



Welcome to CocoKids, New Provider! Below is a quick guide to help you navigate through onboarding for provider payments with CocoKids.

Employment Status

- You are a Licensed Exempt provider, or FFN (family, friend, neighbor)
 - You are an Independent Contractor i.e.: Self-Employed.
 - Taxes will not be deducted by CocoKids
 - You will be mailed 1099's each year by January 31st, for tax filing. Please contact your tax professional with any questions.

Contact Information

- Website: www.cocokids.org
 - You can access important information such as forms, video tutorials for Digital Submission and a staff directory with caseloads and payment contact information under the Provider section.
- By phone: 925-676-5442
 - Ext 3115 - Payment Dept general VM box
- Please contact the Payment Department if you need to:
 - Update W-9 or direct deposit information, have questions regarding your provider payment or 1099.
- Please contact the parent's case worker immediately if you need to:
 - Update contact information: physical address, phone number(s), and/or email address

Attendance Records

CareConnect is a provider portal online where you can print your monthly attendance records, submit attendance records digitally and view your explanation of payment. Please visit the website below to login in. You can also visit the CocoKids website to access video tutorials for CareConnect and digital attendance record submission.

<https://careconnect.carecloud.io/home/login>

The initial login will be:

- Username: your email address on file
- Password: first 4 letters or characters of email and last 4 digits of SSN or EIN, please change after initial login.

You will submit an attendance record monthly signed by parent and provider for each child in your care.

There are a few ways to submit:

- Drop off to one of our three area offices in Concord, Antioch or Richmond, Attn: Payment Dept.
- Mail to the Concord office: 1035 Detroit Ave, #200, Concord, Ca 94518, Attn: Payment Dept.
- Digitally: Please visit the CareConnect Website or mobile app for easy and quick submission of Attendance Records.
 - Since your Payment Analyst/Case Worker have limited access, please use the blue support button in CareConnect for further assistance.

Payments

The Payment Department issues provider payments three times per month. See the back of the attendance record or the general information box in Care Connect for current payment submission/payment dates

- Direct Deposit payments are generally deposited to your account within 48 hours after payment day. (Our payments are issued from Wells Fargo, you will receive a notification of payment from Wells Fargo by secure email. You do not need to open this, you can view your explanation of payment in CareConnect. Wells Fargo will disburse all provider payments after we release on payment day.
- Payments by check may take anywhere from 7 to 30 days to be delivered after payment day.