



## CHILD CARE TELEPHONE BILLING SYSTEM

---

### (An Easier & Faster Way to get PAID)

Welcome to the Illinois Department of Human Services (IDHS) Child Care Telephone Billing System. You can start using the Telephone Billing System to enter your Child Care Certificate(s) as soon as you've received your password. Using the billing system should help you get your payments quicker.

The Child Care Billing System is available:

- thru a toll free phone number (1-800-787-9316 Voice/1-800-787-9318 TTY)
- 24 Hours a Day, 7 Days a Week
- for Licensed Home and Group Home Providers
- for License-Exempt Home Providers
- for TTY callers
- in English or Spanish
- using the Phone Key Pad or by Speaking the information

STEP 1 - Complete and sign the enclosed Child Care Telephone Billing Agreement form. Return it to your Child Care Resource & Referral Agency (CCR&R).

STEP 2 – After IDHS has confirmed that you have returned your signed Agreement, IDHS will mail you a letter with your Password for the Child Care Telephone Billing System.

STEP 3 - Keep your Password in a safe place so that you can remember it when you call the billing line. Please do not share or give your password to anyone. If you have questions or need help, please contact your CCR&R.

#### **Comments from providers who use the Telephone Billing System:**

"I love the fast service. I can enter my information even on weekends, while other providers are limited to Monday through Friday." Vanessa Sims, Tilton, IL

"Love it, love it, love it. The system is convenient, fast and reliable. The automated telephone billing system, combined with direct deposit, is the best payment option the State offers." Carmallitia Clemons, Hazel Crest, IL

"You really can control the timing of payments. Don't be afraid to try the system because the glitches are gone." Nancy Williams, Champaign, IL

"Would not trade the system for anything. It is efficient and fast." Merle Coleman, Zion, IL

"Wonderful, wonderful! I receive my check much quicker than the providers who mail their certificates."  
Gloria Brown, Chicago, IL

Child Care Resource & Referral Agency:

**SAL Child Care Connection**  
3425 N Dries Lane  
Peoria IL 61604-1208  
1-800-421-4371

**Illinois Department of Human Services  
Child Care Telephone Billing Line  
1-800-787-9316 Voice  
1-800-787-9318 TTY**

**Available: 24 hours a day, 7 days a week  
English or Spanish**

**Practice Session**

**Completing the practice session is not required in order to get a password.**

---

Practice ID /Password:	<b>License Exempt Home Provider</b>	<b>Licensed Home Provider</b>
	Provider Number: 301-12-1234	Provider Number: 601-12-1234
	Password: 12345	Password: 12345

---

**You may answer the questions in one of two ways:**

- **You may speak your answer into the phone. Some hints for using this method.**
    - **Speak in a slow, clear voice.**
    - **The system works best if you call from a quiet room.**
    - **Use the phone handset instead of a speakerphone or hands-free headset.**
    - **Use a landline phone instead of a cell phone.**
    - **Speak only the requested information.**
  - **You may answer by touching keys on your telephone keypad. If you are calling from a noisy location or you don't have a good connection, use the touch-tone keys on the phone.**
- 
- **When the system asks if the address on your certificate is correct, say "YES" or press "1".**
  - **When the system asks if you are still providing care for this family, say "YES" or press "1".**
  - **You will be entering information for the month of January.**
- 

**Billing information:**

Client Name:	<b>THERESA CAMPBELL</b>	<u>Days Open</u>	<u>Days Attended</u>
Child Name:	<b>DESHAWN KNIGHT</b>	0 Full time	0 Full time
		22 Part time	22 Part time
Client Name:	<b>SANDRA WALKER</b>	<u>Days Open</u>	<u>Days Attended</u>
Child Name:	<b>MALIK WALKER</b>	10 Full time	10 Full time
		12 Part time	12 Part time

---

You may complete the practice session as many times as you'd like. If you have questions or need help, please contact: **SAL Child Care Connection 1-800-421-4371**