

Ohio Electronic Child Care (Ohio ECC) Provider Informational Session

Questions and Answers

Monday, October 17, 2011 1:00-2:30pm

Q. In the verification process when a card is swiped, if a check fails and the transaction is denied...is the provider or caretaker alerted it was denied?

A. Yes. The point of service (POS) device and the paper receipt both display a message of approved or denied. Additionally, the provider can log into the provider website (PWeb) to view all transactions.

Q. When the parent picks up the child and they are over their hour, is the transaction denied? How do we fix this so we get paid for those hours?

A. The swipe out is not denied if a child has been in attendance more hours than the category of authorization allows. The provider and caretaker should be tracking the hours the child is in attendance to ensure the hours are not exceeded. If additional hours are needed beyond the current category of authorization, the parent should contact the county. The provider will be paid for the hours the child is in attendance as long as it doesn't exceed the category of authorization.

Q. What happens if the county department of job and family services is late sending the provider the authorization forms?

A. Providers can log into the PWeb to view information about an authorization. A copy of the authorization notice is sent to the caretaker and the provider. If a caretaker has not received their notice, the provider can check the PWeb to determine if the child is authorized. If information doesn't appear on the PWeb, the caretaker should contact the county.

Q. How does the provider know if a caretaker has forgotten to check in?

A. The provider can view the detailed transactions for each child using the PWeb.

Q. Can providers make corrections if the caretaker makes a mistake?

A. Providers can void transactions using the POS device or by calling the Ohio ECC Provider Helpline, 1-888-516-4776, and following the automated prompts. Providers cannot add in and out times for a caretaker into the system.

Q. What happens if the caretakers do not have their swipe card?

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. What would a voided transaction example be for a provider?

A. A provider may need to void a transaction if a caretaker with more than one child enters the 2-digit ID into the POS for a child who is not in attendance, or if a caretaker makes a mistake when entering a previous check in or out time or date.

Q. What happens if the child is picked up and dropped off by the provider? How do providers get paid?

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 do I print the slide show?

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

Q. If a child is absent does the provider report the absent day?

A. Yes. The provider reports the absence using the automated prompts on the Ohio ECC Provider Helpline, 1-888-516-4776 or by using the PWeb.

Q. After the initial 18 rolls of paper for the POS device, is the provider required to provide the paper thereafter?

A. Yes. The paper is available at most office supply stores.

Q. Can I log into the PWeb even though I do not have a POS yet?

A. Providers statewide can log into the PWeb now, but information regarding their program will not be available until Ohio ECC is live statewide on January 1, 2012.

Q. What is the website address for the PWeb where providers need to make any changes if caretakers have made any mistakes?

A. Transactions are not voided on the PWeb. Transactions are voided using the automated prompts on the Ohio ECC Provider Helpline, 1-888-516-4776 or by using the POS device.

Q. Can I reregister to view the whole presentation again?

A. Yes. Providers can attend provider webinars as many times as they wish.

Q. If all 10 absent days are used should providers enter any more absences for that 6 month period?

A. Yes. All absent days should be reported using the Ohio ECC system tools, even if the child has no absent days remaining.

Q. What if the system crashes?

A. JFS has procedures in place if the system is not operating.

Q. Can providers only void or enter absent days not real time? If we see a mistake on the report how do we make changes?

A. Providers can void a transaction that appears to be incorrect, but the caretakers must then back swipe to re-enter the correct times. This can only be done during the back swipe period. Once a period has been settled (payment has been processed) then no system changes can be made to the transactions.

Q. I thought the POS system doesn't let caretakers check in a child until that child is checked out?

A. That is correct. For every check in there must be a check out completed before a child can be checked in again.

Q. Will we have the option to get paid every week or is this automatic?

A. All providers using the Ohio ECC system will be automatically paid weekly.

Q. When will Stark County go live?

A. Stark County, along with all other counties not currently using Ohio ECC, will begin using Ohio ECC on January 1, 2012.

Q. If providers are having problems with our checks do we contact Ohio ECC or the county department of job and family services?

A. It depends on what the problem is with the payment. If you feel the payment is incorrect, an adjustment can be requested by submitting an adjustment request form to the county. If the question is about the bank information submitted on the CCIDS Provider Portal, then you will contact the CCIDS Help Desk. A CCIDS Resource Guide has been created to assist providers in knowing who to call for what question. This document can be found by clicking on the CCIDS web page link on the right hand side of the Child Care in Ohio Website and selecting Ohio Electronic Child Care <http://www.jfs.ohio.gov/cdc/childcare.stm>

Q. If a caretaker doesn't check out and then doesn't complete a previous check out within the next week will we get paid for that previous week on this week?

A. The system pays for a week of service from Sunday to Saturday. The caretaker must correct any errors to swipes before the back swipe period ends. The back swipe period is the current week plus the two previous weeks. The payment cycle begins after the back swipe period ends. For providers who will begin using Ohio ECC on January 1, 2012, the back swipe period ends on Saturday, January 21 for the service week of January 1 to January 7, 2012. All services for 1/1/12-1/7/12 must be entered into the system by 1/21/12 to be processed by the system. Payment for the week of 1/1/12-1/7/12 will be deposited within 5-7 business days from Monday, January 23, 2012.

Q. How are children that attend two different authorized providers handled, for example, one provider before school and a second provider after school?

A. When the caretaker drops off the child at the before school location, the caretaker will need to complete a previous check out for the day before (when the child left for school) then complete a check in for today. At the second location, the parent will need to complete a previous check in prior to completing a check out each day.

Q. What if you do daycare for your grandchildren and you work 10 hours but the caretaker is not there to clock the children out at the end of the 10 hours because you are keeping them overnight as their grandma?

A. The caretaker can complete a previous check out at the time the child care services ended for that day.

Q. What is an example of a payment adjustments a provider would make?

A. Adjustment examples include swipe error, authorization change, manual claim error, or caretaker failure to swipe.

Q. I thought that effective July 29, 2011 ODJFS was no longer paying registration or other fees, I saw that as an option on the payment screen.

A. You are correct. The fields are on the screen but are not enterable and will not be used for calculating payments.

Q. What if parents are running late when they come in and refuse to take the time to swipe?

A. Providers are encouraged to develop business practices for their program on how they will manage this type of situation.

Q. Will I receive a letter when my POS will be installed? I am in Montgomery County.

A. Media Riders Inc (MRi) has started contacting providers to schedule POS installations. The POS installation process will take several months to complete. You will be contacted by MRi when they are installing POS devices in your area.

Q. If the child attends more hours than authorized will that effect payment?

A. Yes. The provider will only be paid for the hours the child is authorized or the hours in attendance, whichever is less.

Q. Can we request reimbursement for subsidies back to the approval date, which in some cases is 30 days?

A. Yes. With Ohio ECC, the caretaker should use the back swipe function to record all attendance transactions. For periods outside of the back swipe period, a manual claim can be submitted. Continue to send invoices to the county in the same way you are now for any services provided before January 1, 2012.