

Ohio Electronic Child Care (Ohio ECC) Provider Informational Session

Questions and Answers

Monday, October 17, 2011 7:00-8:30pm

Q. What do you do if the transaction is denied?

A. If a transaction is denied, the provider should check the provider website (PWeb) to determine if the child is authorized to that location. If the child is authorized, the provider should check to see if there are hours remaining within the category of authorization. If the child is not authorized or if there are not hours remaining and more are needed, the caretaker should contact the county department of job and family services.

Q. Can the Provider download reports into Excel

A. Yes. Reports can be downloaded into Excel, PDF and CSV formats.

Q. How/When are providers going to be paid for manual invoices and what kind of invoicing will be used?

A. Manual claims and adjustment forms and processes have been developed for providers to use if a manual invoice must be submitted.

Q. We have 7 different sites. We have all day care when there is no school and all students come to one site. How will this effect using the POS at buildings where the children are not usually attending?

A. Each child must be authorized by the county to attend the out of school site so the swipes will be accepted. If the authorization is not completed prior to the day it is needed, a provider can submit a manual claim or adjustment form to request payment.

Q. When do you take out union dues since we will be getting paid weekly?

A. Union dues in the amount of \$25.00 are deducted on the first payment each month (month as defined on the copayment calendar). A partial deduction will not be taken. If there are not adequate funds to deduct the entire amount, then the union dues will be deducted when the entire \$25.00 is available to be deducted.

Q. I have over night children. Does the parent have to back swipe for changing days over night like from 11:59pm to 12:00am?

A. The caretaker only needs to complete a previous check out and then a previous check in for care overnight Saturday night. This is due to the service period ending on a Saturday and a new service period beginning on Sunday.

Q. Can the child swipe the card before he leaves here for school in morning?

A. The caretaker is permitted to designate someone to use their card. This cannot be the provider or anyone acting on behalf of the provider.

Q. So the provider does back swipes when a child is absent not the parent?

A. The provider never swipes the caretaker's card but does use the POS device for reports and for voiding transactions. The provider reports absences using the PWeb or by calling the automated Ohio ECC Provider Helpline 1-888-516-4776.

Q. How do I get a copy of the slide show for my records?

A. The power point presentation can be printed from the CCIDS web site <http://www.ifs.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. When can we start using the PWeb? Is it only after the POS device is installed?

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. I did not receive a prompt to enter my attendee ID...was this important?

A. No. That was part of the WebEx software.

Q. Will I need more than 1 POS for a 2 provider home?

A. Yes. Each provider has a unique provider number that is assigned to the POS device. Children authorized to provider A must use the POS device for provider A.