

WELCOME to the **Hoosier Works for Child Care** program and thank you for being a CCDF Provider!

This guide will give basic information on how to use your Point-of-Service (POS) Terminal for families that use a Hoosier Works Child Care (HWCC) card to log time and attendance for their child(ren).

Understanding the features of the POS Terminal and making sure families swipe their HWCC card for check-in/check-out will help your facility get reimbursed and the attendance tracking process simpler.

Call the Provider Help Desk at **1-800-422-0850** for:

- Questions about your POS equipment operation and technical difficulties
- Payment problems and errors

Visit the Provider Web Portal www.hoosierchildcarefamily.com to:

- Enter **Late Attendance** (past the two week backswipe period)
- Enter or update **Holiday** dates
- Enter **Inclement Weather** closure dates
- View the Provider Web Portal User Guide and Provider Operations Manual
- Access helpful links related to the CCDF program and receive important updates

Hoosier Works for Child Care



Provider Information Brochure



Indiana Family and Social Services Administration
Office of Early Childhood and Out of School
Learning
402 West Washington Street, Room W361
Indianapolis, IN 46204

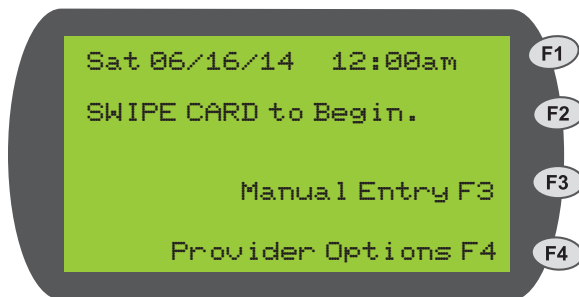
WARNING!!!

CCDF Child Care Providers and staff may not possess or use a HWCC card, card number or PIN to authorize electronic attendance for CCDF children.

Failure to follow this policy could lead to negative action taken against your program up to termination as a CCDF Provider.

CARD CARE

- Parent/guardians use their Hoosier Works for Child Care (HWCC) card to access child care benefits
- Each day, parents/guardians must swipe the HWCC card to check their child(ren) in and out of the child care program
- This POS system calculates and generates the program's reimbursement payment based on HWCC card transactions
- A provider will not be paid for a child who has not been checked out of a the program
- To access Provider functionality on the POS, choose "F4-Provider Options" (below), Password is '123456'



WHAT CAN THE FAMILY DO WITH THE HWCC CARD

- Daily Check-In and Check-Out
- Previous Check-In and Check-Out
Used when the parent/guardian is unavailable, school-age care, or stays over 24 hours
- Enter a Personal Day
Up to 20 personal days per year when enrolled full-time

Additional resources for cardholders:

PIN Re-set: **1-800-876-0487**

Parent/Guardian Web Portal:

www.hoosierchildcarefamily.com



WHAT CAN THE PROVIDER DO WITH THE POS TERMINAL?

- Print Daily Receipts
- Store and Forward
Transactions stored if telephone service is interrupted; transmitted when service is restored
- Void Transaction or Day
- Print Reports (see POS Terminal Reports)

For detailed instructions on Provider POS functions, see the Provider Operations Manual online at

www.hoosierchildcarefamily.com

POS TERMINAL REPORTS

Provider Reports	
Report Name	Description
Totals Report (Summary or Detailed)	Allows provider to check payment totals for chosen report period
Exceptions Report	Identifies child(ren) who checked into the program, but did not check out
Daily Attendance Report*	Lists all completed attendance for a selected date (also lists exceptions, or children who did not check out of the program)
Weekly Attendance Hours Report*	Total hours children attended the program for a selected week



POS TERMINAL SUPPLIES

- POS device printer uses single-ply, thermal-sensitive roll paper that is 2 ¼ inches wide and about 80 feet long
- The POS will not process transactions without paper
- Purchase replacement paper from office supply store or "discount club" retailer
- Conduent will periodically reimburse providers for paper, based on transactions processed. Funds will be direct deposited into the provider bank account