

# Ohio Electronic Child Care (Ohio ECC) Provider Informational Session

## Questions and Answers

Tuesday, December 13, 2011 7:00-8:30pm

**Q. Is it possible to be compensated when the parent is a "no show, no call"?**

A. If a child is scheduled to attend, but does not, the provider can report an absent day. Absent days are reported by the provider through the PWeb or by calling the Provider Helpline at 1-888-516-4776.

**Q. Is the parent given two cards?**

A. The primary caretaker is issued two cards and all other caretakers on the case are issued one card.

**Q. What if a school age child comes in your home at 3pm. What is the provider supposed to do to sign that child in at 3pm when the parent doesn't pick up until 8pm?**

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 point of service (POS) device and the swipe card.

**Q. Does our program have to be licensed through ODJFS to use the POS device?**

A. Any program licensed by ODJFS, an accredited ODJFS registered day camp, any ODE licensed provider and any county certified provider that completes Provider Agreement for Publicly Funded Child Care Services (JFS 1144) using the CCIDS Provider Portal will be required to use the POS device.

**Q. What if I did not receive the initial 3 rolls of paper?**

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

**Q. I didn't receive any of the provider resources. Can I get this somehow?**

A. All provider resources, including a copy of this presentation, are posted on the CCIDS web page located on the Child Care in Ohio web site at: <http://www.jfs.ohio.gov/cdc/childcare.stm> Additionally, copies of all documents have been emailed to providers using the email address entered on the CCIDS Provider Portal. If you did not receive the emails, you should confirm the email address is correct in the Portal.

**Q. I have a caregiver who never comes to my home and does not have a home phone line what can I do?**

A. You will need to make arrangements with the caretaker to come to your program to complete the swipe card transactions.

**Q. Will attendance times still be calculated in 15 minute increments?**

A. Attendance time is calculated down to the second with Ohio ECC.

**Q. Our child care is housed within a church that has a multiline phone system. You do not have to dial anything to get out, it is an automatic line when you pick up. Can the POS be hooked up to this?**

A. If the system is an analog multi-line system and not a digital multi-line system, the device may be connected to the phone line. However, Media Riders Inc (MRi) can address your specific system at the time the installation appointment is set.

**Q. With this system, will each child still receive 10 absent days per year?**

A. A child is eligible for a maximum of ten absent days during each six-month period of January through June, and July through December of each state fiscal year. Absent days are reported using the provider website (PWeb) or by calling the Ohio ECC Provider Helpline at 1-888-516-4776.

**Q. I transport all my child care kids. Can I take the POS with me for the caregiver to swipe?**

A. A power source will need to be provided in the vehicle for the POS device to be used in the Store and Forward mode. Upon return to the program, the provider should connect the POS device to the power source and phone/internet line to send all transactions. Please note that while in Store and Forward mode, the POS device will not display APPROVED or DENIED at the time of the swipe.

**Q. If our POS equipment has defects and need to be replaced how will we track or turn in hours to send in? How long will it take to receive new equipment?**

A. If the POS device is defective, the provider should contact the Ohio ECC Provider Helpline at 1-888-516-4776 to request assistance or a replacement. Replacements are mailed with 48 hours of the request. Providers should keep a manual record of attendance during any period of time the POS device is not functional. Once the new device is received, caretakers can complete previous check in/out swipes during the back swipe period to record attendance on the POS device.

**Q. If a child comes from another daycare and the parents have the card, how do we validate that card so it can be accepted at our center?**

A. The caretaker must come to the second location to complete a previous check in for the time the child was in care at that location. Additionally, the caretaker will need to complete a previous check out at the first location for the time the child departed that location.

**Q. Media Rider s Inc cancelled my appointment for installation and I have not heard from them as yet to schedule a new appointment. What do I do?**

A. Please contact them at 1-800-201-3573.

**Q. I pick child up and transport parent to work and bring child with me to daycare. Parent is approved for overnight care. Does the parent use the back swipe to check child in and then out at 11:59pm and then back swipe in at 12 midnight?**

A. Only overnight care provided from Saturday night to Sunday morning requires a back swipe. The caretaker will complete a previous check out for 11:59pm Saturday and a previous check in for 12:00am Sunday prior to their regular swipe out on Sunday.

**Q. How much training are caretakers receiving?**

A. Caretaker training is available in a video format on the Child Care in Ohio website <http://www.jfs.ohio.gov/cdc/childcare.stm> . Caretakers also receive a tip sheet and Frequently Asked Questions document with their swipe card. Providers will receive a POS Quick Reference Guide to place next to the POS device that gives step by step instructions on how to complete POS transactions. Providers can encourage caretakers to view the online presentation and share the 5 Things Caretakers Can Do to Prepare for Ohio ECC document with their caretakers. The POS Quick Reference Guide and the 5 Things Caretakers Can Do to Prepare for Ohio ECC documents are available on the CCIDS web page located on the right hand side of the Child Care in Ohio website (address above). Click on Ohio Electronic Child Care to access all provider and caretaker resources.

**Q. When will parents receive their cards?**

A. Swipe cards were mailed to caretakers in December. Caretakers who have not received their swipe cards should verify their address with the county department of job and family services (CDJFS). If the address is correct, the caretaker should contact the Caretaker Helpline at 1-888-796-4322 and request replacement cards.

**Q. If you don't quite get this is there a possibility that someone can come out to assist?**

A. If additional assistance is needed, please contact the Ohio ECC Provider Helpline at 1-888-516-4776. A customer service representative can assist you over the phone.