

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

## Questions and Answers

Saturday, December 17, 2011 12:00-1:30pm

**Q. Are providers required to record absences online daily or weekly?**

A. Absent days are recorded by providers using the PWeb or through the Ohio ECC Provider Helpline at 1-866-516-4776.

**Q. I pick up children from school and watch them, the caretaker is not here to swipe in. How do you handle this situation? This would happen every day. Is there going to be a delay in payment because of 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. There will be no delay in payment if this process is followed.

**Q. What happens if you have a new child enrolled at your center? Does the caretaker need to first notify their caseworker of the providers name? Will the swipe card transaction be denied if we are not the provider listed on the case?**

A. The caretaker must notify the county of their choice of providers so the county can authorize their child to a specific provider. Once authorized in the system by the county, the swipe card transaction will be APPROVED.

**Q. What if you do not have point of service (POS) device?**

A. Please contact Media Riders Inc (MRi) at 1-800-201-3573.

**Q. How can I receive a quick reference card?**

A. The Quick Reference Card will be distributed by the installer at the time of the POS installation. A copy can be printed from the CCIDS web site at: <http://www.jfs.ohio.gov/cdc/childcare.stm>

**Q. If we don't have a POS installed before January 1, 2012 can we still do those back swipes?**

A. Yes. Back swipes can be recorded to capture this attendance information.

**Q. How do caretaker swipe in or out if there are at work but the child gets off the school bus?**

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. I tried to access the PWEB to see what types of info will be available. I could not get in using my CCIDS Provider Portal password and my Provider zip code. Will I not be able to view the PWEB until 1/1/12?**

A. Please use the 6-digit CCP# (user ID) that is used when you log into the CCIDS Provider Portal, not your CCIDS Provider Portal password. Your initial password for the PWeb will be your provider zip code. Once you log in the first time, you will be required to change the password. You can log in now, however you will not be able to view any data until January 1, 2012.

**Q. What is the PWeb link?**

A. [www.eccproviderweb.ohio.gov](http://www.eccproviderweb.ohio.gov)

**Q. How do we log into the PWeb?**

A. The User ID (also called your CCP number) for the PWeb is the same User ID used for the CCIDS Provider Portal. If you know your provider number (license number for licensed programs) you can contact the CCIDS Help Desk 1-877-302-2347 to get your User ID. Your initial password for the PWeb is your 5 digit zip code.

**Q. Do you have to record absent hours? How do you know how many hours we need to claim absent?**

A. Absent days are claimed by the provider, not absent hours. Absent hours are automatically calculated into the provider payment based on the category of authorization.

**Q. How many absences are they allowed?**

A. Absent days are reported using the provider website (PWeb) or by calling the Ohio ECC Provider Helpline at 1-888-516-4776. 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.

**Q. Also if they don't attend they must come back and records the days absence?**

A. Absent days are reported by the provider, not the caretaker.

**Q. If a child is part time and only authorized for 24.9 hours, will the swipe card transaction be denied if the caretaker is out of authorized hours during a given week?**

A. Yes.

**Q. Do we have to log in the payments that they make to us for their co-payment?**

A. No. Ohio ECC does not track co-payments made to providers.

**Q. Should I register on the PWeb now or wait until January?**

A. You can log into the PWeb anytime you wish, however specific data relevant to your location will not be available until January 1, 2012.

**Q. What if a parent has not received their swipe card by January 1st?**

A. The caretaker should contact their county to make sure the correct address is in the system. If the address is correct, the caretaker can request a replacement card by calling the Caretaker Helpline at 1-888-796-4322. If the address is incorrect, the county should correct the address and the caretaker should contact the Caretaker Helpline the NEXT DAY after the correction is made to allow for the overnight batch to update the information.

**Q. Can you explain how to do a check in and check out if you have a child that leaves and comes back during the same day?**

A. The child must be checked in when they arrive and checked out when they leave, each time they come and go. If they are transported by the bus, then the caretaker will need to complete a previous check out for the time the child left for school in the morning, then complete a previous check in for the time the child arrived back at the program prior to completing the check out for the day.

**Q. Will our pay stubs still be shown on our provider portal?**

A. The PWeb will have payment detail broken down by child and will include the rate used to calculate the payment. Additionally, you can download the payment detail report from the PWeb into an excel, pdf, or csv file to use for your business records. The CCID Provider Portal will continue to have payment detail reports available in the current format.

**Q. Do we have to report each day the child does not come?**

A. Absent days are reported if a child was scheduled to attend but did not.

**Q. The authorized caregivers for each card are the only ones who can swipe the cards and if someone else picks up the child then the caregiver back swipes later?**

A. The caretaker can designate someone other than the provider to use their card on their behalf.

**Q. When are back swipes done?**

A. Back swipes are previous check in and previous check out transactions that must be completed during the back swipe period. The back swipe period is the current week plus the two previous weeks. The week begins on Sunday and ends on Saturday.

**Q. I am not sure how to use my POS device.**

A. You will receive face to face training from the installer at the time of the POS installation. You will also receive a Provider User Manual that includes POS instructions at that time.

**Q. I have a 4 yr old who goes to Preschool and I sometimes have a child who fills his spot when he is at school. How do I sign him out and back in?**

A. The child who leaves and goes to Preschool will need to be checked out by the caretaker using the POS device. If the caretaker is not present to complete the transaction, then the caretaker can complete a previous check out and previous check in prior to checking the child out for the day.

**Q. Was the PWeb information for provider online usage or the POS device does all that?**

A. The PWeb is a tool for providers to use to view specific information about the POS device transactions, child authorizations and payment information. The POS device is used to record and transmit the swipe card transaction data.