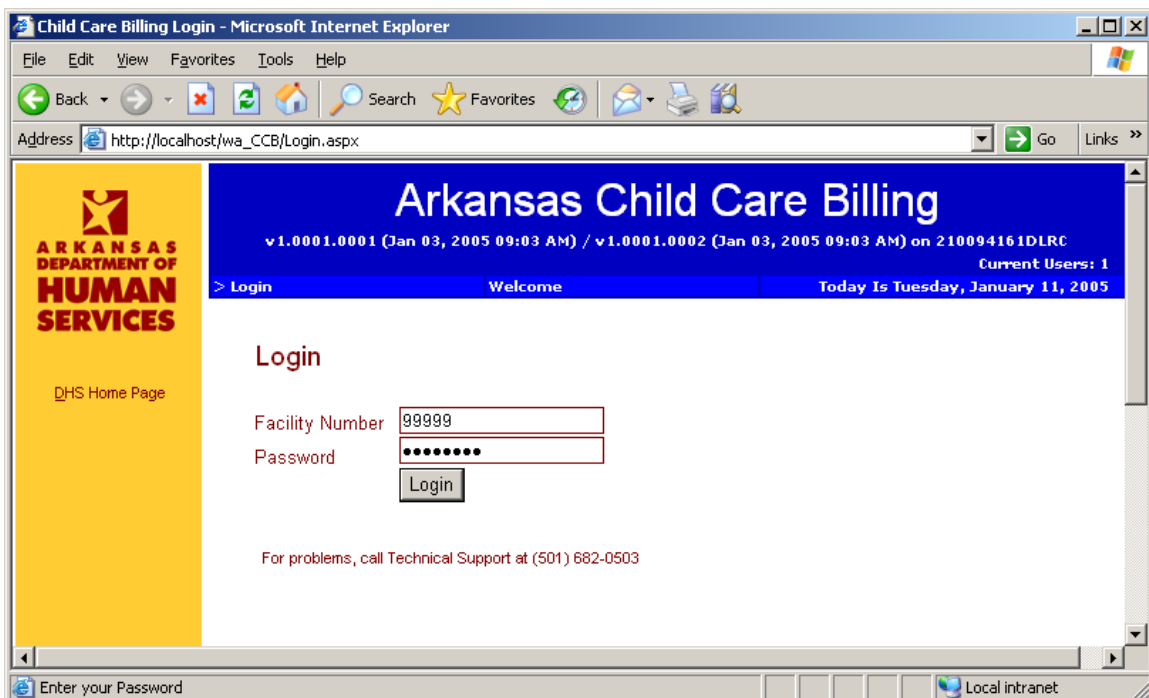
Figure 1 - Login Page

Enter the facility number and the assigned password then choose LOGIN.

NOTE: facilities with only four (4) numbers will need to precede the facility number with a zero (0)

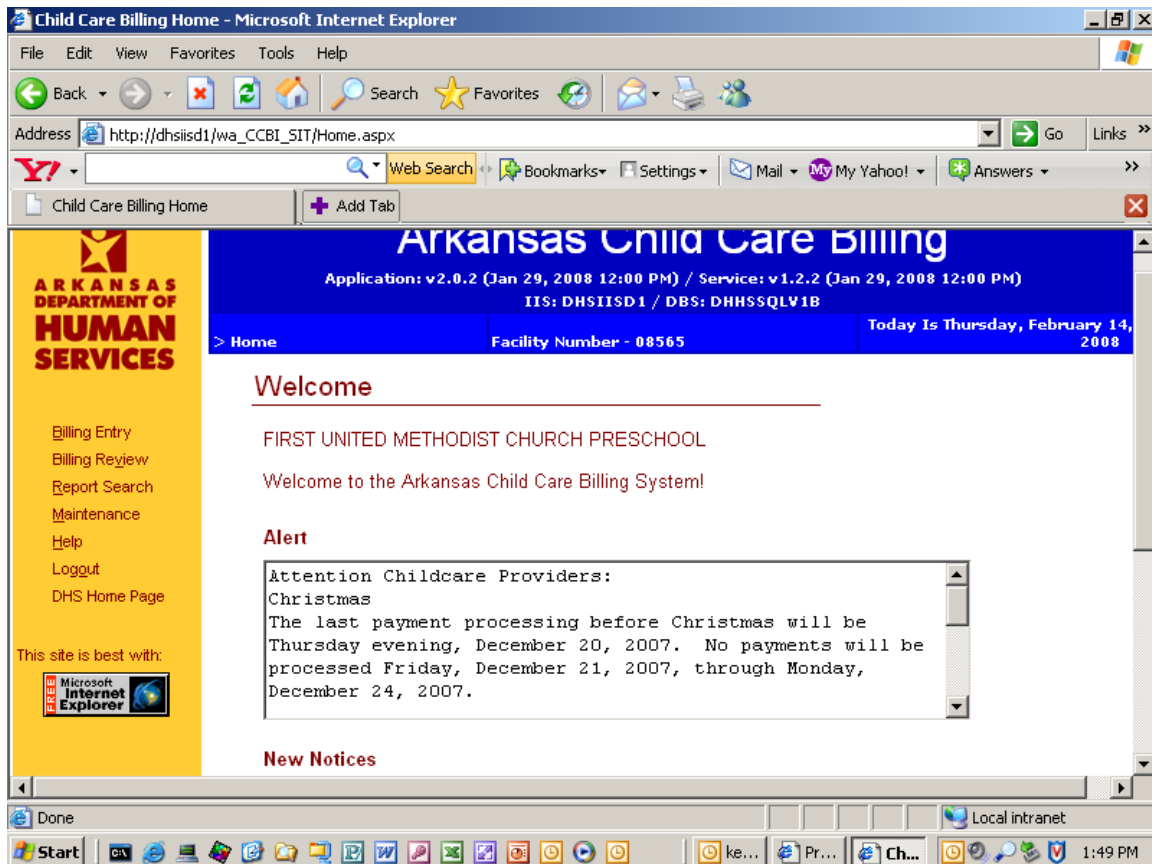**Child Care Billing System Manual**

Figure 2 - Home Page

After you log in to the application, the first page will be the Home page. (*See Figure 2 – Home Page*) There is an exception to this in that if the password has expired, you will be shown a Change Password page and will be required to create a new password before continuing. The screen shot below details the various parts of the Home page.

Each web page in the Child Care Billing application has border across the top and left sides. The menu options in the area on the left side are hyperlinks that you will use to navigate to the web pages where you can enter billing, review billing, change to a related facility (if applicable), view reports and edit your contact information. There are also help pages that you can use to discover how to perform these tasks.

Across the top is displayed the application name and version number. Below these are the current location within the application or "Bread crumb path", the current facility number and the current date.

The interior of each page is the work area. This is where the different billing tasks will be performed. In the interior of the home page there is a welcome message with the facility name listed. Below this is where notices, alerts or general information will be displayed if needed.

At the bottom of your browser you will see the status bar. Information about your current place within the page is displayed here. This information may include the name or text of a label or text entry box or other descriptive information.

Billing Entry

The Billing Entry page will load all authorizations for the current facility that have service days that may be billed. You begin by selecting an Authorization by either child name or authorization number from the drop down boxes at the top of the work area. (*See Figure 3 – Billing Entry*)

Once an authorization is selected, the following information is displayed about the authorization:

1. Number of Billed Days
2. Number of Days in Process
3. Authorization Period, start and end date
4. Billed Dollar Amount
5. Dollar Amount in Process.

Each service day that is available to be billed is listed in the displayed grid. Days that have been de-obligated are shown but may not be billed. Days that are in the future or otherwise not available for billing are not listed.

Service days that have been billed but have not been sent for billing by DHS are also listed. These will be marked as billed with a status if "In Process" and the Billing Type will be shown.

To select a day for billing, click the check box for the service day and select a Billing Type for the day. Also, if a service day was billed but should not have, you can uncheck it to remove it from processing. If a day has been already processed, it will not be listed on this page and cannot be un-processed.

Once you have selected the service days that you would like to bill or un-bill, click the "Process" button.

Once all the service days have been selected that you would like to bill, click the "Process" button. This will send your billing to be processed for payment.

Another authorization may now be selected for billing using the same method.

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Figure 3 – Billing Entry

Billing Review

With the Billing Review page you can select an Authorization number to view all service days and their status. You can also select the 'All in Process' box in the upper right hand part of the work area to view all billing information that is currently in processed but not sent for payment. This information can be changed by using the Billing Entry page.

Once an authorization is selected, the following information is displayed:

1. Number of Billed Days
2. Number of Days in Process
3. Authorization Period, start and end date
4. Billed Dollar Amount
5. Dollar Amount in Process.

**Figure 4 – Billing Review**

Changing Facilities

If your facility is related to one or more other facilities you may be able to perform billing tasks for the other facilities. This must be granted by the DHS Technical Support person.

"Related facilities" are facilities that have the same Taxpayer Identification Number (TIN).

To change to a related facility, click the Change Facility menu option on the left side of the screen.
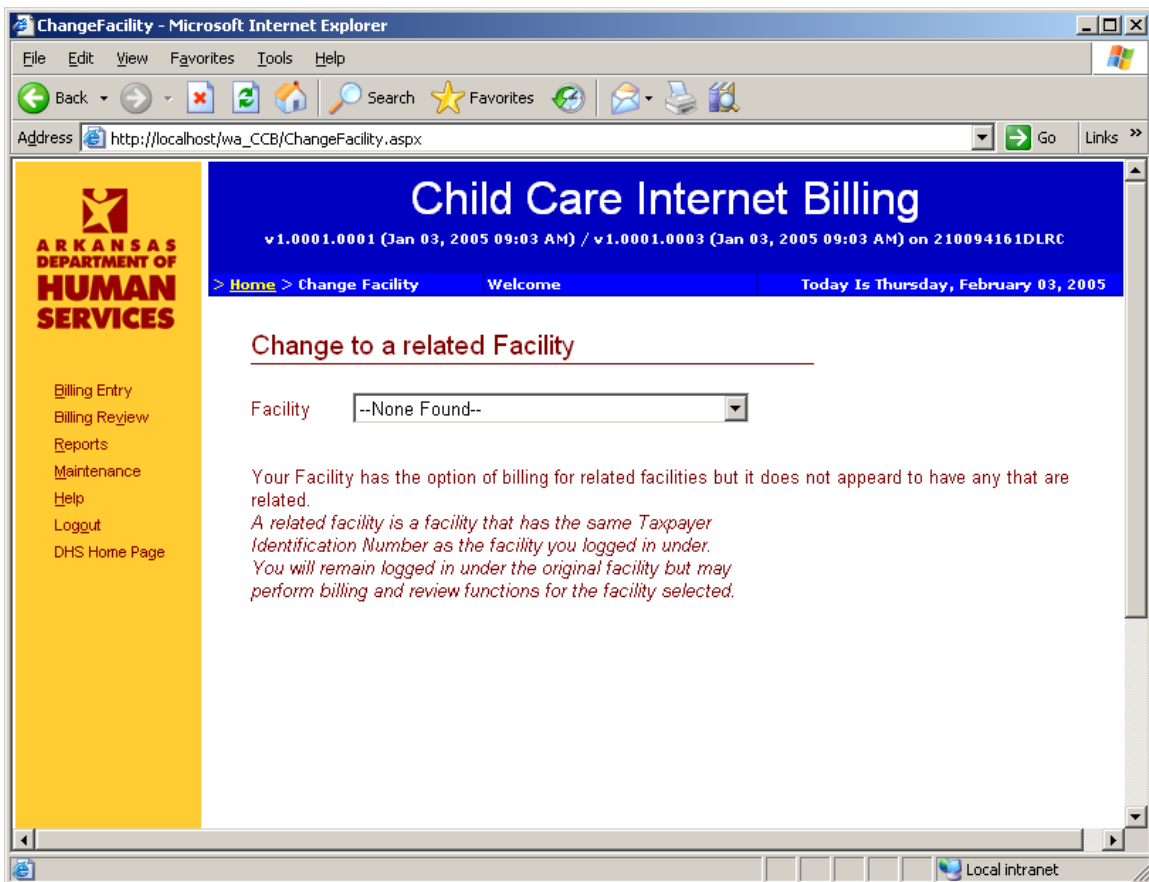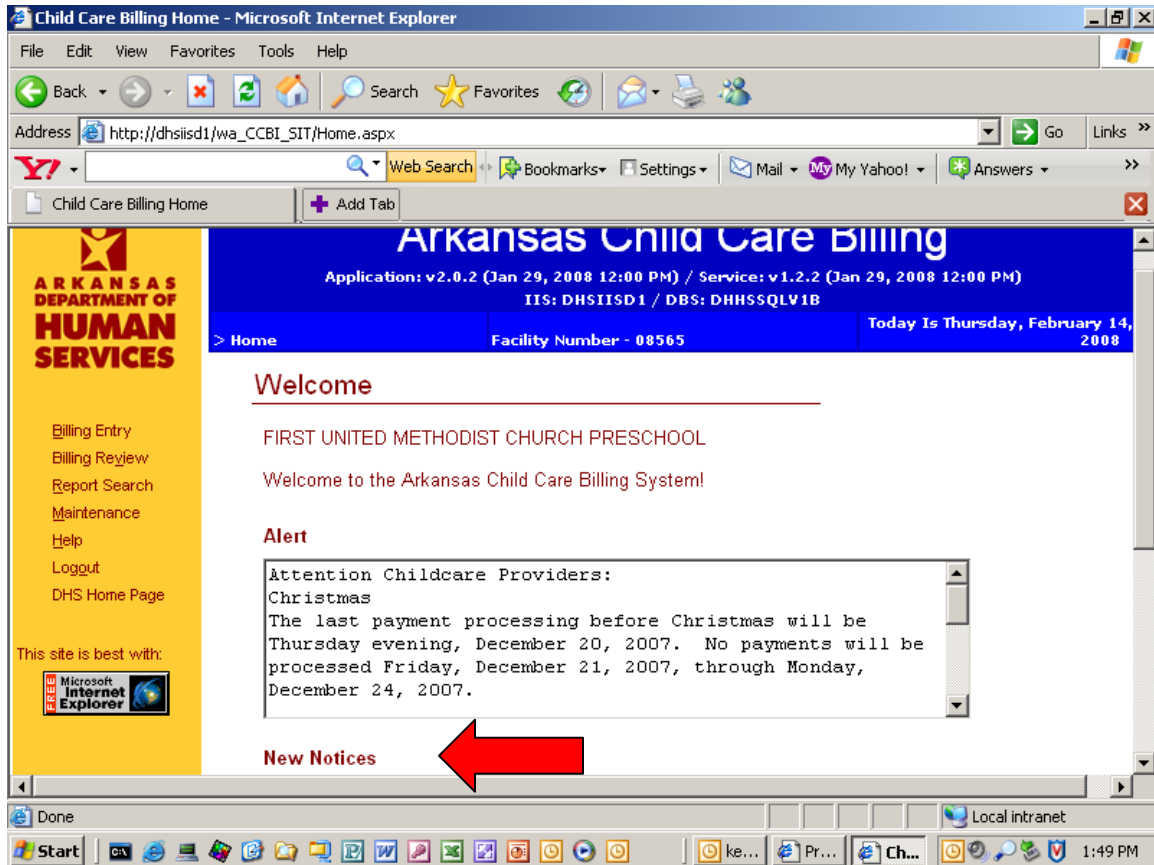
Reports

NEW WELCOME PAGE

The Welcome Page now shows an enhanced ALERT box and shows any
NEW NOTICES (authorizations or closure notices) which have not yet been viewed.
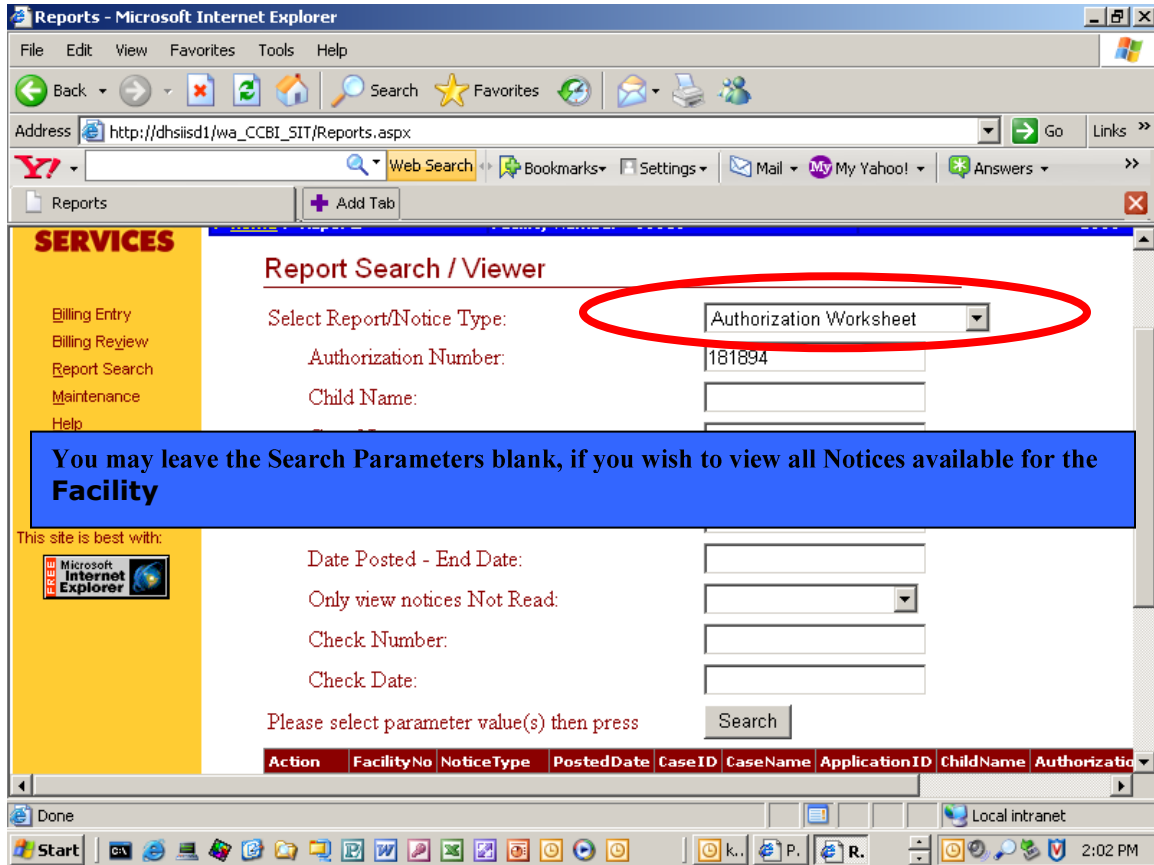

Below is an example of NEW NOTICES

Once you have viewed or printed a NEW NOTICE from this screen it will be moved to the Reports section for future reference.
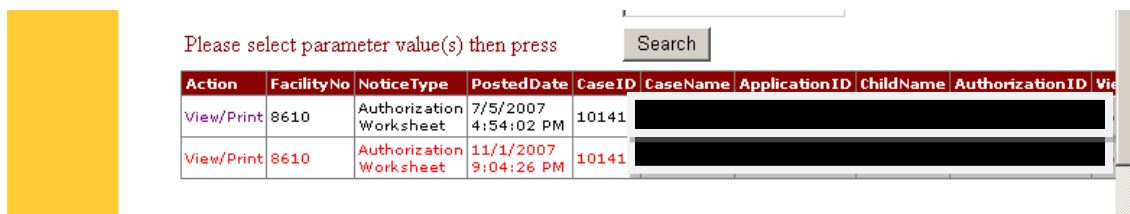
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To see a previously viewed Notice, choose REPORT SEARCH from the menu.

You may choose to view either Authorization Worksheets or Remittance Forms from the drop down menu.

Fill in one or more of the Search Parameters then press SEARCH.
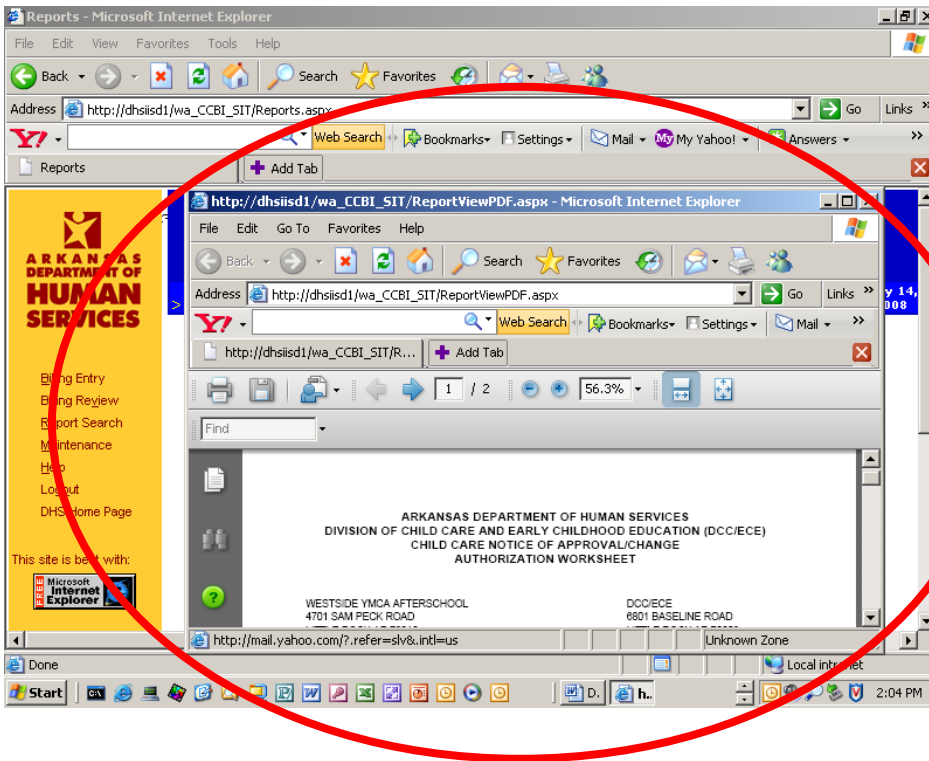
The following screen will show all Notices available for the particular parameter selected.

To view an individual Notice, simply choose VIEW/PRINT next to the Notice you wish to open.
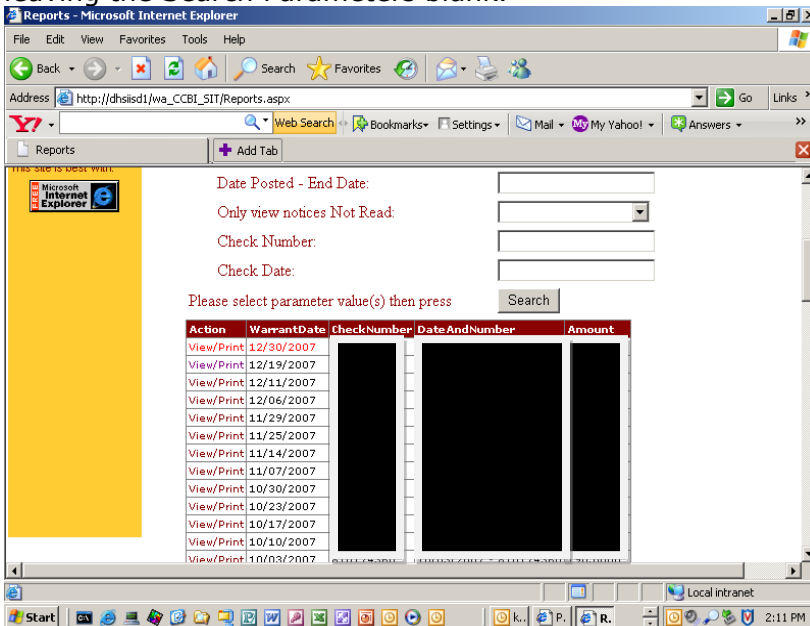
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When you open a Notice it will open in another window (see below).

You may leave the Search Parameters blank, if you wish to view all Notices available for the Facility.

The following screen is an example of Remittance Notices pulled for a facility by leaving the Search Parameters blank.
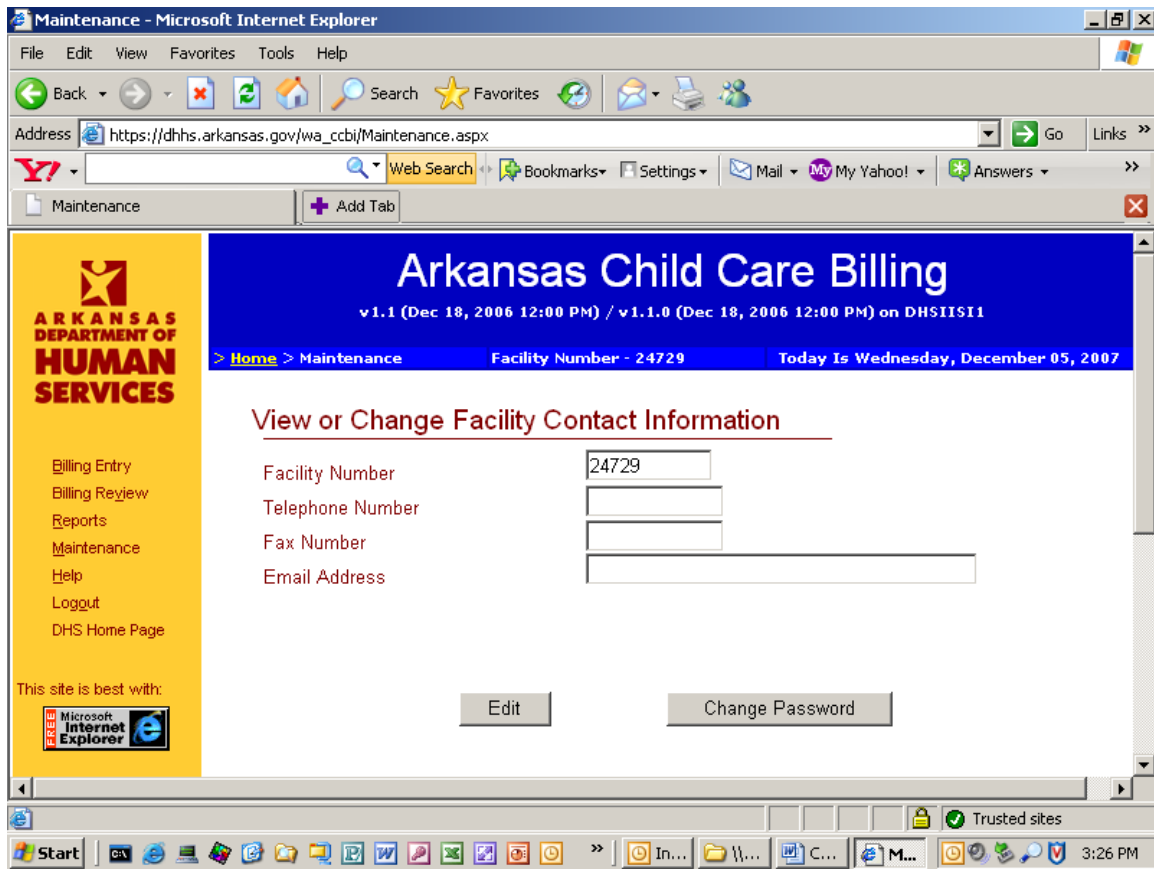
Maintenance

Certain information related to a facility may be changed here. This information only relates to billing. This means that a telephone number changed here will not affect any information related to the phone number for facilities licensing

You may also click the 'Change Password' button to be taken to a page where you can change your password for the child care billing application. The information items that may be changed are Telephone Number, Fax Number and Email Address.

You may change your password using this page. This page is accessed by first going through the Maintenance page and clicking the 'Change Password' button.

To change your password, you must first enter your old password and then enter your new password twice. The two entries for the new password must be the same and the password must meet the DHS minimum password standards. Click 'Submit' to effect the password change.

For more information about the requirements for passwords, see the 'Password' link under the 'Help' menu option.

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Help Menu

Additional HELP is available on this page, with detailed instructions on each function.
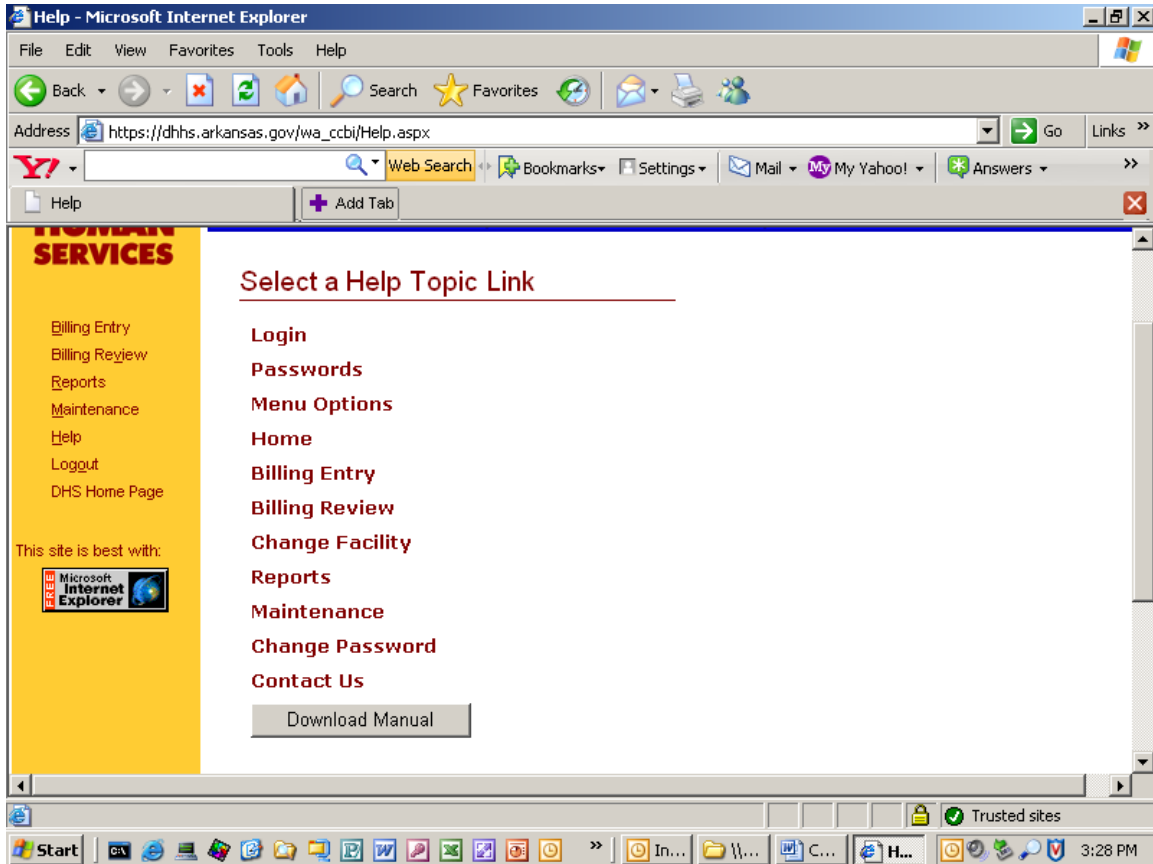
Questions or Feedback?

The following contacts will be happy to answer any questions you may have.

Contact	Email Address	Telephone
Delois Calhoun	delois.calhoun@arkansas.gov	(501) 683-0032
Patricia Johnson	Patricia.M.Johnson@arkansas.gov	(501) 682-0490
Rhonda Harris	rhonda.harris.ost@arkansas.gov	(501) 682-6354
Ivory Daniels	ivory.daniels@arkansas.gov	(501) 682-8763