

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

## Questions and Answers

Tuesday, December 6, 2011 10:30am-12:00pm

**Q. Who do we send a manual claim to and where and how do we complete the required entries?**

A. The manual claims requests are sent to the county department of job and family services (CDJFS) for processing. The manual claims form and instructions are in the process of being finalized and will be available to providers on the Child Care website. In addition, an email will be sent to all providers with this information.

**Q. Are parents required by law or rule to pay the co-pay weekly?**

A. The Ohio Revised Code states they shall share the cost of their benefit, but the Ohio Department of Job and Family Services is required to establish rules for the publicly funded child care program in the Ohio Administrative Code (OAC). OAC 5101: 2-16-39(F) addresses co-payments for publicly funded child care benefits. The rule states that "a family shall be required to pay the copayment assigned for a child's authorization or the child's cost of care for the week, whichever amount is lower."

**Q. I would like to contact a provider in a pilot county for technical support and advice. Where can I get a list of pilot providers?**

A. A data request can be submitted to the [CCIDS\\_Help\\_Desk@jfs.ohio.gov](mailto:CCIDS_Help_Desk@jfs.ohio.gov). Please send an email requesting a copy of the data request form, complete the form and email to the CCIDS Help Desk.

**Q. How long do we have to submit a manual claim?**

A. The manual claims process is being finalized. Once finalized, an email will be sent to all providers with information about manual claims and adjustments.

**Q. What web address do we use to access the PWeb?**

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

**Q. Are there separate cards for the caretaker if the use multiple centers?**

A. The primary caretaker will be issued two cards. All other caretakers listed on the case are issued one card. Any of the cards can be used at any provider location where the child is authorized. There are not separate cards for separate providers.

**Q. Do providers still get to use the 10 absent days and if so how is it done?**

A. Providers must record all absent days using the Provider Website (PWeb) or by calling the Provider Helpline at 1-888-516-4776.

**Q. Should we already have the quick reference card?**

A. The Quick Reference Card will be given to the provider at the time of the point of service (POS) device installation.

**Q. Will we get a weekly report showing the payments made or do we have to look it up on our own through PWeb?**

A. This information is available to the provider using the PWeb.

**Q. Is there a guideline for caretaker co-payments?**

A. The easiest way to track and record the weekly copayment will be to collect the assigned copayment amount each week, as it will be deducted from the provider's weekly payment.

**Q. I am a provider for 4 children. There are many ins and outs due to schooling and wkly therapy sessions. I want to clarify that this will not result in many denials as we are talking about several back swipes for this family. Caretaker has 14 days correct?**

A. The back swipe period is the current week plus the two previous weeks. The week begins on Sunday and ends on Saturday.

**Q. How do we submit co-payments?**

A. Providers do not record co-payment amounts in the Ohio ECC system.

**Q. How do we handle authorizations we receive two months after the actual date of the authorization?**

A. A manual claim will need to be submitted to the county department of job and family services (CDJFS) for any time the caretaker was not able to back swipe to record attendance.

**Q. Are we still going to be responsible for collecting and turning in parents' schedules for the month?**

A. Please contact the county department of job and family services to determine their procedure.

**Q. How long will it take for a provider to get the POS device if they had no children authorized at this time but have a child authorized in the future?**

A. Once the county authorizes a child to a provider in the system, the information is sent to Ohio ECC. A POS device installation work order is created and the provider is contacted for installation.

**Q. How do I report non-payment for co-pays and what happens to their case?**

A. If a caretaker is delinquent then the provider must report to the county department of job and family services and the caretaker must make payment arrangements, or their eligibility could be ended.

**Q. When we have questions for a caseworker, how long will it take to get a response?**

A. Each CDJFS has procedures in place for assisting providers.

**Q. If we have questions later today is there somewhere to send them?**

A. All questions can be emailed to the CCIDS Help Desk at [CCIDS\\_Help\\_desk@jfs.ohio.gov](mailto:CCIDS_Help_desk@jfs.ohio.gov) or you may call the CCIDS Help Desk at 1-877-302-2347.

**Q. What about parents or caretakers who cannot read?**

A. Providers can assist parents. An online video presentation is available for caretakers to view that provides training on how to use their swipe card.

**Q. It stated that the POS must have paper to work. Does this mean it will not electronically transfer?**

A. The device will not accept swipes if the paper is not loaded.