

Ohio Electronic Child Care (Ohio ECC) Provider Informational Session

Questions and Answers

Wednesday, December 7, 2011 1:00-2:30pm

Q. What are providers supposed to do when parents don't give their cards to the authorized pick up persons. What if parents don't have their card with them every day?

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. Provider should establish their own business policies addressing how they will handle situations in which a caretaker/parent forgets the swipe card.

Q. Have the absent days changed; is it still 10 per 6 month period? Will those automatically be filled in? How do we get paid for absent days?

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. Absent days must be recorded by the provider using one of these two options. Adjustment requests for absent days will be denied.

Q. When will POS devices be installed if they are to be used on Jan. 1st?

A. Media Riders Inc (MRi) has been 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 already been contacted by MRi, please call 1-800-201-3573 to schedule an installation.

Q. I am concerned we will have to hire someone just to make sure parents are using the swipe card every day. What are your suggestions?

A. This is a business decision to be made by each provider. The majority of pilot providers have reported no need to hire additional staff. In addition, transaction information (swipes) can be viewed in real time on the PWeb.

Q. Will workers and their case loads be caught up to keep cases updated?

A. Each county department of job and family services (CDJFS) has their own procedures for processing applications. Providers can make business decisions about serving children prior to confirming a child is authorized to their program.

Q. How will we know about denials?

A. When a caretaker swipes their card and keys in the unique 2-digit code, a swipe will be denied if there is no authorization. An error code will be displayed on the POS device and denied will be printed on the POS receipt. Additionally, the provider can view all transactions and results (approved or denied) using the PWeb.

Q. What if a caretaker doesn't receive their card before January; how will we get paid?

A. A manual claim form can be completed and submitted to the CDJFS.

Q. We have a few families that speak very little English. Are the swipe instructions available in any other languages besides English and Spanish? If not, how are they going to use the system?

A. The caretaker and provider can seek out assistance for the translation of materials.

Q. I noticed the authorization page did not list hours authorized. It only said FT. Are parents now being authorized hourly/PT/FT/OT? How do we know how many hours they are allowed to use each week if it is not listed?

A. The category of authorization was effective in July, 2011. 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).

Q. What is the range of report date limit? How far back can transaction info be viewed/printed?

A. Transaction searches can be viewed for 90 days through the transaction search option. Transactions used to make payment will be available on the Payment Detail screen for several years.

Q. How do we find guidelines to help us set policies regarding payments and non-swipes? Are there regulations or can we set our own?

A. Providers are encouraged to establish their own business practices within the guidelines of rules established in Ohio Administrative Code (OAC).

Q. Where can we get a link to the Power Point used today?

A. The power point presentation can be printed from the CCIDS web site <http://www.ifs.ohio.gov/cdc/childcare.stm>

Q. What is the phone number for Media Rider s Inc (MRi) to schedule installation?

A. Please call 1-800-201-3573 if you have not been contacted by MRi for a POS installation.

Q. If a family needs more than 2 cards are they able to get more?

A. No. Two cards are issued to the primary caretaker and one card is issued to each additional caretaker listed on the case.

Q. How much does an additional POS Device Cost?

A. Additional POS devices can be leased from ACS. The internet device (570) is \$29.50 per month and the analog device (510) is \$21.50 per month. Please contact the Ohio ECC Provider Helpline at 1-888-516-4776 for more information.

Q. What is the process for when a parent wants to switch providers?

A. The caretaker must contact their CDJFS so the county can authorize the child to the new provider.

Q. Will a receipt print for each time a caregiver swipes in/out?

A. Yes, as long as the print function is turned on.

Q. Does the weekly payments begin January 1, 2012 as well?

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.