

Ohio Electronic Child Care (Ohio ECC) Provider Informational Session

Questions and Answers

Wednesday, December 14, 2011 7:00-8:30pm

Q. When will we get a POS device?

A. Media Riders Inc (MRi) is contacting providers to schedule point of service (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. If you have not been contacted, please call MRi at 1-800-201-3573 to schedule an installation appointment.

Q. What if children enter and leave the program without a caretaker present, like in a school setting?

A. The caretaker or a designee will need to come to the program during the back swipe period to complete all attendance transactions using the POS device. The POS device can be transported and used in Store and Forward mode to save transactions that can be sent to Ohio ECC once the POS device is connected to the phone/internet at the program.

Q. Will it be required to have written attendance sign in sheets after the installation of the POS and submit to county representatives?

A. When the caretaker uses their swipe card to record attendance, no attendance sheets are required to be submitted to the county. Manual claims and adjustment requests are submitted to the county department of job and family services (CDJFS). Providers are still required to follow all licensing and certification rules regarding tracking attendance for children in their care.

Q. I do not understand this and I am confused on how the parents are supposed to use the card.

A. Please view the caretaker online presentation to learn more about the caretakers' responsibility at:
<http://www.jfs.ohio.gov/cdc/childcare.stm>

Q. How are absent days handled when there are multiple providers?

A. Absent days are per child. If another provider claims an absent day, the total number of remaining absent days will be updated to include the absent day reported for that child by any other provider.

Q. I have 3 sites and a large staff...can someone come do some training?

A. Training for the POS device will be available at the time of the installation. Additionally, staff can register to attend the provider webinars to learn more about Ohio ECC.

Q. I don't understand how I supposed to do have the parent do an absentee swipe with their card if the child is sick and doesn't come for that day.

A. Absent days are not recorded using the POS device. Absent days are recorded through the PWeb or by calling the Ohio ECC Provider Helpline at 1-866-516-4776.

Q. Does the P-Web have different levels of authorization so that not all employees can see payment information just look up child information?

A. No. Anyone that logs in to a specific providers information can view all information related to that provider.