

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

## Questions and Answers

Thursday, December 1, 2011 1:00-2:30pm

**Q. Is there a receipt or anything for us to know that the parent is approved or denied?**

A. Yes. The point of service (POS) device will print a receipt. Additionally, a message is briefly displayed on the POS device screen. You can also view transactions on the Provider Website (PWeb).

**Q. How do we verify that the parent put the correct time when back swiping? They could just estimate when they drop the child off but could be off by several minutes. This could change the payment.**

A. The provider can view the times entered by the parent using the Provider Website (PWeb).

**Q. Will we be able to view authorizations of children prior to January 1st?**

A. No. The PWeb will not have authorization information until your county is using Ohio ECC.

**Q. On the days they aren't scheduled to come we don't check them in is that correct? We just leave the machine alone don't do anything.**

A. Anytime a child is in attendance, the caretaker/parent should swipe the card using the POS device to record the attendance for that child. If a parent has made private pay arrangements with the provider, then the swipe card would not be used to record attendance during those times.

**Q. What happens when a caretaker decides to switch child care providers? How will the new child care provider be added to the caretaker's swipe card?**

A. The caretaker must contact the county department of job and family services (CDJFS) to ensure the child is authorized to the correct provider. The day after the authorization is keyed into the system, the POS device will recognize the new authorization. The swipe card does not maintain specific authorization information. That information is maintained within the system.

**Q. When will our first check be deposited? Will it be deposited on the same day each week?**

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. Media Riders Inc. (MRi) called and stated they would be in my area and they would be installing POS Device, on Wed. Nov. 23rd between 8:00 am -12:00 p.m. They were a no show and did not call. How do I get in touch with them?**

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

**Q. What federal holidays will the county not pay for if the center remains open?**

A. Child care providers are paid for providing care on any day, including any/all holidays.

**Q. I noticed my phone number is incorrect in the provider profile. Is the administrator the county or state?**

A. If you are an ODJFS licensed provider you can update this information using the COLTS SOLAR application. All other providers should contact their CDJFS to have the information corrected.

**Q. Are two different providers able to use the same telephone number for the POS device?**

A. This question can be answered by the installer at the time of the POS installation or you can contact the Ohio ECC Provider Helpline at 1-888-516-4776 for information.

**Q. I don't have the POS device. Who do I call to get it installed?**

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