



Online Child Care Claims

User Guide

Contents

- Online Child Care Claims 1**
- User Guide 1
- System requirements..... 3**
 - Hardware 3
 - Software 3
 - Additional information 3
- Initial login process..... 4**
 - Logging in to the child care claims online system 4
- User ID password change and security question set-up..... 5**
 - Creating security questions 5
- Adding a non-subsidized infant under 19 months 6**
- Adding new staff to the claim 8**
- Staff wage entry..... 10**
- Reporting program statistics 11**
- Claim summary report 14**
- Operator reports..... 15**
- Payment summary reports 16**



System requirements

If you are having any issues accessing the online child care claims portal, 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 licence 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 provided to you by the GOA service desk.
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 claims online 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 following format:
firstname.middleinitial.lastname or firstname.lastname.
3. 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 your password by using your existing password or answering security questions. If you do not know your 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. Fill in the first name and the last name of the non-subsidized 0-18 month old child in your program, making sure to spell the name correctly.
3. 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).


Add Child for Infant Care Incentive

First Name

Last Name
Child: 25488088 

Birth Date (YYYY-MM-DD)*


Effective Date


Date of Termination


Hours Attended*

Current Month Fee

4. Fill in the hours attended and the current month fee. Finally, click the “add new infant” button.
5. Review the new entry’s information in the child participation to confirm the child was successfully added to your claim.
6. Repeat these steps for all non-subsidized children 0-18 months that are attending your program.

Please Note: Non-subsidized children only need to be added once 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.

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 out-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 (YYYY-MM-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 only enter the number after the letter “C”.

5. 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 new staff, please call the child care claims help line for assistance. 1-855-638-6121.
6. Enter the individual's commencement date in year-month-day format with hyphens (YYYY-MM-DD must equal to the current month entered)
7. Enter hourly wage effective date (must be equal to the current month entered)
8. 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).
9. 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 staff support funding (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 will be split up by program type (day care, out of school care, preschool). Users 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.

Enter the total number of children attending the program, both subsidized and non-subsidized, into each age group. Categories include less than 100 hours (part-time) and 100 hours or greater (full-time) for each age group.

Below are the age group categories available:

Daycare

- Infants less than 12 months;
- Infants 12 months to less than 19 months;
- 19 months to less than 3 years;
- 3 years to less than 4.5 years;
- 4 years or older

Out-of-school

- Kindergarten and School-aged

Preschool

- 19 months to less than 3 years
- 3 years to less than 4.5 years

Use the following definitions to assign children to the appropriate age group:

- Infants are children under 19 months of age;
- Preschool children and children in approved early childhood development programs are children aged 19 months or older who are not enrolled in kindergarten or grade school.
- Kindergarten children are children aged 4.5 years or older who are enrolled in an early childhood services program;
- School-aged children are children in Kindergarten through 6.

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”.

Below are samples of the statistics page. The system automatically calculates the total number of children in each age group and the total number receiving full-time or part-time care.

Claim ID: 180326

2021/January



Please select a program ...

WORLD OF WONDER AND SUNSHINE CHILD CARE : 80000877 : Funded

Change the Program

Child Participants Count

Total number of Children Attending the Program (Subsidized/Non-Subsidized)

Day Care	Less than 100 Hours	100 Hours or Greater	Total
Infants less than 12 months:	0	0	0
Infants 12 months to less 19 months:	0	0	0
19 months to less 3 years:	0	0	0
3 years to less 4 years:	0	0	0
4 years or older:	0	0	0
Out of School	Less than 50 Hours	50 Hours or Greater	Total
Kindergarten and School-aged:	0	0	0
Pre-School	Number of Children		Total # of Children
19 months to less 3 years:	0		0
3 years to less 4.5 years:	0		0
Total Program Child Participant:	0		0

Save

Back to Child Hours Back to Staff Next Step

Family day home program:

Child Participants Count

Total number of Children Attending the Program (Subsidized/Non-Subsidized)

	Less than 100 Hours	100 Hours or Greater	Total
Infants less than 12 months:	0	0	0
Infants 12 months to less 19 months:	0	0	0
19 months to less 3 years:	0	0	0
3 years to less 4.5 years:	0	0	0
Kindergarten Children:	0	0	0
Children attending Grade 1 or higher:	0	0	0
Total Program Child Participant:	0	0	0

Save

Back to Staff Next Step

Group family care:

Child Participants Count

Total number of Children Attending the Program (Subsidized/Non-Subsidized)

	Less than 100 Hours	100 Hours or Greater	Total
Infants less than 12 months:	0	0	0
Infants 12 months to less 19 months:	0	0	0
19 months to less 3 years:	0	0	0
3 years to less 4.5 years:	0	0	0
Kindergarten Children:	0	0	0
Children attending Grade 1 or higher:	0	0	0
Total Program Child Participant:	0	0	0

Save

Back to Child Hours

Next Step

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.

The screenshot shows the 'Claim Summary Report' page for Claim ID: 140707. At the top, there is a navigation bar with four steps: 1 Children, 2 Staff, 3 Stats, and 4 Overview. The current step is 4 Overview. Below the navigation bar, the program is identified as 'TEST PROGRAM - DC Accredited'. A 'Change the Program' button is visible. The main content area is titled 'Claim Submitted' and contains the following text: '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.'

Below the 'Claim Submitted' section is the 'Claim Summary' section, which displays the following data:

Direct Child Care Hours:	199
Admin Hours:	0
Total Claim Hours:	199
Estimated Payment Date:	2018/08/08

At the bottom of the page, there is a 'Claim Summary Report' link with a red arrow pointing to it, and two buttons: 'Main Menu' and 'New Claim'.

Operator reports

In order to determine who is approved for subsidy at the program, child care programs can 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 (ie, 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 programs. 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.

The screenshot displays the 'Child Care Claims Program - Main Menu' interface. At the top left is the 'Alberta Government' logo. At the top right, it says 'Welcome [redacted]' and 'Logout'. Below the header is a 'Main Menu' section with the title 'Child Care Claims Program - Main Menu'. The menu items are 'Enter Claim', 'Payment Report', and 'Operator Report'. A red arrow points to the 'Operator Report' link. At the bottom, there are two columns: 'Quick Links' with 'Child Care Claims Processing' and 'About this site' with 'Terms of Use' and 'Contact Us'. All links in the footer have an external link icon.

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 six 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.