

CHILD CARE DISAGREEMENTS

IMPORTANT

If you and your provider do not agree on the amount owed, or you believe a mistake was made with your payment, you should work with your provider to resolve the issue. Customer Service or DCF will NOT settle disagreements between you and your provider.

Remember! You are responsible for paying your child care provider.

AUTHORIZED REPRESENTATIVE

You may choose a person, called an authorized representative, to pay your provider for you.

The Authorized Representative:

- Will receive a Kansas EBT Card and PIN.
- Will have access to your child care benefits.

If you think you need an authorized representative, contact your worker.

IMPORTANT INFORMATION ABOUT YOUR CHILD CARE BENEFITS

- **Child care benefits are available on the 1st day of the month.**
- Benefits are available on the weekends and holidays.
- Your balance at the end of the month if not all used, is carried over to the next month. However, if the benefits are not used within 120 days from the date they were issued, they will be removed from your child care account.
- Unused child care benefits that are removed from your account at 120 days will not be put back into your account unless you have unusual circumstances.

PARENT RIGHTS AND RESPONSIBILITIES

When to Notify DCF

You are responsible for notifying your DCF worker of any changes that affect your benefits.

- Notify DCF of a change in address, income, or household size.
- Notify DCF before you change child care providers.

Deciding to Change Providers

Having the same provider over an extended period of time is typically better for your child than switching often, so carefully

consider your decision to change providers. But if changing providers is in the best interest of your child, you should:

- Notify DCF before you make the change.
- Verify that the new provider is DCF-approved if you want to use your EBT card to make payments.
- If you change providers in the middle of the month make sure you have enough benefits in your account and other resources to pay your new provider for the remainder of the month.

Quality Care is Important

As a parent, you are responsible for doing what's best for your child.

- Learn how to recognize quality child care.
- Pay attention to how your child responds to the provider or talks about the care he or she receives.
- Contact your local Child Care Resource and Referral Agency if you need assistance in locating care. The phone number is 1-877-678-2548.

When it comes to child care, the choice is yours. Know what you're looking for and trust your instinct to help you decide what care situation is right for your child.

THINGS TO REMEMBER

Your Card/Your PIN

- **If your card is lost, stolen, or damaged call Customer Service: 1-800-997-6666**
- Take care of your card.
- Keep your card in a safe place.
- DO NOT let anyone else use your card.
- You must use your PIN every time you use your card.
- Call your local office if you have a change in family situation such as a change of address, income, new provider, child care hours needed or other family situation.

Your Balance

- Know your account balance before you make a child care payment.
- Ask your provider to do a balance inquiry at the POS machine, call the Customer Service toll-free telephone line, or look up your balance on the internet.

Ways to Pay your Provider

- Use your provider's POS machine.
- Log onto the Cardholder section of www.ebtEDGE.com.
- Use the automated Customer Service toll-free telephone line: 1-800-997-6666.
- Pay any additional amount owed in cash or check, or with your cash benefits at your provider's POS machine.

WHEN SHOULD I CALL CUSTOMER SERVICE?

- Call if your card is lost, stolen or damaged.
- Someone else is using your card.
- Your card does not work.
- Call if you have forgotten or lost your PIN.
- Call to change your PIN.
- You received your card in the mail and need to select a PIN.
- You need to know your child care benefit balance and you cannot find your last receipt.
- Call if you have questions or need help with your card.
- Call if you need to remove an authorized representative.

Calls to Customer Service may be recorded or monitored.

For EBT account information, visit
www.ebtEDGE.com

Customer Service
1-800-997-6666
1-800-766-3777(TTY)

NOTE: toll-free calls can NOT be made from a pay telephone.

24 hours a day, 7 days a week

Non-discrimination Statement
USDA/DCF is an equal opportunity provider and employer.

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Strong families make a strong Kansas



How to use your Kansas EBT Card for Child Care Benefits



Welcome to Kansas EBT

–the safe and easy way to use your child care benefits each month! It is called the Kansas EBT Card.

- Your child care benefits will be put in an account set up for you by the State.
- You will use your Kansas EBT Card to pay your child care provider.

Important! If you already have a Kansas EBT Card for cash and food benefits, child care benefits will be added to your current card.

WORDS USED IN THIS BOOKLET

Customer Service

1-800-997-6666

A toll-free number to call for help using your card.

EBT (Electronic Benefits Transfer)

The way you receive and use benefits using your Kansas EBT card.

PIN (Personal Identification Number)

Your secret number used with your card to use your benefits to pay your child care provider. DO NOT tell anyone this number.

POS (Point-of-Sale) Machine

This machine reads your card when you use your benefits to pay your provider.

HOW DO I TAKE CARE OF MY KANSAS EBT CARD?

Your card is like cash. Keep it in a safe place.

- Call Customer Service right away if your card is lost or stolen.
- Put your card away as soon as you finish using it.
- **DO NOT** let others use your card. Benefits are not replaced.
- **DO NOT** leave your card lying around, even at home.
- **DO NOT** throw away your card.
- **Use the same card every month** as long as you receive benefits.

DO NOT damage your card.

- **DO NOT** bend or twist the card.
- **DO NOT** scratch or write on the black stripe on the back of your card.
- **DO NOT** wash your card or get it wet.
- **DO NOT** leave your card near magnets, TVs, stereos, VCRs or microwaves.

- **DO NOT** leave your card in the sun or other hot places, like the dashboard of your car. Keep the black magnetic stripe on the back of your card clean and free from scratches.
- Store your Kansas EBT card in a wallet or purse.
- **DO NOT** write your PIN on your card.

What is a PIN?

Every time you use your card, you must enter 4 secret numbers. These numbers are called a PIN or (Personal Identification Number)

? ? ? ? = PIN (4 secret numbers)

There are two ways to get a PIN:

- If you receive your card in the mail, call Customer Service to select a PIN over the phone.
- You can also select a PIN or reset a PIN on the Internet at www.ebtEDGE.com and log in as a cardholder.

HOW DO I REMEMBER MY PIN?

It is very important to:

- Memorize your PIN. When you call the toll-free Customer Service telephone number to select your PIN, choose four numbers that are easy for you to remember, but hard for someone else to figure out.
- Keep your PIN a secret. Do not write your PIN on your card.
- Do not keep your PIN in your wallet or purse.
- If someone knows your PIN, they can use your card to get ALL your benefits. **Your benefits will not be replaced if someone else uses them.**

WHAT IF I FORGET MY PIN?

If you forget your PIN or want to change your PIN follow one of the 2 ways to select or reset a PIN.

WHAT IF I ENTER THE WRONG PIN?

If you enter the wrong PIN, you have 3 more chances to enter the right PIN. If you don't enter the correct PIN by the fourth try, a "lock" is put on your Kansas EBT Card and you will not be able to use your card until 12:01 a.m. the next day. If you cannot remember your PIN, call Customer Service to select a new PIN after 12:01 a.m. the next day.

SAFETY TIPS

Never tell your provider your PIN.

If you use your card at the provider's POS machine, also:

- Check the amount that shows in the display before you enter your PIN.
- **DO NOT** let the provider see your PIN as you enter it.
- **DO NOT** let the provider leave the area with your card.

HOW TO FIND YOUR BALANCE

There are three easy ways to check how much you have left in your account:

1. **Use a POS machine.** If you have your card with you, ask if your provider will do a balance inquiry at the POS machine.
2. **On the Internet.** Go to www.ebtEDGE.com and log in as a cardholder using your card number and PIN.
3. **Call the toll-free Customer Service.** Call 24 hours a day, 7 days a week for your balance if you cannot find your last receipt. If you do not have a touch tone phone, you are transferred to a customer service representative. Listen to the message and follow the instructions to select a language and to request your benefit balance. Always know your balance before you use your card. Enter your 16-digit EBT card number and listen for your balance.

HOW TO PAY YOUR CHILD CARE PROVIDER

Know your balance before making a payment to your child care provider. There are three options for paying your child care provider.

Using your provider's POS machine:

1. **Your provider selects the Child Care option** on the POS machine.
2. **You swipe your card** through the POS machine.
3. **Next you enter the amount** of the child care payment.
4. **Check the amount** that shows in the display to be sure it is correct. If the amount is correct, enter your PIN and press ENTER. This action will transfer money from your benefit balance to pay your provider.

Using www.ebtEDGE.com:

1. **Log on** using your card number and PIN.
2. **Click on the link** for Child Care Payment Transfer.
3. **Enter your Provider's ID number** and click Search.
4. **Enter the amount** you want to pay the provider.
5. **Double check the amount;** if it is correct, enter your PIN and press Enter.

Using the Customer Service toll-free telephone line.

If your provider does not have a POS machine, or if the machine is not working, or if you are not at the provider's location, you can transfer funds to your provider

through the automated line using a touch tone phone. You will need to ask your provider for their **Provider ID** number. Follow the steps to transfer funds over the phone:

1. Call the toll-free Customer Service line. **1-800-997-6666**
2. Enter the 16-digit card number found on the front of your card.
3. Listen to your balance, and then select the **Child Care** option.
4. Next, select **transfer funds to your child care provider.**
5. When asked, enter the **Provider's ID number**, the child care benefit **amount you wish to transfer**, and you **PIN**. The system will give you an authorization number for the payment, which is for tracking purposes only.
6. Write down the authorization number, the amount of the payment, and the date and time you made the call. Give that information to your provider so he or she will be able to accurately track the money paid as coming from you.

Always get a receipt from your provider for all child care payments.

Note: The receipt that is printed at your provider's POS will not show your childcare or cash account balances.

IF YOU OWE MORE THAN YOUR CHILD CARE BENEFIT BALANCE

Paying by transferring cash benefits at a POS

- If you have cash benefits available, and you do not have enough child care benefits to help pay your entire bill, you can use your cash benefits to pay your child care bill. Ask your child care provider to perform a cash purchase on the POS machine.
OR

Paying with cash benefits withdrawn from an ATM or with other personal cash funds

- Withdraw your cash benefits at an ATM or store and pay your provider in cash.
- You can also pay your provider with your own money by paying with cash or writing a check.

FAMILY SHARE

Some families are assigned a Family Share. This is similar to a co-payment. The amount of the Family Share is determined at the time of the initial application and at review, or adjusted more often if the family's income or household size increases or decreases. Any Family Share assignment is subtracted from the total DCF child care benefit before benefits are put on your card. Family Share amounts can be found on your Child Care Family Plan. You are responsible for paying any Family Share amount owed and for any additional fees charged by your chosen child care provider.