

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

## Questions and Answers

Thursday, December 8, 2011 10:30am-12:00pm

**Q. Do the IVR's offer an ability to ask about case status?**

A. Both the IVR and the PWeb offer case information to providers for cases that have children authorized to the provider.

**Q. Is there an ability for the ECC system to be interfaced with current automated internal systems?**

A. Please contact the Ohio ECC Provider Helpline at 1-888-516-4776 for information about your question.

**Q. Is there a mobile device that can be used for bus riders who are picked up from home to allow caretakers to swipe at time of pickup and drop off?**

A. The POS device must have a power source to store swipe card transactions while in the Store and Forward (SAF) mode. Upon return to the program, the POS should be connected to the phone/internet and a power source to send the transactions to the Ohio ECC system. Another option is for the caretaker or designee to 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 can I print a copy of the slides for this presentation?**

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

**Q. What happens if the caretakers leave their child's card in their book bag or diaper bag for other family members picking up?**

A. The caretaker is responsible for their card and to whom they designate the card. The provider should have clear business practices addressing card use and should not be in possession of a swipe card at any time.

**Q. Does the caretaker have to activate both cards since there are two different numbers on the cards?**

A. Each card must be activated to be used with the point of service (POS) device. If the caretaker only intends to use one card there is no requirement to activate the second card.

**Q. Will cards be mailed to providers or caretakers?**

A. Cards are mailed to the caretakers. Providers cannot use the swipe card on behalf of the caretaker/parent and should insure they are not in possession of swipe cards.

**Q. Will we be able to see the absent days for each child on these screens?**

A. Providers will be able to see the number of absent days remaining for each child on the PWeb.

**Q. Do the authorizations refer to case information or clock in/out information?**

A. The authorization information available on the PWeb is the case information for a specific child authorized to the provider. In addition, transaction information is available to the provider.

**Q. Can you delete absences if data was inputted incorrectly?**

A. Yes. Absent days can be voided on the PWeb at anytime during the back swipe period.

**Q. Can you access a centers real time attendance from a remote location?**

A. The PWeb displays real time transaction information and can be accessed anywhere an internet connection is available.

**Q. How long after a service week are payments disbursed from ODJFS?**

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. So I don't have to do anything special to send the report, it sends automatically?**

A. The POS device must be connected to the phone line or internet to transmit the swipe card transactions to the Ohio ECC system.

**Q. Do providers report absences on the POS device or on the PWeb?**

A. Absent days are recorded on the PWeb or by using the Ohio ECC Provider Helpline at 1-866-516-4776.

**Q. How do we deal with parents who wait a week to back swipe in order to put in incorrect time so they seem not under or over times?**

A. Providers are encouraged to develop business practices for the POS device and back swipe process.

**Q. What if the county department of job and family services (CDJFS) doesn't finish an authorization on time for a current enrolled family who turned in their info 30 days before the current authorization ended?**

A. If the child is approved for services, the provider can submit a manual claim to the CDJFS for those weeks of service when care was provided.

**Q. Do we have to collect co-pays weekly or can we continue to collect co-pays monthly?**

A. This is a provider decisions. However, the payments to providers will be weekly and the co-pay amount is assigned as a weekly amount.

**Q. I will have 3 POS devices. Will I need an electrical outlet to support each devices' 3-pronged cord?**

A. Yes. Each POS device must be plugged into an outlet or other appropriate power source.

**Q. How are co-payment recorded and how does JFS track if co-pays have been made or not made?**

A. ECC does not track if co-payments are made. The provider must track this information using their own processes. 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.