

Ohio Electronic Child Care (Ohio ECC) Provider Informational Session

Questions and Answers

Wednesday, November 30, 1:00-2:30pm

Q. What if the transaction is denied when the card is swiped?

A. If a transaction is denied, the provider should refer to the Provider User Manual to determine the reason for the denial. The provider can view authorization information using the Provider Website (PWeb). With these two resources, the provider can determine what the next steps should be.

Q. If the point of service (POS) device says denied are we able to still take that child that day?

A. This is a provider decision. Please see the response listed above for suggested steps.

Q. When will Media Riders Inc (MRi) be installing the POS equipment?

A. Media Riders Inc (MRi) has started contacting providers to schedule POS installations. The POS installation process will take several months to complete. You will be contacted by MRi when they are installing POS devices in your area.

Q. If we get paid weekly, do we get paid for those children who were not clocked out Friday evening? For example, if a child leaves Friday morning on the bus and the parent doesn't come back to the center until the following Monday morning.

A. Providers are only paid if a swipe out is recorded for the matching swipe in. Providers are paid for a week of child care services beginning on a Sunday and ending on a Saturday. The payment is processed after the back swipe period ends for that week of service. The back swipe process helps both the provider and the caretaker by allowing for a caretaker to record attendance for a day in the past (during the back swipe period which is the current week of care plus the two previous weeks). 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. If we do not record an absent day using the PWeb or Ohio ECC Provider Helpline, will we just not be paid for it or will one be charged regardless? I had heard that no matter what all absent days would be used regardless of hours of attendance, so even if they make full time in three days, two days of absences would still be charged.

A. An absent day must be recorded by the provider for the provider to be paid for the absent day. Rule requires that all absent days be reported regardless of the effect on payment. Your example is incorrect.

Q. When do caretakers need to submit their co-pay to the provider and how long before providers should report a late payment with the new weekly payments?

A. The co-pay should be paid weekly. Please contact your county department of job and family services to determine their procedure for non-payment of co-pay.

Q: Can we take this webinar again?

A. Yes. Providers can register and attend as many webinars as they would like.

Q. How long will authorizations take now with this system?

A. Authorizations are still determined at the county level. Please contact your county department of job and family services (CDJFS) about their business procedures. Once a child is authorized in the Eligibility and Authorization system by the CDJFS worker, the authorization information is viewable on the PWeb the next day.

Q. Do all absences have to be reported even if the minimum hours for payment have already been met for that week?

A. Rule requires that all absent days be reported regardless of the effect on payment.

Q. I understand we will be paid weekly but can you tell me what the turnaround time will be? How many weeks will it take to be paid once we begin using the swipe cards?

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. If a school age child is only authorized for before and after school hours for 24.9 hours but during school vacations and snow days they attend more than the allotted authorized hours (with approval from the CDJFS) but that approval is not specified on their authorization will they still be authorized to attend?

A. The caretaker should contact the CDJFS and the CDJFS should authorize a child using the Eligibility and Authorization system. A provider is only paid for the hours in which the child is authorized.

Q. When will caretakers receive their swipe cards and information in the mail?

A. Swipe cards and information about Ohio ECC were mailed in December. Caretakers/parents should have their cards by the end of December.

Q. Is there a new suggested time to do redeterminations for clients?

A. Providers do not determine eligibility for families. They may assist the county department of job and family services by collecting required documentation. You will need to contact your county department of job and family services to determine if there is a change in their business practices.

Q. Is the 233-2000 a valid number to get help with clients not yet authorized with your center?

A. Please contact your CDJFS to determine the accuracy of the phone number.

Q. How many people will be allowed to have access to PWeb from each center?

A. This is a provider decision. The provider can choose how many people to share the user ID and password with to allow access.

Q. How will we get validation on a new child coming from another center and how long will it take?

A. Authorization information is available on the PWeb the day after the CDJFS enters a new authorization for a child. If you cannot find authorization information for a specific child, please contact the CDJFS.

Q. What happens when a parent leaves the center abruptly and has not swiped their card?

A. The provider can submit a request for an adjustment to the payment for that week to the CDJFS.