

Ohio Department of Job & Family Services Bureau of Child Care Policy & Technical Assistance

Provider Technical Assistance Letter 7 Reasonable Time Frame for Requesting a Replacement Card October 15, 2014 Updated August 14, 2015

Background

In January 2012, the Ohio Department of Job and Family Services (ODJFS) implemented Ohio Electronic Child Care (Ohio ECC) which changed how payments are made to child care providers for publicly funded child care services. Most payments to providers are made through Ohio ECC. However, there are some situations that require child care providers to submit a manual claim or adjustment to the county agency for payment. The county agency must submit adjustments to the Ohio Department of Job and Family Services (ODJFS) for processing. The JFS 01261, "Publicly Funded Child Care Manual Claim for Attendance," form was updated in September 2014 with "Caretaker awaiting card" as a reason to be selected. This reason code should be used when submitting manual claims for awaiting initial cards or replacement cards. County agencies shall accept and process claims for this reason.

Actions

Ohio Administrative Code (OAC) 5101:2-16-44 (H) requires the provider to submit the JFS 01261 to the county agency no later than seven weeks from the week of service. In order for the county agency to process manual claims due to a lost card, the county agency shall adhere to the guidelines that the caretaker needed to have requested the lost card within seven business days of the date of the last swipe. ODJFS will review any JFS 01292, "Publicly Funded Child Care Request For Ohio ECC Payment Adjustment", submitted by the county agency with the explanation that the "caretaker was awaiting a swipe card due to a lost card" to ensure that the seven day timeline was met.

Effective August 14, 2015, in order for the county agency to process a manual claim using the JFS01261 "Publicly Funded Child Care Manual Claim for Attendance" when an initial card was not received or a card was pinned and then lost, the caretaker must:

- Be advised that if they do not have their card within two weeks from the time their case was authorized, they should contact the county agency who can request a new card through EPPIC.
- Request a new card after 14 business days, but no later than 21 days, of the original request for a card. Initial cards are sent out automatically by Ohio ECC within 48 hours of the case being authorized.
- Contact Ohio ECC and request a new card if the caretaker received their initial card, pinned it and then lost the card prior to use.
- Be responsible for paying the provider through a private pay arrangement if they do not request a new card within the specified timeframe.

If the caretaker does not request a new and/or replacement card within either of these time frames, the manual claim shall be denied.

Point of Service reminder posters, the JFS 08074, “Is Your Ohio Electronic Child Care (ECC) Swipe Card Missing”, can be posted near swipe card machines to remind caretakers of the importance of adhering to lost ECC card timelines. The JFS 08074 can be printed from JFS Forms Central here: <http://www.odjfs.state.oh.us/forms/inter.asp>.

The Xerox help desk (1-888-796-4322) is available 24/7 for a card to be requested to allow for the card to arrive and the caretaker to swipe within the back swipe period which will eliminate the need for an adjustment or manual claim.

If you have questions regarding this letter please contact our technical assistance specialists via email at CHILD_CARE_COUNTY_TECHNICAL_ASSISTANCE@jfs.ohio.gov.

Reminder: Child care providers or a person acting in any capacity for the provider shall not possess or use an Ohio child care swipe card. Providers are not permitted to request caretakers to leave their card with a provider; this is a violation of the provider agreement and OAC rule 5101:2-16-44.

Is Your Ohio Electronic Child Care (ECC) Swipe Card Missing?



Did you receive your initial swipe card?

If you do not receive your card within 14 business days after your case is authorized, you must contact your county department of job and family services. The county agency will request a new card for you. If you received your initial swipe card, selected a personal identification number (PIN), and then lost the card before you were able to use it, you must call the Ohio ECC Caretaker Help Line at (888) 796-4322 to request a new card.

Did you lose your swipe card after using it?

If you used your swipe card at least once and then lost it, you must call the Ohio ECC Caretaker Help Line at (888) 796-4322 to request a new card within 7 days after the last day the swipe card was used.

**To request a new card, call the Ohio ECC Caretaker Help Line at (888) 796-4322.
This hotline is available 24 hours a day, seven days a week.**

Reminder: You are not permitted to leave your swipe card with your provider or a person acting in the capacity of the provider. If your provider asks you to leave your swipe card with him/her, please call (877) 302-2347, option 4.



John R. Kasich, Governor
Cynthia C. Dungey, Director
JFS 08074 (Rev. 8/2015)

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