

Ohio Electronic Child Care (Ohio ECC) Provider Informational Session

Questions and Answers

Monday, September 19, 2011 7:00-8:30 pm

Q. If a caretaker has more than one child they can do each separately?

A. A caretaker will swipe the card one time through the point of service (POS) device and key in each child's specific two-digit identification number to check each child in or out.

Q. Can providers receive a packet of the information that is given to the parents?

A. All information that has been mailed to caretakers has also been emailed to all providers in the pilot. This same information is available on the CCIDS web site <http://www.jfs.ohio.gov/cdc/childcare.stm>

Q. What is the cost for an additional POS device?

A. Providers can contact the Ohio ECC Provider Helpline, 1-866-516-4776, to get more information on leasing a POS device.

Q. What is the web address where this presentation is available to be printed?

A. The power point presentation can be printed from the CCIDS web site <http://www.jfs.ohio.gov/cdc/childcare.stm> Additionally, the presentation was emailed to all pilot providers.

Q. What happens if the caretaker get's their child's numbers mixed up when entering them into the POS device?

A. The device will display an error message.

Q. How can the parent be at their provider's location for before and after care. They cannot swipe their children out or in for these programs.

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 and the swipe card.

Q. What is an analog line? I have just a standard phone line for my machine.

A. An analog line is a standard phone line.

Q. What about school-agers that come to the program leave for school then come back at the end of school?

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 and the swipe card.

Q. If a parent only go to work three days a week and only have 30 hours do you still report the child absent on the other two days?

A. A child should only be reported as absent if the child was expected to be in attendance but was not.

Q. What if you have children coming at different times and the parent is already at work?

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 and the swipe card.

Q. The PWeb initial password is our zip code correct?

A. Yes.

Q. What about school-agers that come to the program leave, for school then come back at the end of school?

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 and the swipe card.

Q. Can you explain the back swipe process?

A. The back swipe period is the time period that includes the current week of service plus the previous two weeks. This is the period when all transactions, including check ins, check outs, voids, fees and absences must be recorded in order for payment to be made to the provider.