Online child care claims system

User guide

Alberta

Contents

System Requirements

If you are having any issues accessing the online Child Care Claims system site, please check to ensure your computer or device meet the following requirements

Hardware

- 1 gigahertz (GHz) or faster 32-bit (x86) or 64-bit (x64) processor;
- 1 gigabyte (GB) RAM (32-bit) or 2 GB RAM (64-bit);
- DirectX 9 graphics device with WDDM 1.0 or higher driver.;
- 16 GB available hard disk space (32-bit) or 20 GB (64-bit);
- Standard printer as required;
- Internet connection; and
- Standard mouse and keyboard.

Software

- Web browsers:
- Windows 10: Edge v40+, Chrome v67+, and Firefoxv60+
- Windows 7: IE11, Chrome v67+, and Firefox
- MacBook and iPad: Chrome v67+, and Safari 10+
- Mobile: Chrome v67+, Safari 10+, and Edge v40+
- Adobe Acrobat Reader (or PDF Reader) required to view PDFs.
- Operating system: Windows, Linux or MacOS.

Additional Information

- Mobile devices work best on Chrome v67+

Initial Login Process

New user license holders will be required to submit a Login Request form ([Login Request Form](#)) and will then receive an email from the child care claims unit to advise that your online claims access has been approved. This email will ask you to contact the GOA service desk to activate your GOA external user ID. The email will also provide a link to access SSPR (Self Service Password Reset) to create a password and security questions following the steps below:

1. Go to https://password.gov.ab.ca and select "use password". Enter the temporary password that was sent to you by email.
2. You will need to create your security questions – Under General, click "Update security questions".
3. Enter security questions – click arrow at the end of the line to get started.
4. Enter all required security questions and corresponding answers. Once completed, press update.
5. After you have answered the security questions, you will be able to create a new password.
   Password must:

   - have at least 12 characters
   - include both uppercase and lowercase letters
   - have at least 1 number
   - DO NOT USE ANY SIGNS OR SYMBOLS
6. Enter a new password at the bottom right side of the window. Enter your password again to confirm.

Logging In to the Child Care Online Claims System

1. Go to [Child Care Claims Program](#) to access the online claims system.
2. Enter Login ID and password. Remember to enter your Login ID in the format **that was given to you** (**firstname.middleinitial.lastname** or **firstname.lastname)**.
   Click **Login**. This takes you to the main menu of the online claims system

User ID Password Change and Security Question Set-Up

To reset or change passwords and security questions, visit https://password.gov.ab.ca.

You can change their password using their existing password or answering security questions. If you do not know their password, and you are unable to answer security questions, contact the GOA service desk for assistance.

Telephone: 780-427-1GoA (1462)
Toll-Free: 1-888-427-1GoA (1462)
Email: GoA.ServiceDesk@gov.ab.ca

Creating Security Questions

1. Go to https://password.gov.ab.ca to get started.

2. Enter user name, first.lastname (some may include a middle initial), then press "continue".

3. Click on "use password" and enter current password.

4. Under "general", click "update security questions".

5. Enter all required security questions and corresponding answers. Once completed, press "update".

6. Security questions have now been created.

Adding a Non-Subsidized Infant Under 19 Months

If you have non-subsidized children under the age of 19 months attending your program, then you will have to manually add them to your monthly claim in order to receive the $150 infant care incentive payment. To do this, follow these steps:

1. In the child participation screen, click on the "add infant" button. A box will pop up to add the infant information.

2. In the child participation screen, click on the "add infant" button. A box will pop up to add the infant information.

3. Fill in the first name and the last name of the non-subsidized 0-18 month old child in your program, making sure to confirm the correct spelling.

4. Next enter the birthdate (yyyy-mm-dd). Note: hyphens must be included. Then enter the effective date (must use the current claim period). A child ID number should appear under the child's last name. (Francine MacNeil was created as an example).

Note: Children only approved for the Infant Care Incentive <u>are not considered subsidized children</u> and must be entered manually into an appropriate age/registered hours category in the Stats Page under Non-Subsidized Children in order to receive the Affordability Grant funding for the child.

5. Fill in the hours attended and the current month fee. Finally, click the "add new infant" button.

6. Review the new entry's information in the child participation to confirm the child was successfully added to your claim.

7. Repeat these steps for all non-subsidized children 0-18 months that are attending your program.

   Please Note: A non-subsidized child only needs to be added <u>once</u> on the claim for the first month of care. The following months, the child's name will be pre-populated, and you will only need to click and add the hours attended.

Entering Hours and Program Fees for Subsidized Children

Starting the July 2022 claim, effective August 1, 2022, when entering hours and program fees, operators will now claim the Affordability Grant for subsidized children at the same time.

1. Enter Hours
2. Enter/Confirm Program Fee
3. Choose the Affordability Grant Category based on registered hours (which category and amount you will be using to reduce the parent fee this month)

This selection will be automatically populated into the Final Stats Page under 'Subsidized Children'. You do not have to enter subsidized children manually into the Stats Page.

Child Information

Child ID	25904067
Name	RON WEASLEY
Birth Date (YYYY-MM-DD)*	2017-03-09
Max Subsidy Approved	266
Previous Month Fee	
Date of Termination	
Hours Attended*	125 **1) Enter Hours**
Current Month Fee	$900 **2) Enter/Confirm Fee**

Affordability Grant (this info will populate the Stats page for Subsidized Children)

	Registered Hours			
	Less than 50 Hrs	50 to Less than 100 Hrs	100 Hrs or Greater	**3) Confirm the Affordability Category Based on Registered Hours**
Day Care 4 years to not yet in Kindergarten	○	○	●	

Estimated Afford Grand   450.00   ⬅ **You will see the estimated Afford Grant Total**

Classification: Public

Entering Hours and Program Fees for Subsidized Children Approved for Overnight Care

Starting the July 2022 claim, effective August 1, 2022, when entering hours and program fees, operators will now claim the Affordability Grant for subsidized children eligible for Overnight Care at the same time:

1. Enter Hours
2. Enter/Confirm Program Fee
3. Confirm if child is using Regular Care (Daytime & Ext Hours) or Overnight Care
4. Choose the Affordability Grant Category based on registered hours (which category and amount you will be using to reduce the parent fee this month)

This selection will be automatically populated into the Final Stats Page under 'Subsidized Children'. You do not have to enter subsidized children manually into the Stats Page.
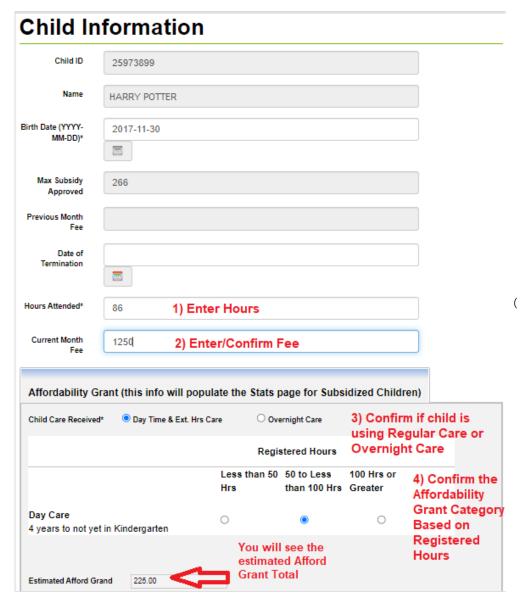
Child Information

Child ID	25973899
Name	HARRY POTTER
Birth Date (YYYY-MM-DD)*	2017-11-30
Max Subsidy Approved	266
Previous Month Fee	
Date of Termination	
Hours Attended*	86 **1) Enter Hours**
Current Month Fee	1250 **2) Enter/Confirm Fee**

Affordability Grant (this info will populate the Stats page for Subsidized Children)

Child Care Received*   ● Day Time & Ext. Hrs Care   ○ Overnight Care

3) Confirm if child is using Regular Care or Overnight Care

Registered Hours

	Less than 50 Hrs	50 to Less than 100 Hrs	100 Hrs or Greater
Day Care 4 years to not yet in Kindergarten	○	●	○

4) Confirm the Affordability Grant Category Based on Registered Hours

Estimated Afford Grand   225.00

You will see the estimated Afford Grant Total

Adding New Staff to the Claim

If you have hired a new staff member, then you will have to manually add them onto your monthly claim in the first month that they commence employment at your program.

1. To add a new staff member or provider, click the "add staff/provider" button at the bottom of the window.
   This brings up the add new staff entry window:

Staff Information

Staff ID*	123456
Birth Date (YYYY-MM-DD)*	1990-05-14
Name	SMITH, FRAN
Commencement Date*	Apr 3, 2017
Termination Date	
Position Code*	14 - ECE Direct Child Care Staff
Hourly Wage Effective Date*	
Hourly Wages*	
Child Care Hours* (Pre-School)	0
Child Care Hours* (Day Care & OSC)	0
Admin Hours* (Day Care & OSC)	0

⬅ New box added to enter the hours that the staff worked in the preschool program during that month

⬅ The bottom boxes are where you enter the direct child care and admin hours worked for staff in daycare and/or ourt-of school care programs.

If staff work in both, then you will add up the hours worked in both DC & OSC and enter the total.

2. Type the individual's certification ID in the registration ID box.

3. Enter the individual's birthdate in year-month-day format with hyphens (YYYYMM-DD); the individual's last name and first name will appear in the name box.

4. Please note: If their number starts with a 9C disregard this and enter the number after the letter "C". If you don't see a name in the name box…

   a. Make sure the individual you are trying to add has a valid certification ID. Only certified staff and providers can be added to the system.
   b. Make sure the information you typed in steps 2 and 3 is correct and properly formatted.

c. If you are still not able to add a new staff, please call the child care claims help line for assistance. 1-855-638-6121 or 780-643-6120 in the Edmonton area.

5. Enter the individual's commencement date in year-month-day format with hyphens (YYYY-MM-DD must equal to the current month entered)

6. Enter hourly wage effective date (must be equal to the current month entered)

7. Enter hourly wage (if staff are paid a monthly salary, please convert to an hourly wage based on the average number of hours worked per month).

8. Once all information is entered, click on add new staff.

Please Note: A new staff only needs to be added once on the claim during the first month of work. The following months, the staff's name will be pre-populated, and you will only need to click and add the hours worked.

Staff Wage Entry

Participating programs will enter the employer-paid wages for paid staff in order to receive the wage top-up. For family day home agencies, the reporting of a wage is not required for day home providers (as they are not an employee of the agency).

Once this wage information has been entered for each staff, it will be carried forward on each subsequent monthly claim. This wage is to be updated (wage and effective date) whenever the employer-paid wage changes for a staff and/or when the system will prompt you to update it. The following information will need to be entered:

- Hourly wage effective date – will reflect the current claim period
- Hourly rate (if staff are paid a monthly salary, please convert to an hourly wage based on the average number of hours worked per month).

In cases where the wage data is not required, these fields will be "greyed out" and data entry is not required.

If an invalid wage is entered (e.g., below minimum wage), the following error message will be displayed:

- 'Wage entered must be equal or greater than the current minimum wage in Alberta

The wage information entered on the claim must reflect the staff person's current employer-paid wage. Audits will be conducted to verify the accuracy of the information being submitted by the program.
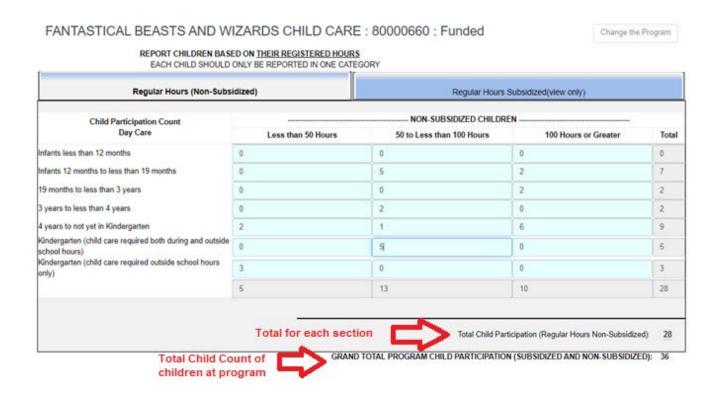
Reporting program statistics

When completing a child care claim, you are required to provide details about child participants counts, otherwise called a "statistic page".

The page is split into "Subsidized" and "Non-Subsidized" children sections.

In each of the sections, it will be split by a program type (day care, out of school care, preschool). Operators will only enter statistics for the types of programs that they are offering. If you offer all 3 program types, then you will see all three categories.

Non-Subsidized Children

You will need to manually enter the total number of non-subsidized children attending the program, into each age group. Categories include the following break-down based on the registered hours of care: less than 50 hours, 50 hours to less than 100 hours (part-time) and 100 hours or greater (full-time) for each age group.

The system automatically calculates the total number of children in each age group and the total number registered for full-time or part-time care.

Subsidized Children

Operators will not have to enter any registered child counts in the stats page for children who are subsidized. These counts are automatically populated based on the information you entered in the individual child details page.

FANTASTICAL BEASTS AND WIZARDS CHILD CARE : 80000660 : Funded

Change the Program

REPORT CHILDREN BASED ON THEIR REGISTERED HOURS
EACH CHILD SHOULD ONLY BE REPORTED IN ONE CATEGORY

| Regular Hours (Non-Subsidized) | Regular Hours Subsidized(view only) | | |

Child Participation Count Day Care	SUBSIDIZED CHILDREN			
	Less than 50 Hours	50 to Less than 100 Hours	100 Hours or Greater	Total
Infants less than 12 months	0	0	0	0
Infants 12 months to less than 19 months	0	1	0	1
19 months to less than 3 years	0	0	3	3
3 years to less than 4 years	0	0	1	1
4 years to not yet in Kindergarten	0	1	2	3
Kindergarten (child care required both during and outside school hours)	0	0	0	0
Kindergarten (child care required outside school hours only)	0	0	0	0
	0	2	6	8

Total Count of Subsidized Children ➡️ Total Child Participation (Regular Hours Subsidized): 8

If this Number is Incorrect, Go Back to the Child Page to Correct Data

Total Child Count of Child at Program

➡️ GRAND TOTAL PROGRAM CHILD PARTICIPATION (SUBSIDIZED AND NON-SUBSIDIZED): 36

The system automatically calculates the total number of children in each age group and the total number registered for full-time or part-time care.

If the total child count for subsidized children is incorrect in the stats page, go back to the child section to verify and/or correct the data entered in the individual child's details.
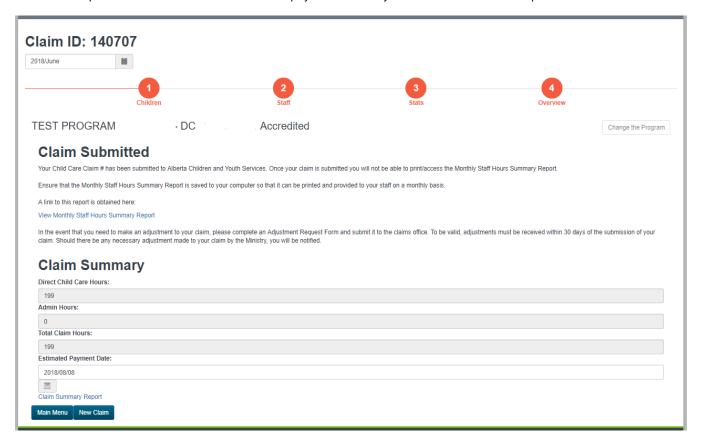
For the purposes of your claim report, calculate the age of a child as of the first day of the claim month. For example, in a claim for May, if an infant reaches the age of 19 months on May 3, count him/her in your totals for "infant 12 months to less than 19 months". In your claim for June, count him/her in your totals for "19 months to less than 3 years".

Claim Summary Report

A report is available that contains a summary of all of the information entered into the online child care claims system by the program, including child, staff, and statistical totals. The report is available once the claim has been submitted (last step of the claim entry process). The "claims summary report" link will appear in the bottom right-hand corner, click on this link to produce a copy of the report that can be printed. If you want to keep a copy of the report, it must be saved before closing or exiting the screen otherwise it will not be available once leaving the web page.

If you notice that a data entry error was made, you will need to fill out a program adjustment form and send it into the claims unit with the updated information. The next month's payment summary statement will reflect the updated information.

Claim ID: 140707

2018/June

1	2	3	4
Children	Staff	Stats	Overview

TEST PROGRAM   - DC   . Accredited   Change the Program

Claim Submitted

Your Child Care Claim # has been submitted to Alberta Children and Youth Services. Once your claim is submitted you will not be able to print/access the Monthly Staff Hours Summary Report.

Ensure that the Monthly Staff Hours Summary Report is saved to your computer so that it can be printed and provided to your staff on a monthly basis.

A link to this report is obtained here:

View Monthly Staff Hours Summary Report

In the event that you need to make an adjustment to your claim, please complete an Adjustment Request Form and submit it to the claims office. To be valid, adjustments must be received within 30 days of the submission of your claim. Should there be any necessary adjustment made to your claim by the Ministry, you will be notified.

Claim Summary

Direct Child Care Hours:

199

Admin Hours:

0

Total Claim Hours:

199

Estimated Payment Date:

2018/08/08

Claim Summary Report

Main Menu   New Claim

Operator Reports

In order to determine who is approved for subsidy at the program, child care programs are able to produce an operator's report that will contain the most current information for enrolled children that have been approved for child care subsidy. This report will provide information including: the parents name(s), name(s) of child(ren), child(ren)'s birthdate, subsidy effective date, subsidy expiry date, approved subsidy hours, maximum subsidy payment amount and their subsidy status.

The report will include the most recent information that exists in the provincial database for the selected child care program for the current claim period (i.e., the claim month that you are submitting a claim for) at the point in time when you request the report. Information is updated every night.

Example: If the program runs the report on July 1 and again on July 5, any changes made to the subsidy approvals since July 1 will appear on the July 5 report (for the selected claim period).

A link for "Operator's Report" will appear on the main menu along with the payment summary report. When you click on the 'select a program' drop-down box, you will be shown a list of your authorized child care program. Select the program you wish to view the report for, then click on the "generate operator report" link to access the report in a PDF format.

Alberta Government

Welcome ▓▓▓▓▓▓▓   Logout

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Payment Summary Reports

About 10 days after a claim has been submitted, a payment summary statement showing all payment details is available from the main menu of C3P. The Payment Summary Statement should be reviewed with all child and staff records to verify hours and ensure that no children or staff hours were missed. If there are discrepancies, you will need to fill out a [program adjustment form](#).

C3P will only show the last 6 months of payment summary reports. For record keeping, it is recommended that you print or save monthly payment summary reports.

Click on the 'select a program' drop-down box and you will see a list of your authorized child care programs. Once you have clicked on one of the programs in the list, the payment report screen will be populated with links for up to six months of the most recent payment summary statements for the selected child care program.

Payment summary statement links will be displayed by month, year and payment reference number. If an adjustment results in a payment demand, there may be more than one statement for a claim period.

When you click on one of the displayed links, the payment summary statement report for the selected payment reference number will be generated and displayed in PDF format.

Classification: Public