

**User Guide – Provider Access
Online Reimbursement Submission (ORS)
Child Care Assistance & Referral**



**Child Care Assistance and Referral
Office for Children
Department of Family Services**
Fairfax, VA 22035
703-449-8484, TTY 711, Fax 703-324-3917
Fairfaxcounty.gov/ofc



Contents

1. Provider Access Log In Screen	3
2. Change Password.....	4
2.1 Forgot Password	4
2.2 Change Password on Initial Log In	4
2.3 Change Password (By clicking on change password button).....	6
3. Provider Access page layout.....	7
4. Home Page – Messages	8
5. Child Care Assistance and Referral (CCAR) Attendance Submissions.....	9
5.1 View Attendance.....	9
5.1.1 Attendance grid.....	10
5.1.2 Statuses for attendance.....	10
5.2 Submit Pending Attendance	12
6. Re-Submit Rejected Attendance	15
7. Request Adjustments.....	17
7.1 Request an Adjustment.....	17
7.2 Adjustments.....	19
7.3 Add new Record for the adjustment.....	21
8. Reimbursement Summary	22
8.1 Reimbursement Summary Table	23
9. CCAR Enrollments	24
9.1 Current Enrollments.....	24
9.2 Child Summary.....	25
9.3 Historical Enrollments	26
10. Log Off.....	27

1. Provider Access Log In Screen

To Log-in to Provider access enter your following details (Refer Figure 1- Log in Page):

1. Enter your Email id (Registered with Fairfax).
2. Enter Password (Temporary password sent on providers registered email address).
3. Click on **Log in** Button.

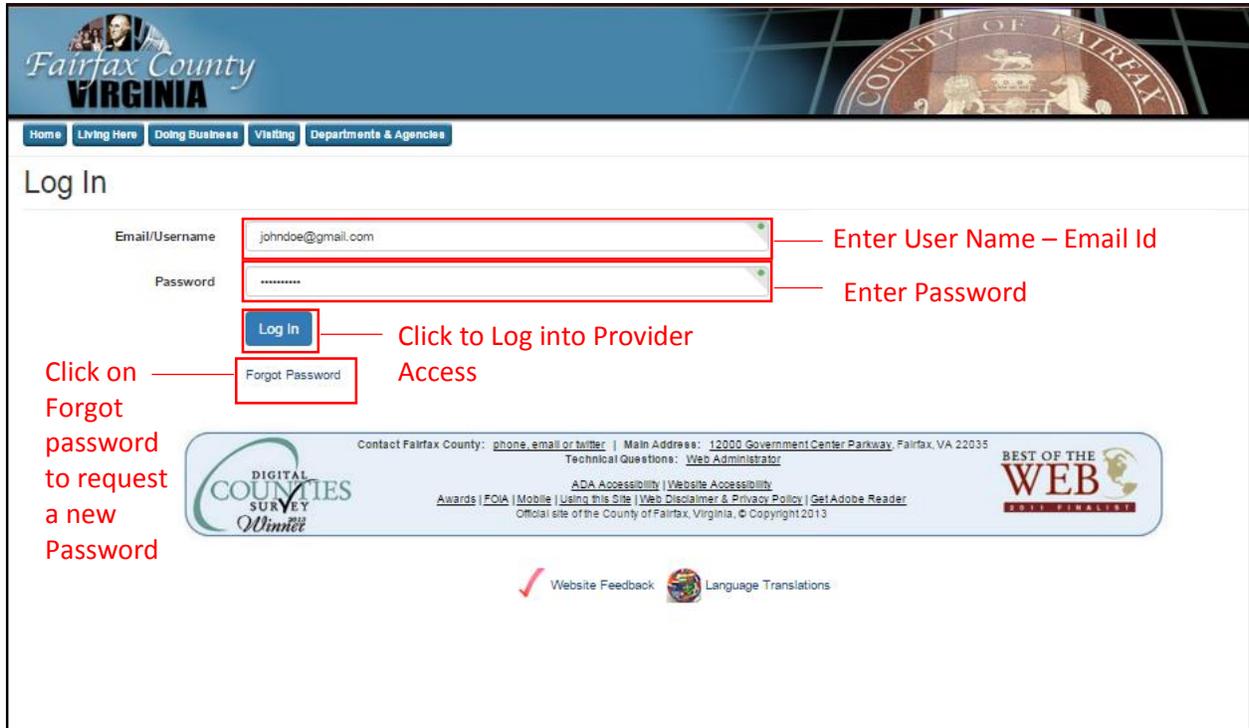


Figure 1- Log in Page

On Successful login, the user will be re-directed to the Provider Access Home Page to all the features of the portal.

2. Change Password

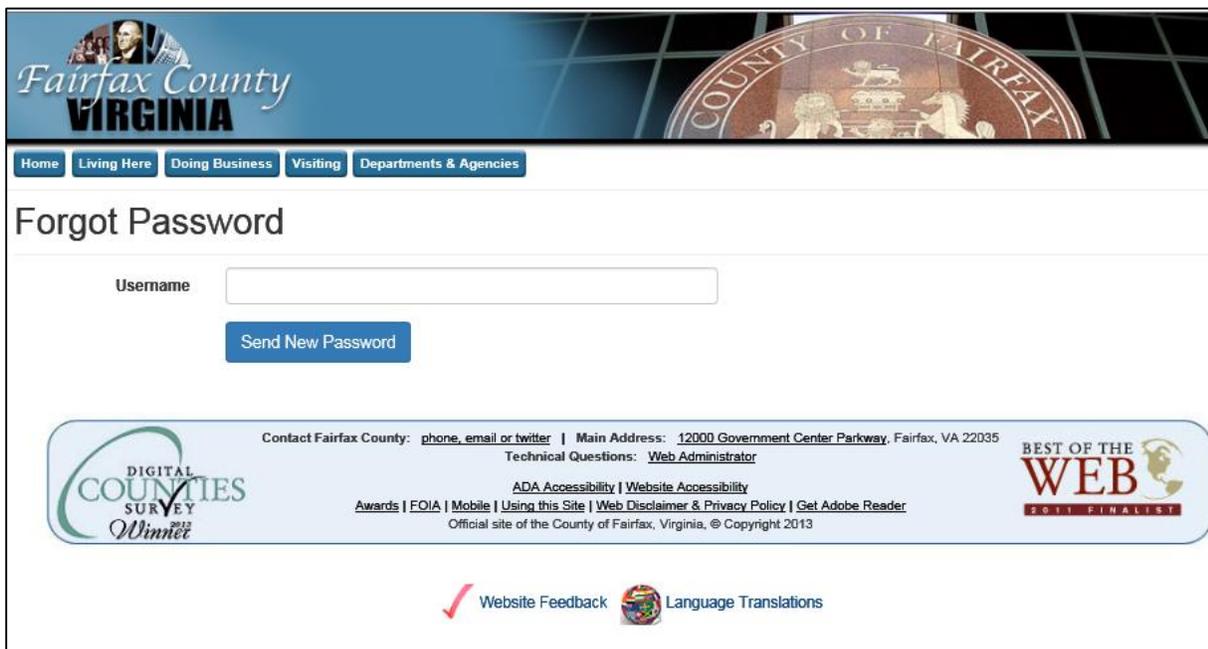
The User can their change password in the following ways:

1. When a user requests for a new password using the 'forgot password' option(Refer [Figure 1- Log in Page](#))
2. When the user logs in to Provider Access for the first time (Refer [Figure 3 - Change password \(Initial Log in\)](#)).
3. Clicking on the '**Change Password**' button on the top right corner.(Refer [Figure 4 - Change password](#))

2.1 Forgot Password

The 'Forgot Password' page allows for resetting the password and sending a new password to the user in case the user forgets his/her password (Refer [Figure 2- Forgot Password](#)).

1. Provider needs to enter their user name and click on the **Send New Password** button.
2. System will generate a new temporary password and send it out to the registered email id of the respective username.
3. User can then type in their user name and the new generated password on the log in screen (Refer [Figure 1- Log in Page](#))



The screenshot shows the 'Forgot Password' page on the Fairfax County Virginia website. The header includes the Fairfax County logo and navigation tabs: Home, Living Here, Doing Business, Visiting, and Departments & Agencies. The main content area has a 'Forgot Password' title, a 'Username' input field, and a 'Send New Password' button. The footer contains contact information, award logos (Digital Counties Survey Winner and Best of the Web 2011 Finalist), and links for Website Feedback and Language Translations.

Figure 2- Forgot Password

Note: If the provider fails to remember their respective username, please contact Fairfax Office for Children, Child Care Assistance and Referral (CCAR) at 703-449-8484

2.2 Change Password on Initial Log In

On entering the Provider access for the first time, a change password message box will be displayed (Refer [Figure 3 - Change password \(Initial Log in\)](#)):

1. Enter the Password credentials (Refer [Table 1 - Password Credentials](#))
2. Click on the **Change Password** button to save your new password

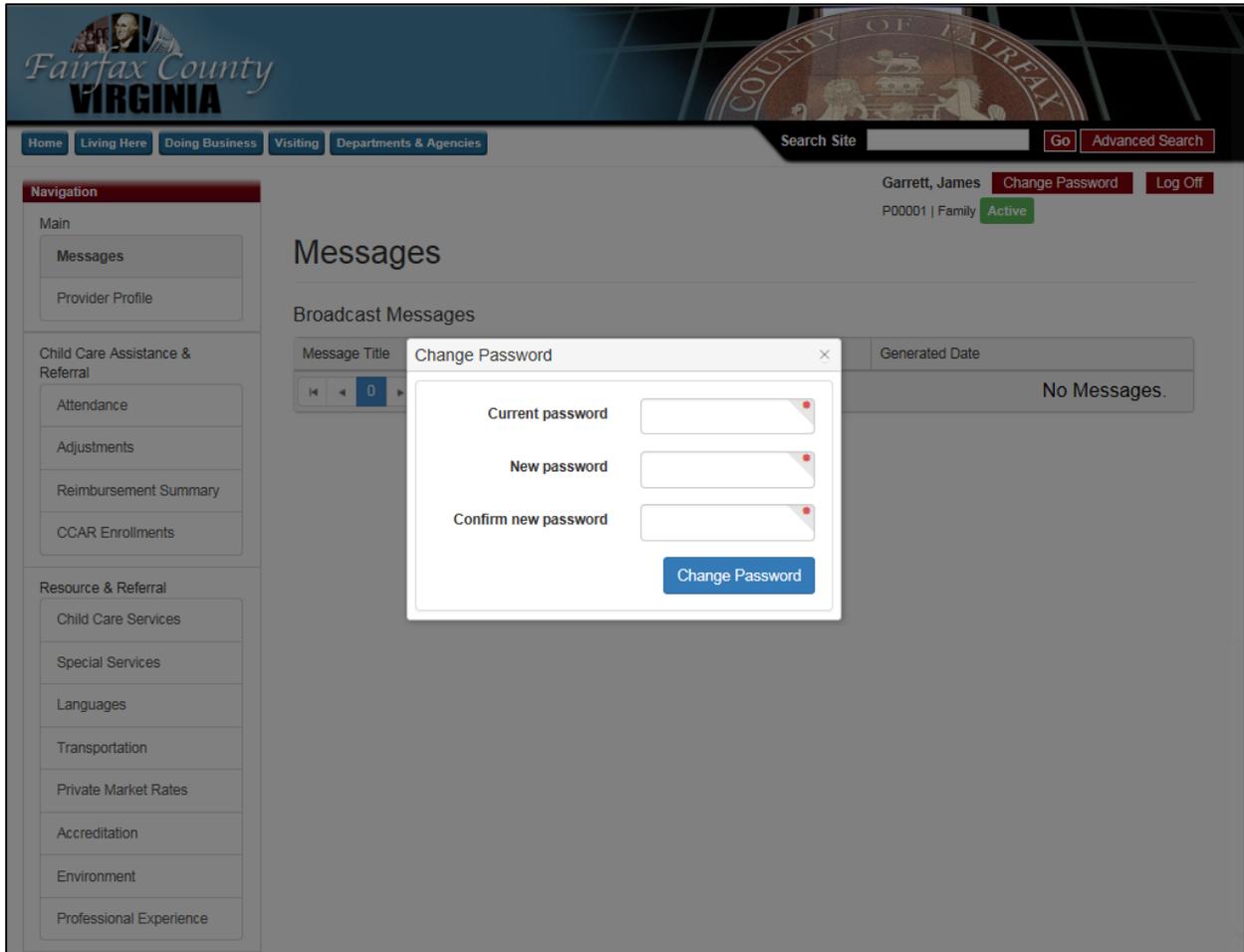


Figure 3 - Change password (Initial Log in)

Label	Description
Current password (Initial Login)	This is the system generated password provided to the provider via email from Fairfax County Office for Children
New password	This is the new password provider needs to enter
Confirm new password	Type in the same password as the one typed in new password

Table 1 - Password Credentials

2.3 Change Password (By clicking on change password button)

1. To change the password click on the **Change Password** button on the top right corner.(Refer [Figure 4 - Change password](#))
2. After you click on **Change Password** button a message box for password credential will be displayed.(Refer [Figure 5- Password credential](#))
3. Enter the Password credentials (Refer [Table 2 Password Credential Regular User](#))
4. Click on **Change Password** button to save your new password.

Label	Description
Current password	Type in your Password for logging in to your provider access account
New password	This is the new password provider needs to enter
Confirm new password	Type in the same password as the one typed in new password

Table 2 Password Credential Regular User

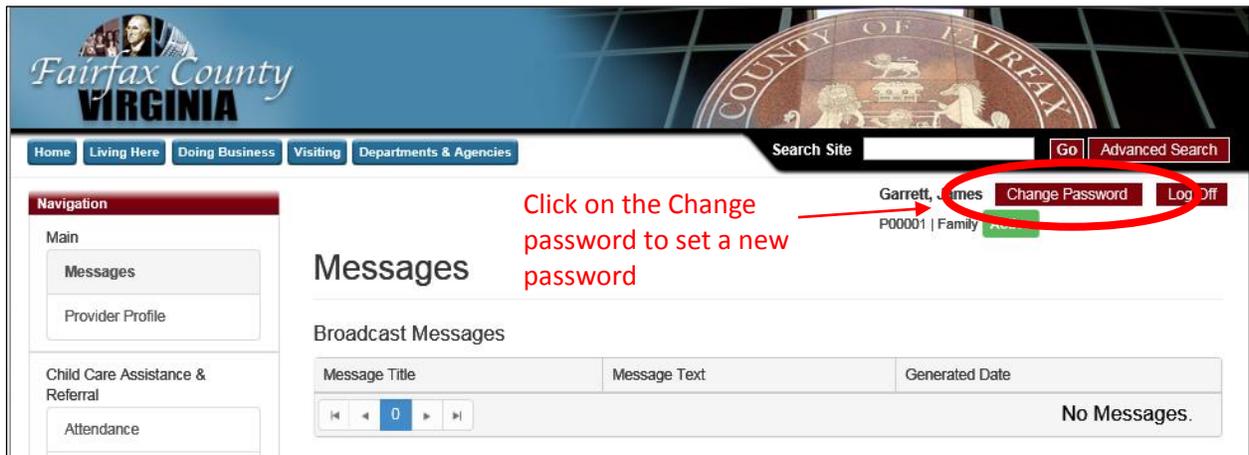


Figure 4 - Change password

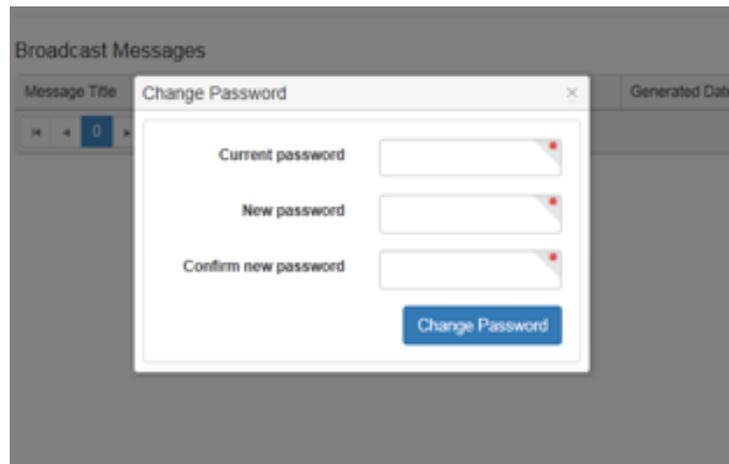


Figure 5- Password credential

3. Provider Access page layout

The screenshot shows the Fairfax County Virginia Provider Access interface. At the top, there is a search bar and navigation tabs for Home, Living Here, Doing Business, Visiting, and Departments & Agencies. The left sidebar contains a 'Navigation' menu with sections: Main (Messages, Provider Profile, Permit Status), Child Care Assistance & Referral (Attendance, Adjustments, Reimbursement Summary, CCAR Enrollments), Resource & Referral (Child Care Services, Special Services, Languages, Transportation, Private Market Rates, Accreditation, Environment, Professional Experience), and Additional (Links, Forms & Surveys, Training Summary, Contact CCAR, Contact Fairfax). The main content area displays 'Messages' and 'Broadcast Messages' with a table for Message Title, Message Text, and Generated Date. The top right shows provider information for 'Garrett, James' with fields for Provider ID (P00001 | Family), Provider Type (Active), Provider Status (Permit - Issued), and buttons for Change Password and Log Off. A red dashed box encloses this provider information section.

Figure 6 - Introduction - Provider Access

Provider Information	Description
Provider ID	Provided by Fairfax County Office For Children.
Provider Type	Shows if the provider is a Center/Family/In home Care/SACC.
Provider Status	Shows if the provider is Active/Inactive.
Permit Status	Shows if the provider has a permit Issued/Inactive/Expired/Denied/Moving.

Table 3 - Provider Information

4. Home Page – Messages

Home Page – Messages is the first screen provider will see when logged into Provider Access application. Messages screen is where the provider will be able to view all the messages which were sent out from Fairfax Office for Children. These messages will be (read-only) and the provider will not be able to reply from this application. To contact Fairfax County Office for Children (OFC) the provider needs to go to Contact us page and choose a way to contact (email/phone/mail) (Refer [Error! Reference source not found. Section](#)).

To view messages:

1. Log-in to Provider access (Refer [Error! Reference source not found.](#)).
2. Click on **Messages** Tab in the Left navigation menu.

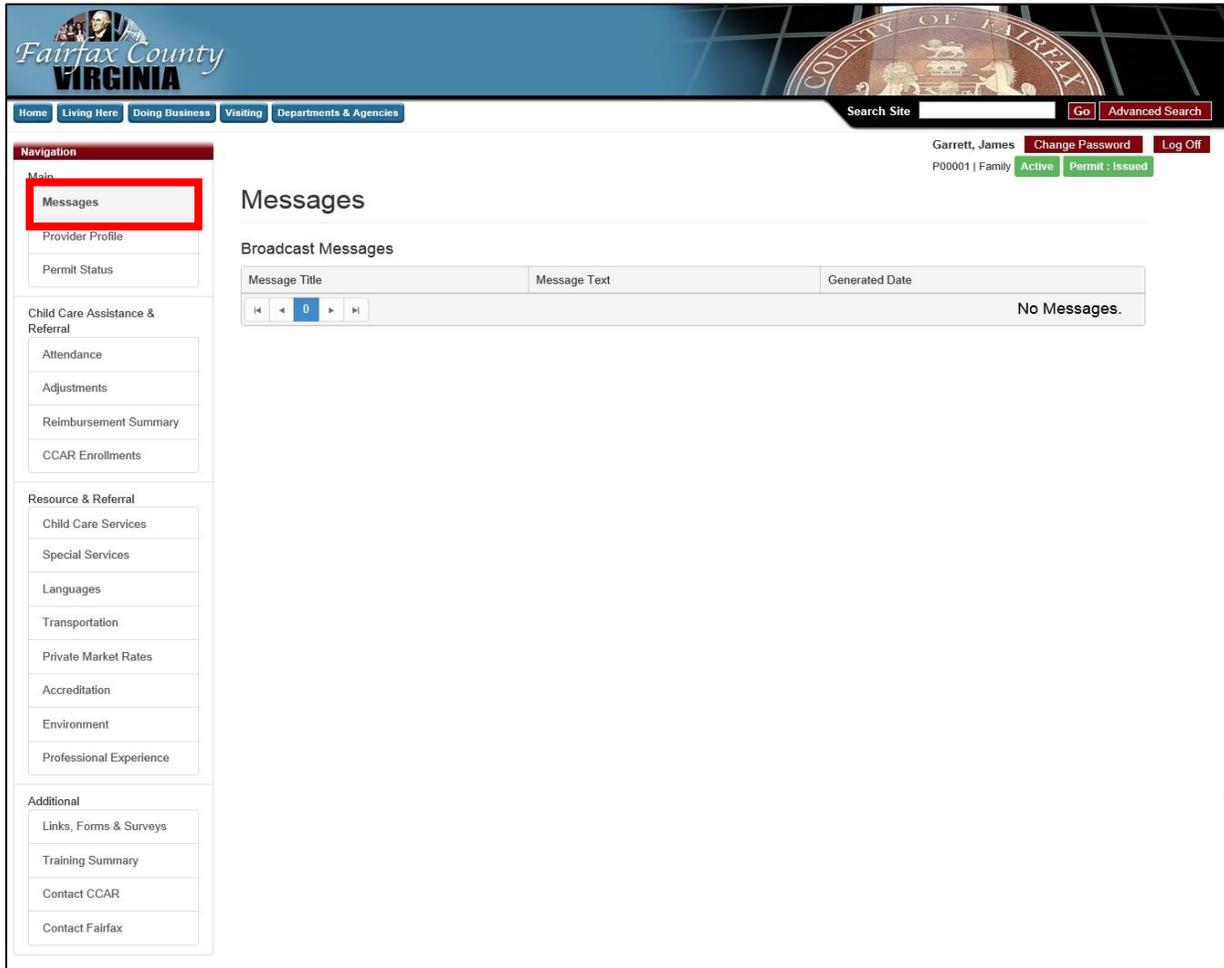


Figure 7 - Messages

Messages received will have the following parameters

Column	Description
Message Title	Title for the message.
Message Text	This will have the message sent from Fairfax Office for Children.
Generated Date	This date will be the date this message was generated.

Table 4- Messages

5. Child Care Assistance and Referral (CCAR) Attendance Submissions

The Attendance page will show the listing of all the months of billing periods of the provider from the month on which the provider was issued a permit from the Fairfax County OFC. Billing periods will be listed with an appropriate statuses of the attendances with date on which attendance was submitted (Refer [Figure 8 - Attendance Main Page](#))

5.1 View Attendance

To view the attendance

1. Log-in to Provider access (Refer [Figure 1- Log in Page](#)).
2. Click on the **Attendance Tab** in the Navigation menu.
3. Update the necessary fields and click on **Update** button.
4. To cancel any changes for that child click on **Cancel** button.
5. To delete that child click on the **Delete** button.

Navigation

- Main
 - Messages
 - Provider Profile
 - Permit Status
- Child Care Assistance & Referral
 - Attendance
 - Adjustments
 - Disbursement Payments
 - CCAR Enrollments
- Resource & Referral
 - Child Care Services
 - Special Services
 - Languages
 - Transportation
 - Private Market Rates
 - Accreditation
 - Environment
 - Professional Experience
- Additional
 - Links, Forms & Surveys
 - Training Summary
 - Contact CCAR
 - Contact Fairfax

Mason, Lewis H [Change Password](#) [Log Off](#)
P00003 | Family [Active](#) [Permit : Issued](#)

Attendance

Click on a billing period to View/Edit attendance.

Billing Period	Received Date	Status	Children Submitted	Children Pending
February 2016		Attendance Pending	0	5
January 2016		Attendance Pending	0	5
December 2015		Attendance Pending	0	5
November 2015		Attendance Pending	0	5
October 2015		Attendance Pending	0	5
September 2015		Attendance Pending	0	5
August 2015		Attendance Pending	0	5
July 2015		Attendance Pending	0	5
June 2015		Attendance Pending	0	5
May 2015	2/5/2016 12:24 PM	Attendance Submitted	5	0

1 - 10 of 11 items

Attendance Due
 Rejected Attendance

Attendance is displayed monthly.
Click on month to submit/mark the attendance for that particular month.

The date and Time on which the attendance was submitted by the provider.

Figure 8 - Attendance Main Page

5.1.1 Attendance grid

Attendance grid displays the overall statuses of the attendances by month to the provider (Refer Figure 8 - Attendance Main Page).

Column Header	Description
Billing Period	This column lists all the month from the month in which provider's permit was made active.
Received Date	The date on which provider submitted the attendance and Fairfax County OFC received it
Status	Describes the status of the attendance for that month (Refer Table 6 - Statuses for attendance)
Children Submitted	This column show the provider the number of children submitted for that month. If the attendance is rejected then the count of rejected child (ren) is displayed next to the attendance count submitted (Refer Figure 13- Rejected Attendance).
Children Pending	This column shows the number of children pending to be submitted for that month.

Table 5 - Attendance Grid

5.1.2 Statuses for attendance

Following is the table listing all the statuses in Provider Access for attendance and their descriptions.

Status	Description
Attendance Pending	The provider needs to submit the attendance (Refer Case 1 in Figure 8 - Attendance Status).
Attendance Submitted	The provider submitted the attendance and it's going under process of verification from Fairfax County OFC (Refer Case 2 in Figure 8 - Attendance Status).
Attendance Rejected	This status marks missing/invalid attendance and the provider needs to resubmit this attendance (Refer Case 3 in Figure 8 - Attendance Status).
Payment Processed	The attendance has been approved and the payment has been processed. (Refer Case 4 in Figure 8 - Attendance Status).

Table 6 - Statuses for attendance

Attendance

Click on a billing period to View/Edit attendance.

Billing Period ▼	Received Date ▼	Status	Children Submitted	Children Pending
February 2016		Attendance Pending	0	5
January 2016		Attendance Pending ⚠	0	5
December 2015		Attendance Pending ⚠	0	5
November 2015		Attendance Pending ⚠	0	5
October 2015		Attendance Pending ⚠	0	5
September 2015		Attendance Pending ⚠	0	5
August 2015		Attendance Pending ⚠	0	5
July 2015		Attendance Rejected ⚠⚠	0	5
June 2015	2/9/2016 3:45 PM	Attendance Submitted	5	0
May 2015	2/9/2016 3:44 PM	Payment Processed	5	0
April 2015		Attendance Pending ⚠	0	5

⏪ ⏩ 1 Show 10 1 - 11 of 11 items

⚠ Attendance Due
 ⚠ Rejected Attendance

Figure 8 - Attendance Status

5.2 Submit Pending Attendance

1. To mark the attendance for a specific month click on the desired month from the Attendance page (Refer [Figure 8 - Attendance Main Page](#)).
2. After clicking on the specific month a grid of all the children enrolled for that provider will be displayed (Refer [Figure 9- Attendance Details](#)).
3. This grid will be initially empty and will have the following attributes.

Column Header	Description
Child	Full Name of the child.
Details	Age (Care level).
Include button for each child	To include the attendance of a child for that month.
Notes	For including notes if any.
Days of the month	All the days for that month.

Table 7 - Attendance Details

Click to include the child to mark and submit attendance.

Click to save the attendance marked for the child included.

Click to go back to main attendance summary page.

Click to submit the attendance marked for the child.

Figure 9- Attendance Details

To mark the attendance for a child (ren)

1. Click on the **Include** button in front of the respective child name (Refer Figure 10- Mark attendance for a child).
Note: Include button will be available initially.
2. Mark the days that the child was present for the month.

Legend	Description
P	Present
A	Absent
H	Holiday (Holiday can be marked in the column which is highlighted in yellow)
C	Closed (This marks the Provider being closed for that day) To Mark closed click on the top row where the day is listed (Refer Figure 10- Mark attendance for a child)

3. Repeat the procedure for all the other children as necessary.

Attendance Details

Billing Period September 2015

Enter attendance for child(ren).

⌚=No Attendance 'P'=Present 'A'=Absent 'H'=Holiday 'C'=Closed
Select 'Include' make child's attendance available. Click on '⌚' to cycle between '-', 'P' and 'A' for that child for that day. Click on the date in the header to change all attendance for that day to 'C'.

Child	Details	Note	09/01 Tue	09/02 Wed	09/03 Thu	09/04 Fri	09/05 Sat	09/06 Sun	09/07 Mon	09/08 Tue
CARR, GRACE H	INFANT P: 5 A: 1 (0)	<input type="text"/>	P	P	A	P	C	C	H	C
GILBERT, LUCY	PRESCHOOL <input type="button" value="Include"/>									
RICHARDSON, JOSEPH E	SCHOOL-AGE <input type="button" value="Include"/>									
WELLS, JAMES J	SCHOOL-AGE <input type="button" value="Include"/>									

Click on the day to mark as closed (points to 09/05)

Click on the tab highlighted in yellow to mark holiday (points to 09/07)

Enter notes against the child for finance supervisor to check when processing the attendance if any (points to Note field)

Select 'P', 'A', or blank to mark attendance for each particular day for the child (points to attendance grid)

Click to save the attendance (points to Save button)

Click to go back to the attendance summary (points to Back to Billing Periods button)

Agreement :
 By submitting this form, I certify that the information I have provided is complete and correct. I understand that this information is given in connection with the receipt of County funds; that employees of the OFC verify the information; and that anyone who knowingly and deliberately submits false information may be subject to prosecution for a felony under the Code of Virginia. I understand it is a Provider's obligation to report to OFC instances in which parents have not paid their assessed co-payment. Repayment - In addition to any criminal punishment, anyone who causes the Department of Family Services to make an improper vendor payment will be required to repay the amount of the improper payment as specified in a written repayment plan or as court ordered by a Judge.

Click to submit marked attendance (points to Submit button)

Figure 10- Mark attendance for a child

4. Click on 'Save' button to save the progress (Refer Figure 11- Save the Attendance)

Attendance Details

Billing Period December 2015

Enter attendance for child(ren).

⚡=No Attendance 'P'=Present 'A'=Absent 'H'=Holiday 'C'=Closed
 Select 'Include' make child's attendance available. Click on ⚡ to cycle between ⚡, 'P' and 'A' for that child for that day. Click on the date in the header to change all attendance for that day to 'C'.

Child	Details	Note	12/01 Tue	12/02 Wed	12/03 Thu	12/04 Fri	12/05 Sat	12/06 Sun	12/07 Mon	12/08 Tue	12/09 Wed	12/10 Thu	12/11 Fri	12/12 Sat	12/13 Sun	12/14 Mon
CARR, GRACE H	SCHOOL-AGE P: 9 A: 2 (0)		P	P	P	P	-	-	A	A	P	P	P	-	-	-
GILBERT, LUCY	SCHOOL-AGE P: 9 A: 0 (0)		P	P	P	P	-	-	P	P	P	P	P	-	-	-
RICHARDSON, JOSEPHE	PRESCHOOL P: 9 A: 0 (0)		P	P	P	P	-	-	P	P	P	P	P	-	-	-
WELLS, JAMES J	PRESCHOOL	<input type="checkbox"/> Include														
WOOD, HARRY	SCHOOL-AGE	<input type="checkbox"/> Include														

Back to Billing Periods

Figure 11- Save the Attendance

5. Check the checkbox for agreement (**Note: Read the agreement carefully before clicking on the checkbox. If any doubts or concern about the agreement please contact Fairfax County OFC for clarification**) (Refer Figure 12 - Check the agreement box)

Attendance Details

Billing Period December 2015

Enter attendance for child(ren).

⚡=No Attendance 'P'=Present 'A'=Absent 'H'=Holiday 'C'=Closed
 Select 'Include' make child's attendance available. Click on ⚡ to cycle between ⚡, 'P' and 'A' for that child for that day. Click on the date in the header to change all attendance for that day to 'C'.

Child	Details	Note	12/01 Tue	12/02 Wed	12/03 Thu	12/04 Fri	12/05 Sat	12/06 Sun	12/07 Mon	12/08 Tue	12/09 Wed	12/10 Thu	12/11 Fri	12/12 Sat	12/13 Sun	12/14 Mon
CARR, GRACE H	SCHOOL-AGE P: 9 A: 2 (0)		P	P	P	P	-	-	A	A	P	P	P	-	-	-
GILBERT, LUCY	SCHOOL-AGE P: 9 A: 0 (0)		P	P	P	P	-	-	P	P	P	P	P	-	-	-
RICHARDSON, JOSEPHE	PRESCHOOL P: 9 A: 0 (0)		P	P	P	P	-	-	P	P	P	P	P	-	-	-
WELLS, JAMES J	PRESCHOOL	<input type="checkbox"/> Include														
WOOD, HARRY	SCHOOL-AGE	<input type="checkbox"/> Include														

Back to Billing Periods

Agreement :
 By submitting this form, I certify that the information I have provided is complete and correct. I understand that this information is given in connection with the receipt of County funds; that employees of the OFC verify the information; and that anyone who knowingly and deliberately submits false information may be subject to prosecution for a felony under the Code of Virginia. I understand it is a Provider's obligation to report to OFC instances in which parents have not paid their assessed co-payment. Repayment - In addition to any criminal punishment, anyone who causes the Department of Family Services to make an improper vendor payment will be required to repay the amount of the improper payment as specified in a written repayment plan or as court ordered by a Judge.

Figure 12 - Check the agreement box

Agreement:

By submitting this form, I certify that the information I have provided is complete and correct. I understand that this information is given in connection with the receipt of County funds; that employees of the OFC verify the information; and that anyone who knowingly and deliberately submits false information may be subject to prosecution for a felony under the Code of Virginia. I understand it is a Provider’s obligation to report to OFC instances in which parents have not paid their assessed co-payment. Repayment - In addition to any criminal punishment, anyone who causes the Department of Family Services to make an improper vendor payment will be required to repay the amount of the improper payment as specified in a written repayment plan or as court ordered by a Judge.

- 6. Click on the ‘Submit’ button to submit the attendance.

6. Re-Submit Rejected Attendance

- 1. To resubmit the rejected attendance click on the month which has status **Attendance Rejected**

Garrett, James Change Password Log Off
P00001 | Family Active

Attendance

Click on a billing period to View/Edit attendance.

Billing Period ▼	Received Date ▼	Status	Children Submitted	Children Pending
February 2016		Attendance Pending	0	5
January 2016		Attendance Pending ⚠	0	5
December 2015		Attendance Pending ⚠	0	5
November 2015		Attendance Pending ⚠	0	5
October 2015		Attendance Pending ⚠	0	5
September 2015		Attendance Pending ⚠	0	5
August 2015		Attendance Rejected ⚠⚠	0	2
August 2015	2/9/2016 4:14 PM	Attendance Submitted	5 (2 children rejected)	0
July 2015		Attendance Rejected ⚠⚠	0	5
June 2015	2/9/2016 3:45 PM	Attendance Submitted	5	0

⚠ Attendance Due
⚠ Rejected Attendance

Figure 13- Rejected Attendance

- 2. There can be two types of scenarios in terms of rejection (Refer Figure 13- Rejected Attendance).

2.1 Scenario/Case 1: One or more child (ren) for that month is/are rejected but Not All.

- a. Click on the month having status as attendance rejected.
- b. Correct the submitted attendance (Refer [Figure 10- Mark attendance for a child](#)).
- c. Click on ‘Save’ button to save the progress (Refer [Figure 11- Save the Attendance](#)).

- d. Check the checkbox for agreement (Refer [Figure 12 - Check the agreement box](#)).
(Note: Read the agreement carefully before clicking on the checkbox. If any doubts or concern about the agreement please contact Fairfax County OFC for clarification)
- e. Click on the 'Submit' button to submit the attendance.

2.2 Scenario/Case 2: All the attendance for children of that month is rejected

- a. Click on the month having status as attendance rejected, Attendance detail page will open and a rejected note will be displayed on top of the attendance grid (**Refer [Figure 13- Rejected Attendance](#)**).
- b. A rejection note will be mentioned in red specifying the reason for the rejection of that attendance.
- c. Correct the submitted attendance (Refer [Figure 10- Mark attendance for a child](#)).
- d. Click on 'Save' button to save the progress (Refer [Figure 11- Save the Attendance](#)).
Check the checkbox for agreement (Refer [Figure 12 - Check the agreement box](#)).
(Note: Read the agreement carefully before clicking on the checkbox. If any doubts or concern about the agreement please contact Fairfax County OFC for clarification) Click on the 'Submit' button to submit the attendance.

The screenshot shows the 'Attendance Details' page for June 2015. A red-bordered box highlights the 'Rejection Reason' section, which states: 'Incomplete status. Please make sure all of the days have been either marked present or absent.' Below this is an attendance grid for children: CARR, GRACE H (SCHOOL-AGE); GILBERT, LUCY (SCHOOL-AGE); RICHARDS, JOSEPH E (TODDLERS); WELLS, JAMES J (PRESCHOOL); and WOOD, (PRESCHOOL). The grid shows 'P' (Present) for all days from 06/01 to 06/14. At the bottom, there is an 'Agreement' section with a checkbox and a 'Save' button.

Figure 14 - Rejection Note

7. Request Adjustments

Adjustment can only be made if the provider is paid for that month.

7.1 Request an Adjustment

1. Go on the Attendance page by clicking on attendance on the left Navigation menu.
2. Click on the month for which the adjustments needs to be done (**Note: the status of that month needs to be payment processed to make the adjustment**).

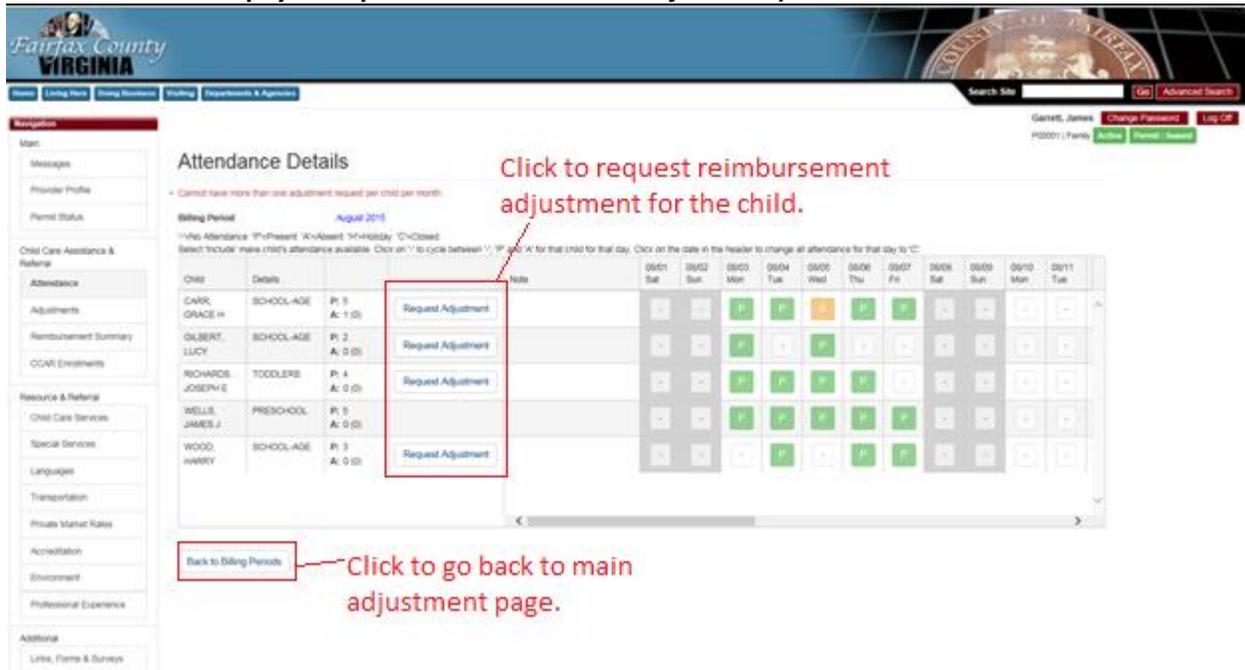


Figure 15 - Request Adjustment

3. Click on the **Request Adjustment** button in front of a child in the grid. This will open a page for child details (Refer [Figure 16 - Adjustment Child details](#)) this page will display the following characteristics:

Child(ren) Characteristics	Description
Child	Name of the child.
Authorization category	Type of authorization for that child.
Paid Copay	Amount Paid.
Adjusted Copay	Adjusted Copay amount.
Service month	Month for which the provider is making an adjustment.
Request date	Date of adjustment requested.
Adjustment Status	Status of adjustment.

Table 8- Children Characteristics

Child: Cam, GRAK4
 Authorization Category: FormerView
 Paid Copy: \$0.00
 Adjusted Copy: \$0.00
 Service Month: 5/1/2015
 Request Date: 2/9/2016
 Adjustment Status: Adjustment Pending

Type	Unit of Care	Care Level	Rate	Days	Amount	Action
Paid	Full-Time/Full-Time	Toddlers	\$70.00	2	\$140.00	
Adjusted	Full-Time/Full-Time	Toddlers	\$70.00	2	\$140.00	Edit
Adjustment					\$0.00	Delete
Paid	Full-Time/Part-Time	Toddlers	\$90.00	1	\$90.00	
Adjusted	Full-Time/Part-Time	Toddlers	\$90.00	1	\$90.00	Edit
Adjustment					\$0.00	Delete
					Parent Fee Adjustment	
					Adjustment \$	

Adjustment Reason:

Submit Delete Back To Attendance

Figure 16 - Adjustment Child details

- Click on the **'Edit'** button on the grid for the respective child. This will enable the fields for the provider to update/change adjustment details.

Field	Description
Type	This is non editable field.
Unit of Care	Full time/Part time/Full time – Full time/Full time-Part Time.
Care Level	Infant/Toddler/preschool/School ages.
Rate	Amount which needs to be adjusted.
Days	No of days which needs to be adjusted.
Amount	Calculates the total amount for that child.

Table 9 - Adjustment details Editable Fields

Type	Unit of Care	Care Level	Rate	Days	Amount	
Paid	Full-Time-Full-Time	Toddlers	\$70.00	2	\$140.00	
Adjusted	Full-Time-Full-Time	Toddlers	\$70.00	2.00	\$140.00	<input type="button" value="Update"/> <input type="button" value="Cancel"/>
Adjustment					\$0.00	<input type="button" value="Delete"/>

Figure 17- Make Adjustments for a child

5. Update the necessary fields and click on **'Update'** button.
6. To cancel any changes for that child click on **'Cancel'** button.
7. To delete that child click on the **'Delete'** button.
8. Once all the changes are performed on this page click on **'Submit'** button to submit the request.
9. To delete or cancel all the adjustment click on the **'Delete'** button at the bottom right of the page.
10. To go back to the attendance click on the **'Back to Attendance'** button.

Note: Once adjustment is made, details of the adjustment can be viewed/updated from the **Adjustments Page** (Refer [Figure 18 - Adjustment Page](#)).

7.2 Adjustments

The adjustment page displays the list of adjustment requests which the provider has made. This page also allows the provider to make changes to the adjustments before it has been processed. An adjustment request will be one for each child.

Once the adjustment is requested the provider will be able to make any updates to the existing adjustments requested from this page.

To request an adjustment (Refer Request an Adjustment)

To modify the adjustment-

1. Click on the name of the child in the grid (Note: If the child is not mentioned in the grid, then the provider needs to request an adjustment (Refer [Figure 12 – Request an Adjustment](#)).
2. After clicking on the child's name all the details of that child will be displayed on the page (Refer [Figure 19- Child details](#)).

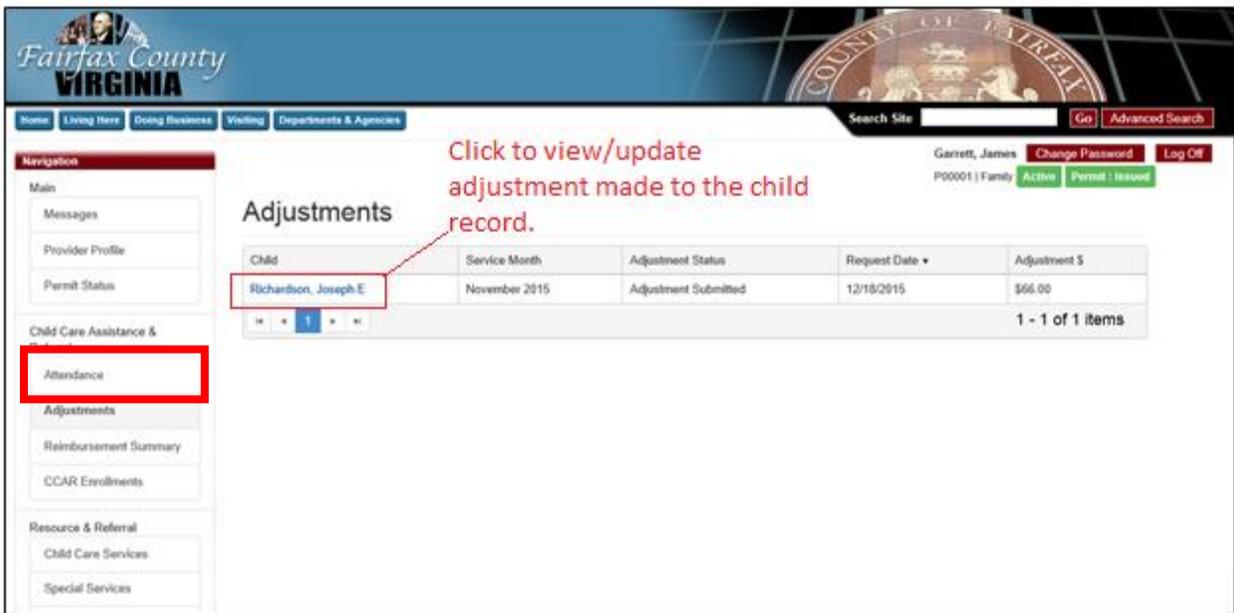


Figure 18 - Adjustment Page

3. The provider can edit respective fields and click on **'Save'** button to confirm the changes.
4. Click on cancel to discard the changes made.

The provider can then SUBMIT this adjustment request. Note that this is just a request and a message will let the provider know that Fairfax County OFC will need to approve this request after verifying the details.

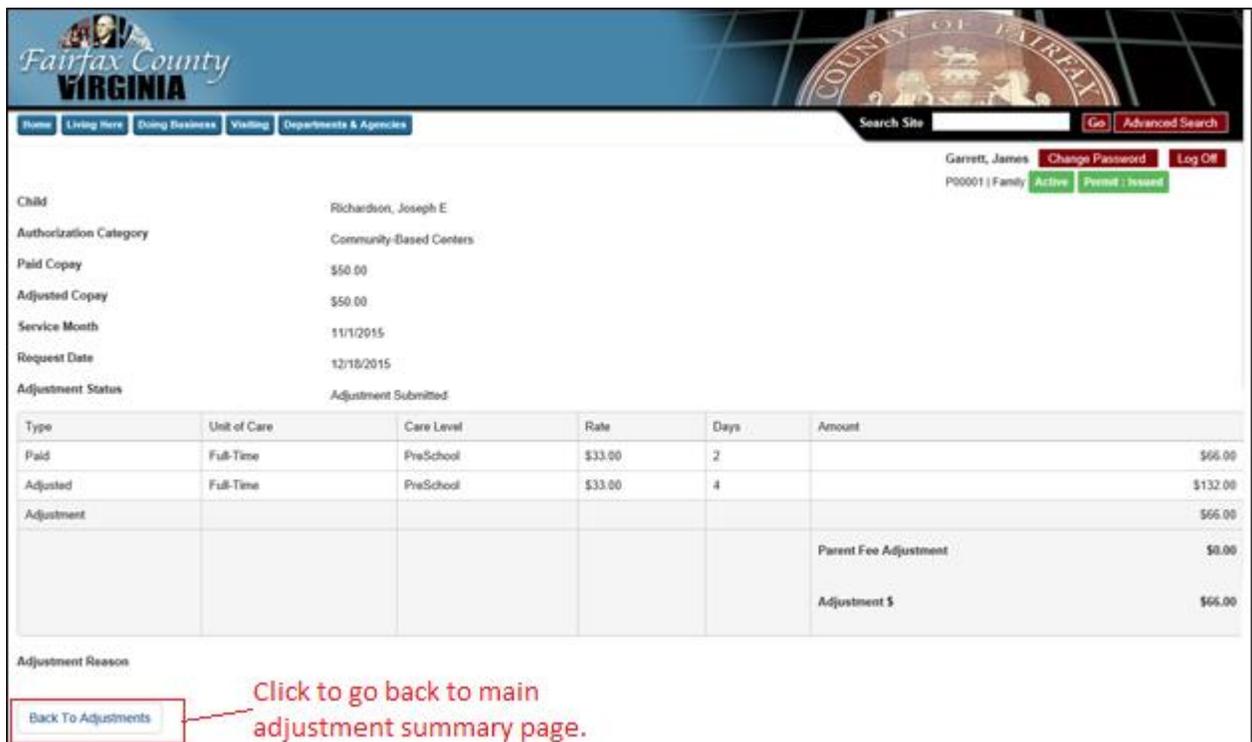


Figure 19- Child details

7.3 Add new Record for the adjustment.

This feature lets the provider add another record for the same child.

To get to the child details page for adding another record.

1. Go on the Attendance page by clicking on attendance on the left Navigation menu.
2. Click on the month for which the adjustments needs to be done (**Note: the status of that month needs to be payment processed to make the adjustment**).
3. Click on the **Request Adjustment** button in front of a child in the grid. This will open a page for child details (Refer [Figure 16 - Adjustment Child details](#)) this page will display the followings.
OR
4. Click on the name of the child in the grid (Note: If the child is not mentioned in the grid, then the provider needs to request an adjustment (**Refer Request an Adjustment**)).
5. After clicking on the child's name all the details of that child will be displayed on the page (Refer [Figure 19- Child details](#)).

Once the provider is on the child details page click on the **Add New Record** button. (Refer [Figure 17- Make Adjustments for a child](#)).

1. Update the necessary fields and click on **Update** button.
2. To cancel any changes for that child click on **Cancel** button.
3. To delete that child click on the **Delete** button.

8. Reimbursement Summary

The reimbursement summary screen shows the records of all the reimbursements made to a provider on selecting a specific year.

To view the reimbursement Summary:

1. Log-in to Provider access (Refer [Figure 1- Log in Page](#)).
2. Click on the **'Reimbursement Summary' Tab** in the Navigation menu.
3. Select a year from the Year drop down to view the summary for that month (Refer [Figure 20- Reimbursement Summary](#)).

The provider can download this Summary in the Excel format by clicking on the **'Export'** button under the grid. (Refer [Figure 20- Reimbursement Summary](#)).

Navigation

Main

- Messages
- Provider Profile

Child Care Assistance & Referral

- Attendance
- Adjustments
- Reimbursement Summary**
- CCAR Enrollments

Resource & Referral

- Child Care Services
- Special Services
- Languages
- Transportation
- Private Market Rates
- Accreditation

Garrett, James [Change Password](#) [Log Off](#)
P00001 | Family [Active](#)

Reimbursement Summary

Year

Child	Care Level	# of FT	# of PT	# of A	FT Rate	PT Rate	Gross	Copayment	Total
May 2015 - Paid: 2/9/2016									
Carr, Grace H	Toddlers	5	1	0 (0)	\$35.00	\$25.00	\$200.00	\$50.00	\$150.00
Gilbert, Lucy	PreSchool	0	2	0 (0)	\$33.00	\$24.00	\$48.00	\$50.00	\$0.00
Richardson, Joseph E	Infant	1	0	0 (0)	\$37.00	\$26.00	\$37.00	\$50.00	\$0.00
Wells, James J	Toddlers	1	0	0 (0)	\$35.00	\$25.00	\$35.00	\$50.00	\$0.00
Wood, Harry	PreSchool	1	0	0 (0)	\$33.00	\$24.00	\$33.00	\$100.00	\$0.00
Month Total									\$150.00
Year Total									\$150.00

[Export](#)

Click on the Export button to download this grid in Excel format.

Figure 20- Reimbursement Summary

Note: For detailed understanding on each column on the Reimbursement summary page refer to the [Table 10- Reimbursement Summary](#)

8.1 Reimbursement Summary Table

Column Name	Description	
Child	Name of the child under provider's care	
Care Level	Care Levels defines the age level category in which the Child is	
	Infant	Birth up to 16 months
	Toddlers	16 months up to 24 months
	Pre School	Children from 24 months up to the age of eligibility to attend public school (5 years old by Sept 30th) Children turning 5 after Sept 30 are considered Preschool until they start school the following year
	School Age	Children Eligible to attend school
# of FT	Number of Full time (Full day) Attendance for the month	
# of PT	Number of Part time (Part day) Attendance for the month	
# of A	Number of Absences. These can be read as following	
	0(0)	Zero absences for the month (Zero for that Fiscal year)
	4(12)	4 absences for the month (12 in that Fiscal year)
FT Rate	Full time rate of the provider	
PT Rate	Part Time rate of the provider	
Gross	Gross is the total cost of care provided for that child	
Copayment	Amount payable by the client	
Total	This is the difference of Gross and Copayment which is payable by the county	

Table 10- Reimbursement Summary

9. CCAR Enrollments

The CCAR enrollment page shows the current and historical enrollments for the provider. These grids can be sortable by the column header (Refer Figure 21- CCAR Enrollments).

9.1 Current Enrollments

To view child details for Current Enrollment

1. Log-in to Provider access (Refer Figure 1- Log in Page)
2. Click on the **'CCAR Enrollments' Tab** in the Navigation menu (Refer Figure 21- CCAR Enrollments).
3. Click on the respective child's name to open the summary (Refer Figure 22- Child Summary).

CCAR Enrollments

Current Enrollments
Click Child's Name for additional details.

Child Name	Care Level	Start Date	End Date	Status
Carr, Grace H	PreSchool	4/1/2015	6/30/2015	Authorized
Gilbert, Lucy	PreSchool	4/1/2015	6/30/2015	Authorized
Richardson, Joseph E	PreSchool	4/1/2015	6/30/2015	Authorized
Wells, James J	School-Age	4/1/2015	6/30/2015	Authorized
Wood, Harry	School-Age	4/1/2015	6/30/2015	Authorized

1 - 5 of 5 items

Historical Enrollments
Select Year: -- Select --

Click Child's Name for additional details.

Child Name	Care Level	Start Date	End Date	Status
No Enrollments.				

Figure 21- CCAR Enrollments

9.2 Child Summary

Child Summary page displays the name (Refer Figure 22- Child Summary), parent guardian name, start date, end date, Home number, cell number, care level, child team and the attendance detail.

The following table defines the attendance detail table and its properties:

Column Name	Description
Billing Period	Lists the months from the time the child was enrolled with the provider. Click to view attendance detail for the month.
Days Present	Count of days present for that respective month.
Days Absent	Count of days absent for that respective month.
Submitted	Shows the status of attendance submitted for that child for that respective month.

Table 11 - Attendance Detail for Child

Navigation

Home Living Here Doing Business Visiting Departments & Agencies Search Site Go Advanced Search

Garrett, James Change Password Log Off
P00001 | Family Active

Child Summary

Full Name Carr, Grace H Parent/Guardian Name Washington, Joshua H
Start Date 4/1/2015 End Date 6/30/2015
Home Number (538) 410-3092 Cell Number (507) 573-1631
Care Level PreSchool Child Team Team 1

Attendance Details

Billing Period	Days Present	Days Absent	Submitted
November 2015	0	0	Yes
October 2015	0	0	Yes
September 2015	0	0	No
August 2015	0	0	No
August 2015	0	0	Yes
June 2015	0	0	No

1 - 6 of 6 items

Return to CCAR Enrollments

Click to view child's attendance for that month

Contact Fairfax County: phone, email or letter | Main Address: 12000 Government Center Parkway, Fairfax, VA 22035
Technical Questions: Web Administrator
ADA Accessibility | Website Accessibility
Events | FOIA | Mobile | Using this Site | Web Disclaimer & Privacy Policy | Get Adobe Reader
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DIGITAL COUNTIES SURVEY *Winmill* BEST OF THE WEB *2013-2014*

Website Feedback Language Translations

Figure 22- Child Summary

9.3 Historical Enrollments

Historical enrollments grid, displays the enrollment of child (ren) with that provider (Refer Figure 23- Historical Enrollment).

1. Log-in to Provider access (Refer Figure 1- Log in Page).
2. Click on the 'CCAR Enrollments' Tab in the Navigation menu.
3. Select a year from the drop down menu under historical enrollments (Refer Figure 23- Historical Enrollment).

Provider can select the year in the "Select Year" dropdown to display the records for that specific year.

The screenshot displays the Fairfax County Virginia website interface for CCAR Enrollments. The top navigation bar includes links for Home, Living Here, Doing Business, Visiting, and Departments & Agencies, along with a search site field and an Advanced Search button. The user is logged in as Garrett, James, with options to Change Password or Log Off. The main content area is titled 'CCAR Enrollments' and shows 'Current Enrollments' for the year 2015. Below this, the 'Historical Enrollments' section is highlighted with a red box. It features a 'Select Year' dropdown menu set to 2016. A table below the dropdown shows one record for Lucy Gilbert, PreSchool, with a start date of 4/1/2015 and an end date of 1/19/2016, with a status of Discontinued. The page footer includes contact information for Fairfax County and the 'BEST OF THE WED' logo.

Child Name	Care Level	Start Date	End Date	Status
Carr, Grace H	School-Age	4/1/2015	6/30/2015	Authorized
Richardson, Joseph E	Infant	4/1/2015	6/30/2015	Authorized
Wells, James J	PreSchool	4/1/2015	6/30/2015	Authorized
Wood, Harry	School-Age	4/1/2015	6/30/2015	Authorized

Child Name	Care Level	Start Date	End Date	Status
Gilbert, Lucy	PreSchool	4/1/2015	1/19/2016	Discontinued

Select a year from the drop down menu to view the records for that year

Figure 23- Historical Enrollment

10. Log Off

To log off from Provider Access portal, click on the **Log Off** button in the top right corner (Refer Figure 26 – Log Off).

The screenshot displays the Fairfax County Virginia Provider Access portal. At the top, there is a navigation bar with links for Home, Living Here, Doing Business, Visiting, and Departments & Agencies. A search bar is also present. The user's name, Garrett, James, and their family ID, P00001, are shown. The user is currently logged in as 'Active' and has a 'Permit : Issued' status. The 'Log Off' button is highlighted with a red box and a red arrow pointing to it from the text 'Click on the Log Off button'. The main content area shows a 'Messages' section with a table for 'Broadcast Messages'. The table has columns for 'Message Title', 'Message Text', and 'Generated Date'. The table is currently empty, displaying 'No Messages.' The left sidebar contains a 'Navigation' menu with categories: Main (Messages, Provider Profile, Permit Status, Permit Fee Payments), Child Care Assistance & Referral (Attendance, Adjustments, Reimbursement Summary, CCAR Enrollments), Resource & Referral (Child Care Services, Special Services, Languages, Transportation, Private Market Rates, Accreditation, Environment, Professional Experience), and Additional (Links, Forms & Surveys, Training Summary, Contact CCAR, Contact CEPS, Scheduled Inspections, Contact Fairfax).

Figure 26 – Log off