

Ohio Electronic Child Care (Ohio ECC) Provider Informational Session

Questions and Answers

Tuesday, October 4, 2011 10:30 am -12:00 pm

Q. When do parents get their card??

A. Swipe cards will be sent to Hamilton county caretakers beginning the week of October 10, 2011.

Q. My childcare has 72 children who go to school with 90% receiving assistance. How do I enter times when they leave for school and then come back from 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 point of service (POS) device and the swipe card.

Q. I have children that I provide after school care for and if the parents forget to give me the card I have 13 days to back swipe this information?

A. Providers cannot have possession of the swipe card and cannot swipe for the caretaker. 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. Are there additional charges for additional POS devices?

A. A provider will receive one POS device for every 50 children authorized to their program. Additional devices may be leased. Please contact the Ohio ECC Provider Helpline at 1-888-516-4776 for more information.

Q. Can I receive a copy of the slide presentation in book form to be mailed to my residential address?

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.

Q. How many times can a caretaker back swipe in a given period?

A. There is no limit to the number of times a caretaker can back swipe. However, all back swipe transactions must be completed within the back swipe period which is the current week plus the two previous weeks.

Q. What if a caretaker goes to school and turns in a new school schedule and it does not get updated within back swipe period. How do we, providers, enter those times in when the school schedule is not updated in the system?

A. Providers do not enter the caretakers' school schedule into the system. This is completed by the county. An adjustment form can be submitted to the county to request payment for this situation.

Q. Can a child's absent day be recorded using the POS device, or only from the PWeb?

A. An absent day can be recorded using the PWeb or by calling the Ohio ECC Provider Helpline at 1-888-516-4776 using the automated phone system.

Q. Where can I find the manual claim forms?

A. The manual claims form will be obtained by calling the county department of job and family services.

Q. Do the receipts have to be printed on the POS Device or can we always use PWeb?

A. The POS device must have paper in it to send swipe card transactions, but the printing can be turned off. While the printing may be turned off for receipt printing, it will automatically print when certain provider functions are selected such as daily attendance report or exception report options or if there is a broadcast message.

Q. How far in advance do the parents receive the Early Alert postcards?

A. The early alert postcards were sent at the beginning of September.

Q. I am concerned because I have not received a password in the mail?

A. Your User ID for the PWeb is the same User ID that you currently use to log into the CCIDS Provider Portal to view payment information. The password for the PWeb is your 5 digit zip code. It will not be sent in the mail.

Q. Do I need to change my password before we go live in October?

A. No, you will be prompted to change your password the first time you log into the PWeb.

Q. I understand that we are going to be up and running by the October 30. Will there be a lapse in payment and what day of the week are we expected to get paid?

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 payment will be deposited within 5-7 business days from Monday excluding holidays.