

Ohio Electronic Child Care (Ohio ECC) Provider Informational Session

Questions and Answers

Saturday, September 10, 2011 12:00-1:30 pm

Q. When the caretaker swipes their card, what should show up on the device?

A. When the caretaker swipes his/her card, the caretaker will be prompted to enter the four digit personal identification number (PIN), type of transaction (check in, check out, previous check in or previous check out) and the child ID. Once this information is entered, the screen on the point of service (POS) device will display "Approved" if the child has an authorization for that provider, with time remaining within the category of authorization, or "Denied" if the child is not authorized or has no time remaining within the category of authorization.

Q. Have these postcards been sent to caretakers? Many of our families are unaware of this happening.

A. Yes, the postcards have been sent to the mailing address the caretaker provided to the Hamilton County Department of Job and Family Services.

Q. What are our providers supposed to do where children are bused into and out of our programs and we don't see the caretakers? How are we supposed to get paid for these families?

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 point of service device and the swipe card.

Q. Where do we mail the ACS Equipment agreement? We just opened a new program but no address was included to send it back to.

A. Send it to the address listed on the ACS Equipment Agreement.
ACS State and Local Solutions
National Retail/Provider Management Center
P.O. Box 80469
Austin, Texas 78708

Q. Can we use internet through a Sprint card on a laptop using an open port on back of laptop?

A. Yes, this should work as long as the computer and network card are configured to support this mode of operation.

Q. Do caretakers also take this class/training?

A. Caretakers do receive training on using their swipe cards via an on line presentation available at www.jfs.ohio.gov/cdc/childcare.stm

Q. Is the co-pay amount for daily, weekly, bi-weekly or monthly?

A. Rule has been revised to state that the co-pay is assigned weekly by child by authorization. The amount displayed on the Provider Website (PWeb) is a weekly amount.

Q. What would be an example of a total provider adjustment amount? How would the provider adjust the amount?

A. Examples of provider level adjustments would be child support payments, IRS levies or union dues. There are also authorization level adjustments which are overpayments and underpayments, for example, a provider was paid at an incorrect rate or there was an error in determining co-payment. To request an authorization level adjustment, the provider would complete and submit an adjustment form.

Q. What info is shown on the receipt from the POS device?

A. The receipt shows the caretaker information, child information, time of the transaction, type of transaction (check in/check out, previous check in /previous check out) and any broadcast messages for the provider.

Q. Parents should have to attend this webinar.

A. A caretaker on line presentation is available at www.ifs.ohio.gov/cdc/childcare.stm

Q. A chain/lanyard should be attached to the actual swipe card.

A. Thank you for your suggestion. ODJFS maintains a list of suggested enhancements to Ohio ECC.

Q. What do you do if you have call waiting?

A. If a card is swiped while someone is using the phone, the transaction will be sent as soon as the call is disconnected. The POS device will attempt to send the transaction every two minutes until the information is successfully submitted. For more information on this process, you may review the "Store and Forward" section in your Provider User Manual.

Q. The presentation states that we will receive the POS device 30 days before using. When will the 48 hours start?

A. Because of the number of providers that will have POS devices installed, installations for providers serving Hamilton County children began on September 12, 2011 and will continue through the month of October. If at any time there is a problem with the POS device requiring replacement, the provider should contact the Provider Helpline and request to receive a replacement device via mail. The 48 hours begins at the time the provider makes the request. ACS will mail a replacement within 48 hours of the request.