

HOW TO USE YOUR KANSAS VISION CARD FOR CHILD CARE BENEFITS



QUESTIONS?

Call Customer Service
24 hours a day
7 days a week

1-800-997-6666 Toll-free

**TTY (Hearing Impaired)
1-800-766-3777**

TABLE OF CONTENTS

Table of Contents	2
What is Your Kansas Vision Card?	3
Words Used in This Book	4
How to Care for Your Card	5
What is a PIN?.....	6
How to Care for Your PIN.....	7
How to Find Your Balance	8
Keep Your Last Receipt.....	8
Call Customer Service	9
Use a POS Machine	9
How to Pay Your Child Care Provider	10
Using Your Provider's POS Machine.....	10
Using the Customer Service Toll Free Telephone Line.....	11
If You Owe More Than Your Child Care Benefit Balance.....	12
Family Share.....	12
Safety Tips	13
When to Call Customer Service	13
Child Care Disagreements.....	14
Authorized Representative	15
Important Information About Your Child Benefits.....	15
Parent Rights and Responsibilities.....	16
Things to Remember	17

Copyright © 2004 by eFunds Corporation.
All Rights Reserved.

This document is intended only for the use of eFunds Corporation customers in connection with the products and services eFunds Corporation has authorized. Any other use is not authorized.

eFundsSM is a trademark of eFunds Corporation. All other marks are the property of their respective companies.

WHAT IS YOUR KANSAS VISION CARD?

There is a **SAFE, CONVENIENT**, and **EASY** way for you to get your benefits each month. It is called the Kansas Vision Card.



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

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

WORDS USED IN THIS BOOK

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 Vision 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 TO CARE FOR YOUR 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 fold your 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.

WHAT IS A PIN?

Every time you use your card, you must enter 4 secret numbers. These numbers are called a

PIN

(**P**ersonal **I**dentification **N**umber).

? ? ? ? = PIN (4 secret numbers)

There are two ways to get a PIN:

- **If you receive your card at the SRS office**, you will select a PIN at the office.
- **If you receive your card in the mail**, call Customer Service to select a PIN over the phone.

HOW TO CARE FOR YOUR PIN

Protect your PIN

- **Keep your PIN secret. Memorize it!**
- **DO NOT** write your PIN on your card or card envelope. (If you need to write down your PIN, keep that paper in a different place than your card.)
- **DO NOT** let anyone (not even the provider) see your PIN when you enter it at the POS machine.
- **DO NOT** let anyone else use your card and PIN. **Call Customer Service** if that happens. They will tell you how to pick a new PIN. **Your benefits will not be replaced if someone else uses them.**

If you forget your PIN or to get a new PIN:

- Go to your SRS office.
Or
- Call Customer Service to select a new PIN by phone.

You have 3 tries each day to enter your correct PIN. After 3 incorrect tries you cannot use your card until 12:01 AM the next day or until you select a new PIN.

When you select a PIN:

Select 4 numbers that you can remember **but that other people cannot easily guess.**

HOW TO FIND YOUR BALANCE

1

KEEP YOUR LAST RECEIPT

Your receipt shows how much you have left in your cash benefit and child care accounts.

Provider Name 123 Any Street Address City, State Zip Code		
Terminal ID: 258407		
Merchant Term ID: B123456	←	Merchant/ Provider ID Number
Clerk ID: 107		
Sequence Number: 289		
Date/Time: mm/dd/yy hh:mm		
CARD # XXXXXXXXXXXXX1234		
	TRAN AMT	END BAL
CASH	\$00.00	\$100.00 ←
CC	\$50.00	\$140.00 ←
		Current Cash Benefit Balance
		Current Child Care Benefit Balance
CC PMT \$50.00 APPROVED	←	Child Care Benefit Payment Amount
DO NOT DISPENSE CASH **CUSTOMER RECEIPT**		

2

CALL 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.



- ① Call Customer Service from a touch-tone phone. Please do not use a pay phone unless that is the only phone available to you.



1-800-997-6666 Toll-free

- ② Listen to the message. Follow the instructions to select a language and to request your benefit balance.



- ③ Listen to the message. On the phone keypad enter your 16 digit card number.



- ④ Listen for your benefit balance.

3

USE A POS MACHINE

If you have your card with you, ask if your provider will do a balance inquiry at the POS machine.

HOW TO PAY YOUR CHILD CARE PROVIDER

Know your balance before making a payment to your child care provider.

There are two options for paying your child care provider, using your provider's POS machine or using the Customer Service toll-free telephone line.

USING YOUR PROVIDER'S POS MACHINE

Pay your provider using your child care benefits at the provider's POS machine.



- ① First, your provider selects the child care option on the POS machine.



- ② Swipe your card through the POS machine.



- ③ Next, 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.

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 Customer Service line using a touch-tone phone. You will need to ask your provider for their provider ID number.

Follow these 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 your 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.

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.

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.

WHEN TO CALL CUSTOMER SERVICE

1-800-997-6666

Call 24 hours a day, 7 days a week if:

- Your card is lost or stolen.
- Someone else is using your card.
- Your card does not work.
- You forgot your PIN or want a new 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.
- You have questions about using your card.

Calls to Customer Service may be recorded or monitored.

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 SRS will NOT settle disagreements between you and your provider.

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

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 SRS 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.

AUTHORIZED REPRESENTATIVE

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

The Authorized Representative:

- Will receive a Kansas Vision 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 weekends and holidays.
- Your balance at the end of the month is carried over to the next month. However, if the benefits are not used within 90 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 90 days will not be put back into your account unless you have unusual circumstances.

PARENT RIGHTS AND RESPONSIBILITIES

When to Notify SRS

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

- Notify SRS of a change in address, income, or household size.
- Notify SRS 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 SRS **before** you make the change.
- Verify that the new provider is SRS-approved if you want to use your EBT card to make payments.
- If you change providers in the middle of a month, make sure you have enough benefits in your account to pay your new provider for the rest 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.
- Save your last receipt, call the Customer Service toll-free telephone line, or ask your provider to do a balance inquiry at the POS machine.

Ways to Pay Your Provider

- Use your provider's POS machine.
- 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.

Non-discrimination Statement

USDA/SRS is an equal opportunity provider and employer.

