

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

## Questions and Answers

Monday, October 3, 2011 1:00-2:30 pm

### **Q. When will the weekly payments start?**

A. All providers using the Ohio ECC system will be paid weekly once the first payment cycle begins. The payment cycle begins after the back swipe period ends. For Hamilton County providers the first payment cycle for the first week of service (October 30- November 5, 2011) will run on Sunday, November 20, 2011 and payments will be deposited within 5-7 business days from Monday excluding holidays.

### **Q. How will provider know caretakers biweekly fees?**

A. The weekly co-pay amount is available to the provider on the Provider Website (PWeb) and the point of service (POS) receipt. Additionally, providers will receive copies of the notices sent to the caretakers.

### **Q. I am a multi county provider. I have children in Hamilton and Butler Counties. Will Butler County start at the same time as Hamilton County?**

A. No. Butler County will begin using Ohio ECC on January 1, 2012. Continue to send invoices to Butler County in the same way you are now for any services provided before January 1, 2012. The children authorized by Hamilton County will need to be checked in and out using the POS device.

### **Q. How do we as a provider submit information through Ohio ECC if the caretaker loses all of their cards?**

A. The caretaker must call the Ohio ECC Caretaker Helpline at 1-888-796-4322 and request a replacement card. When the card is received, the caretaker will need to back swipe for any services received but not recorded using the POS device. A manual claim or adjustment request must be submitted to the county for any services outside the back swipe period. The provider cannot submit attendance information through the Ohio ECC system.

### **Q. How would the parent swipe their card if the provider is supplying the transportation for the child?**

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 (POS) device and the swipe card.

### **Q. How will providers know when caretakers voucher ends?**

A. Providers can view authorization information using the PWeb, this period is also printed on the JFS 01143 Notice to Providers indicating when the authorizations begin and end.

### **Q. I am an evening provider who picks my children up from a daytime Head Start center that use vouchers. How am I going to sign my childcare children out of their care and into my care if I'm not allowed to have the card?**

A. It is the caretakers' responsibility to swipe their children out of the first program and into your program. 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.

### **Q. When do I set up my PWeb??**

A. Providers can access the PWeb once their county is live on Ohio ECC. If you are a Hamilton County provider you will be able to log into the PWeb on Sunday, October 30, 2011 at [www.eccproviderweb.ohio.gov](http://www.eccproviderweb.ohio.gov)

**Q. Where can I get my provider ID so I can login to the PWeb?**

A. You can contact the certifying county or your licensing specialist to get your provider ID. However, you will not use your provider ID to log into the PWeb. You will use the same User ID (also called your CCP number) you were assigned to use to log into the CCIDS Provider Portal. If you know your provider number then you can contact the CCIDS Help Desk 1-877-302-2347 to get your User ID.

**Q. Can you email me a copy of the webinar?**

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 using the email address that was entered into the CCIDS Provider Portal.

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**Q. If one mistake is made in the process with the POS device will that stop the process of provider payment?**

A. Payments will be made to the provider for every swipe card transaction that includes a swipe in and swipe out, as long as the child has hours remaining within the category of authorization.

**Q. Are we going to continue to bill with vouchers until the end of October?**

A. Providers will send vouchers to the county for any services provided prior to October 30, 2011.