

Ohio Electronic Child Care (Ohio ECC) Provider Informational Session

Questions and Answers

Tuesday, November 29, 2011 10:30 am-12:00pm

Q. Do you have to have extra lines for each device?

A. No. The installer will provide a line splitter so multiple devices can share a line. It is not recommended that more than four devices share one line.

Q. What if parent is also a staff member of the center they work?

A. If the parent is also an employee they should swipe their children in before they are "on the clock" and swipe the children out once they are "off the clock".

Q. If the transaction is denied, then what happens?

A. It may depend on the reason for the denial. Denial codes are available on page 33 of the Provider User Manual. Providers should develop strong business practices around how they will handle denials.

Q. For children that we transport to and from school, do parents have to enter those times into the point of service (POS) device or can the times be automatically put in since the county knows when each school starts?

A. The times are not entered by anyone other than the caretaker or their designee. The caretaker or designee can come to the program and complete a previous check in or previous check out for these times. A previous check in or previous check out can be recorded during the back swipe period for care received during the back swipe period, the current week plus the two previous weeks, using the POS device and the swipe card.

Q. Will the providers know the child's number to help the parents if needed?

A. The unique 2-digit number is sent to the caretaker. Caretakers have been advised not to share their unique 2-digit ID's with anyone other than those designated to use their card.

Q. We have families in our agency homeless shelter and parents do not have transportation to and from the child care center how do we handle this?

A. The caretaker or designee can come to the program and complete a previous check in or previous check out for these times. A previous check in or previous check out can be recorded during the back swipe period for care received during the back swipe period, the current week plus the two previous weeks, using the POS device and the swipe card.

Q. When a child goes over their number of allowed absences, what happens?

A. The provider should be tracking the absent days used for each child using the Provider Website (PWeb). Providers are only paid for absent days when a child has absent days remaining.

Q. Have the Quick Reference Cards and Provider FAQ sheets gone out yet?

A. Yes. Both documents have been emailed to providers. These two documents are distributed at the time of the POS device installation and are available on the CCIDS web page which can be found at:

<http://www.jfs.ohio.gov/cdc/childcare.stm>

Q. The absent days remaining are for what time period?

A. Absent days are tracked for a period of 6 months, January to June 30 and July 1 to December 31 yearly.

Q. We will not receive payment for the Jan 1-7 week until approximately Jan 30 due to waiting for the back swipe period to pass, correct??

A. For providers who will begin using Ohio ECC on January 1, 2012, the back swipe period ends on Saturday, January 21 for the service week of January 1 to January 7, 2012. All services for 1/1/12-1/7/12 must be entered into the system by 1/21/12 to be processed by the system. Payment for the week of 1/1/12-1/7/12 will be deposited within 5-7 business days from Monday, January 23, 2012.

Q. How are we going to be able to keep up with all these different web sites?

A. The CCIDS Resource Guide has been developed to assist providers in determining where to go for what type of information. This document is available on the CCIDS web site located at: <http://www.jfs.ohio.gov/cdc/childcare.stm>

Q. How are you paid weekly when there is 2 previous weeks to make changes within a child's information, i.e. absence or parent making changes?

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Q. May we deny care to those who do not bring their cards with them and insist the card be available at check in?

A. This is a provider decision. Please note that a caretaker/parent may not have a card for various reasons, not just refusal to use the card. One example may be if a caretaker has requested a replacement card and it is in the process of being mailed to the caretaker, or the caretaker was just authorized for the first time and their card is in the mail.

Q. How long will it take for parents to get a replacement card? If the replacement does not come within the back swipe period, how can we get paid?

A. The replacement card is scheduled to be mailed within 48 hours of the request being made. This will give the caretaker ample time to record previous care within the back swipe period. Any care provided outside of the back swipe period can be submitted to the county as a manual claim.

Q. Will all providers that are currently watching the child/children show on the authorization?

A. Providers will have access to authorizations specific to their provider number.

Q. We did not get any extra paper rolls when our POS device was installed. How do I go about getting the 18 rolls for my center?

A. Please contact MRi at 1-800-201-3573 to request the additional roles of paper be delivered.

Q. How will we report if a center is closed due to a snow day?

A. ODJFS does not need to be informed if a program is closed due to a snow day.

Q. What happens if families refuse to bring their cards or continue to forget their cards?

A. The provider is encouraged to develop business practices around how these issues will be managed.

Q. What about the parents who move and do not provide the state with their new address and do not receive their cards?

A. The caretaker should contact the county when they move to update their address. If the caretaker does not receive a card, they should contact the county to get their address updated and then contact the Ohio ECC Caretaker Helpline at 1-888-411-6059 the NEXT DAY to request a replacement card.

Q. If a child is not present for a week, does the parent not have to pay their weekly fee?

A. If a child is not scheduled for a week, then the co-pay is not collected. If a child is scheduled but does not attend, the co-pay must be collected if an absent day is claimed.

Q. How long can cases be viewed after they have been withdrawn from the program?

A. The case and authorization information will remain available on the PWeb for an extended period of time after the authorization has ended so that caretakers can complete any back swipes and providers can submit any necessary manual claims or adjustments.

Q. What happens when a child is not authorized?

A. If a parent swipes their card and a child is not authorized, the POS device will display an error message. The provider can determine the cause of the error message using the Provider User Manual and determine the next course of action. Providers are encouraged to have strong business practices around denied swipes.

Q. When the subcontractors called to give me the date for the device, I was told that we were only allowed to use an analog line. I want to confirm that we can in fact use an internet line.

A. A provider can choose to use a broadband (internet) or analog POS device. The information provided was inaccurate.

Q. How many in a row absent days can be claimed and is doctor documentation still needed?

A. A child can have up to 10 absent days in a 6 month period. There is no requirement for provider to obtain a doctor's statement.

Q. What if they don't install you equipment before Jan. 1, 2012 what happens when you have children 24 hrs?

A. Caretakers have the option of back swiping for the current week plus the two previous weeks (from January 1 forward). Care provided in the first week of January can be entered in to the POS device up to January 21, 2012.

Q. If you catch an attendance mistake 10 days later, do you have the parent back swipe to make that correction?

A. The provider must void the transaction using the POS device or the Ohio ECC Provider Helpline at 1-888-516-4776. The caretaker can then complete a previous check in/out for the previous date.

Q. If the parent does not swipe at all, how do we correct that?

A. The caretaker or designee can come to the program and complete a previous check in or previous check out for these times. A previous check in or previous check out can be recorded during the back swipe period for care received during the back swipe period, the current week plus the two previous weeks, using the POS device and the swipe card.

Q. Will an overall summary of these questions ever be generated or will we need to go through all of the webinar Q&A lists to get all the information?

A. Please select the date of the session you attended to view the answers to your specific questions.