

Ohio Electronic Child Care (Ohio ECC) Provider Informational Session

Questions and Answers

Monday, December 5, 2011 7:00-8:30pm

Q. What if we serve less than 50 authorized kids. Is the point of service (POS) device still free?

A. Yes. There is no charge for the POS device.

Q. Do you need to have any of the print outs that print from the POS?

A. Yes. The receipt has a transaction number on it that can be used by the provider to void an incorrect transaction.

Q. What are the steps to take if I feel like my weekly payment was incorrect? If I think there was a mistake in how information was entered but I was already paid.

A. The provider can submit a request for an adjustment to the county department of job and family services (CDFJS). If you are a pilot county, this form was emailed to you. If you are not in the pilot, then the county is still calculating your payment and you should contact them about the incorrect payment amount.

Q. How can I print this presentation?

A. This slideshow presentation is posted to the CCIDS website at <http://www.jfs.ohio.gov/cdc/childcare.stm>

Q. When will I be contacted by MRI for installation? And what if I am not contacted by MRI before January?

A. Media Riders Inc (MRI) has started contacting providers to schedule 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.

Q. Could I turn off my POS printing option and just download attendance reports and save them to my computer? Would this be the same information as if I would have saved all of the print-outs from the pos device?

A. While there is an option to turn off printing, the POS receipts contain the transaction number that is needed to void an incorrect transaction. If you choose to turn off the printing, you would have to print a Daily Transaction Report from the POS device to retrieve this number. The transaction number is not available on the PWeb.

Q. We have 23 participants listening to this webinar. How do they get credit for attending since I was the only one that signed in?

A. It is not mandatory that providers attend webinar sessions. ODJFS is not tracking attendance for the webinar sessions.

Q. We have multi centers, does every center get its own PWeb User ID or do they all show under the same User ID?

A. Each site has its own access information including User ID and password.

Q. If a parent would happen to miss a checkout time but it is corrected within the last 2 weeks (or whatever the cut-off is) can the payment for a previous week be added to a future week?

A. Payments are processed after the back swipe period ends. The back swipe process helps both the provider and the caretaker by allowing for a caretaker to record attendance for a day in the past (during the back swipe period which is the current week of care plus the two previous weeks). 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. Payments from weeks outside of the back swipe period must be requested using either the manual claims or adjustment process.

Q. How do we submit the weekly billing, or does the POS submit it automatically?

A. The POS device submits the times in and out for the provider. Payment is made based on these transactions.

Q. What is the phone # to call to get your PWeb password?

A. The initial PWeb password is the provider's zip code. The PWeb will prompt you to change your password the first time you log in. If you forget your password, there is a self service feature that allows you to reset your password after successfully answering the questions you set up during your initial login.

Q. What if I have forgotten my password for my POS because it was installed so long ago and I won't be using until Jan 1?

A. The password for the POS device is 123456. It is written in the Provider User Manual.

Q. I have not received a POS device nor been contacted. How do I make sure that I receive one?

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

Q. My daycare center provides pick up/drop off for the majority of the kids. How are we supposed to get the parents to swipe their cards when we pick up and drop off?

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. Do parents have to provide a daily, weekly, or monthly signature like they do on the paper invoices?

A. When the caretaker or designee uses the swipe card, it replaces their signature.

Q. Can I take the POS to the bus so she can use it?

A. The POS device requires a power source to work. If there is a power source present and the device is plugged in, then the swipe card can be used with the POS while it is in Store and Forward mode. Upon return to the program, the provider should connect the POS device to a power source and the phone/internet line to transmit the data.

Q. What is the PWeb address where I can go to change my password?

A. www.eccproviderweb.ohio.gov

Q. What if I have only 48 children during the school year and more in the summer time. Do I need to install 2 POS devices now or when I go over 50 children? I thought it was 50 families not children.

A. One POS device will be installed for every 50 children authorized to a provider. The MRi installer has received information from JFS about the number of POS devices each provider should have installed. If enrollment increases and additional devices are needed, the provider should contact the Ohio ECC Provider Helpline at 1-888-516-4776.

Q. I am I required to maintain a paper copy of the reports in the child's file? Or am I required to turn the reports into anyone?

A. Providers are not required to submit copies of the report to JFS. The county can access the same information as the provider using their Administrative Terminal (AT). The provider can choose to print and save copies of the report as a business practice.