

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

## Questions and Answers

Thursday, December 1, 2011 7:00-8:30pm

**Q. So providers will no longer receive monthly lump sums? Providers will get direct deposit weekly payments to our accounts? What is the deposit time after services are rendered?**

A. Providers will be paid weekly for any services provided after January 1, 2012. 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. Is the point of service device (POS) used for protective care children?**

A. Yes.

**Q. What if one child goes to my center but the other children go to another provider?**

A. The caretaker can use the same swipe card at each provider location. When the caretaker swipes to record the time of drop off, the caretaker keys in the child's unique 2-digit ID for the child attending a specific provider.

**Q. What is the cost for an additional POS Device?**

A. Additional POS devices can be leased from ACS. Please contact the Ohio ECC Provider Helpline for more information. The Internet device (570) is \$29.50 per month. The analog device (510) is \$21.50 per month.

**Q. My POS device has been installed. it interrupts my DSL Broadband internet connection. I need it operating at all times so I unplugged the device. What do i need to correct this problem?**

A. Please contact the Ohio ECC Provider Helpline at 1-888-516-4776.

**Q. What if someone other than the parent/guardian or designee picks up or drops off a child and that person does not have the child's card?**

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. If the transaction is denied, does the provider deny care to that client?**

A. This is a provider decision. A transaction may be denied for several reasons. One reason may be that the county has not entered a child's authorization information into the system another may be because a child has exceeded the hours authorized within their category of authorization. It is recommended that the provider view the Provider User Manual to determine the reason for the denied transaction to determine the next steps to resolve the issue.

**Q. Can we have any of those posters, tip sheets, etc?**

A. All Ohio ECC resources are available on the CCIDS web page located on the child care in Ohio website at <http://www.jfs.ohio.gov/cdc/childcare.stm> . Click on the CCIDS link on the right hand side of the screen and select Ohio Electronic Child Care.

**Q. Will two-parent families receive two swipe cards in case one brings the child and the other picks up?**

A. The primary caretaker will be issued two swipe cards. Any additional caretakers listed on the case will receive one swipe card.

**Q. What about school age children that we take to school, how do their in and out times get recorded?**

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. Regarding case authorization information - will there be "hours per week" details or just full or part time?**

A. The category of authorization is a weekly total broken down into 4 categories: Hourly (less than 7 hours), Part time (7-24.9 hours) Full time (25 to 60 hours) and Full Time Plus (more than 60 hours). The category of authorization that is assigned to a specific child is determined at the county level based on the qualifying activity and need of the caretaker (parent). The authorization detail can be viewed on the Provider Website (PWeb).

**Q. What is the firewall if you are using the internet?**

A. The Media Riders Inc (MRi) installer can assist you with this question.

**Q. When will all caretakers receive cards?**

A. Caretakers cards were mailed in December. If the caretaker/parent has not received the swipe card, the caretaker should contact the county to determine if their mailing address is correct. If the mailing address is correct, the parent should contact the Caretaker Helpline at 1-888-796-4322 to request a replacement card.

**Q. What happens if the caretaker goes over their maximum amount of hours within their category of authorization?**

A. If a child has exceeded the hours within their category of authorization, the next swipe in transaction will be denied. The caretaker will need to contact the county to request additional hours of care. Payment is made based on the authorization or the total hours used, whichever is less.

**Q. How do we get swipes for children transported to and from on the center van?**

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. How soon will we get our POS device?**

A. POS devices are currently being installed. Providers have been contacted by MRi to schedule an appointment. If you have not been contacted, you should call MRi at 1-800-201-3573.