

Child Care Services Online Billing Instructions

Online invoices must be submitted **BEFORE 5:59 p.m. Central Standard Time** to run with the weekly Monday payrolls. Remember to give yourself plenty of time to enter and double-check your entries and/or contact Child Care Services (CCS) with any questions.

As with all request for payment methods, you may only request payment from CCS after you have provided care. The online billing system is updated twice per month: on the 1st and the 16th. Logging in to the system on or after these dates will allow you to bill for the previous completed, unpaid billing cycles. For example, you may request payment for care provided from the 1st through the 15th on or after the 16th.

1. Click on link for Login screen:

<https://dss.sd.gov/childcare/billing>

2. Add this link to your Favorites category.
3. Enter your 9-digit Provider Identification number.
4. Enter the month/year you wish to request for payment.
 - * The month must have 2 digits (i.e. 01, 02, etc.), and the year must have 4 digits (i.e. 2006).
5. Enter your assigned PIN number in the field provided.
 - * Only the characters ***** will appear.
 - * The PIN number will be assigned to you when you sign up for the online billing option. The number is unique to you and acts as your signature when billing online.
6. Click the “Login” button and wait for the next screen or message to appear.
7. Fields containing the name, certificate number, child ID number, dates available, maximum billable hours, and actual hours of care provided will appear for each child.
8. Enter the actual hours of care provided for each child for the time period indicated.
 - * Please pay attention to the time period for each child’s information. Encoding errors may delay payment.
 - * If no hours of care were provided for a child, tab past the space.
 - * The actual hours may be entered various ways (i.e. 40, 40.00, 40.5, or 40.50).
9. When complete, double-check your entries and click the “Save Invoice” button.
 - * You will not be able to resubmit this claim or adjust the hours after you have clicked the “Save Invoice” button.
 - * If you find that you have made an error or need to correct the hours, please contact CCS billing staff so that we can make the correction as needed.

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10. A "Print" box will appear. Click "OK" and save the print out for your records.
11. A message will appear telling you that your claims were saved, and you should click "OK". This will return you to the Login screen.
12. You can double-check that your request for payment was processed. Simply log back in to the online billing system for the same month/year you just requested for payment. If your request for payment was processed, the child records for the billing period (of which you just requested payment) will no longer be available. You will receive payment on the next payroll cycle.

Who to contact for help:

If you receive an **error message** when requesting payment, contact Child Care Services (CCS). It is very helpful for us to know what error message you received. You may copy and paste the error message into an email and send to us. Or you may call CCS with the information.

Phone:

Child Care Services

1-800-227-3020

You may ask directly for Kathy Arnold or dial her extension number: 7293.

Email:

kathy.arnold@state.sd.us or ccs@state.sd.us

You may also contact Kathy Arnold for:

- assistance using the online billing system
- if you should need your provider id number or pin number
- to change your email address
- if you do not see a family/child you expected to see through the online billing system
- if you have questions about the status of certificates
- payment questions, including if a request for payment claim processed through the system