

Ohio Electronic Child Care (Ohio ECC) Provider Informational Session

Questions and Answers

Tuesday, October 18, 2011 1:00-2:30pm

Q. Will I get a POS device for free?

A. Each provider contracts with ACS to have one point of service (POS) device installed for every 50 children authorized to the provider. There is not a cost for those devices to the provider. See the contract for more detailed information about normal wear and tear and damage to the POS device.

Q. Does it cost the cardholder any money to replace a lost or stolen card?

A. No. There is not a cost to the cardholder to have their card replaced.

Q. What happens if the POS device denies a swipe in and the provider is able to determine the parent is out of hours using the provider website (PWeb)? If the parent is supposed to work overtime that day, can the child stay?

A. The caretaker would need to contact the county to request the category of authorization be changed to accommodate the extra hours the caretaker is working. It is the provider's business decision whether the child remains in care or not.

Q. We provide transportation services to 95% of our students both from home to center and from center home. Is there a swipe system that can be used on van?

A. The POS device must have a power source to store transactions in the Store and Forward (SAF) mode. If a power source is secured, the caretakers can swipe at the time of pick up/drop off. When the provider returns to the center, the POS should be connected to the phone line/internet to transmit the swipe card transactions.

Q. How can we capture swipes from parents that don't come to center?

A. You may want to develop business practices around this issue. If the caretaker is not available to swipe, 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. What if parents back swipe to get rid of a time they know their child wasn't supposed to be here but we still have records that they were here?

A. Caretakers cannot void swipe card transactions. Providers can void transactions using the POS device or the automated system on the Ohio ECC Provider Helpline 1-888-516-4776. A back swipe is a transaction that is completed for child care services received on a day when the caretaker did not swipe the child in or out.

Q. What about children who ride the bus to and from the childcare center and the parents don't come to the center?

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 device and the swipe card.

Q. Can I print out a copy of this presentation?

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 will we find out when Scioto County will start using this system?

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

Q. What if a caretaker won't complete the check in/out? How would we get paid for their care then? Do you have any suggestions on how to handle this situation?

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

Q. Could you please provide "best practices" for the "What to Consider" questions? How do other centers address these issues?

A. You are encouraged to contact providers and review your current practices to develop new business practices that best meet your needs.

Q. What happens if SAF mode goes beyond the allotted five days?

A. On the 6th day, the transactions from the first day will no longer be saved on the POS device.

Q. If a center has more than one POS device, does it matter how many children can be signed in or out. Is it based upon the maximum amount of 50 children when a second device needed?

A. One POS device is not limited to only 50 children or 50 swipes. One POS device can accommodate an unlimited amount of children and swipes. The reason for giving one device for every 50 children authorized is to allow for more than one caretaker to be swiping in at the same time if the provider serves a large number of children.

Q. We have a switch in our office instead of the router. Will it work for internet hook up?

A. This question should be directed to the Media Riders Inc (MRi) installer or to the Ohio ECC Provider Helpline 1-888-516-4776.

Q. Please address the manual process to submit claims outside the back swipe period. Will forms be provided?

A. Forms and the process have been outlined and shared with pilot providers. A manual claim or adjustment will be submitted to your county department of job and family services. The forms will soon be going through the clearance process and then made available statewide.

Q. Are the caretakers required to go through a training or is it the provider's responsibility to train them on how to use the device?

A. A caretaker training is available in a video format on the Child Care in Ohio website <http://www.jfs.ohio.gov/cdc/childcare.stm> Additionally, providers will receive a POS Quick Reference Guide to place next to the POS device that gives step by step instructions on how to complete POS transaction. Providers can encourage caretakers to view the on line presentation and share the 5 Things Caretakers Can Do to Prepare for Ohio ECC document with their caretakers. The POS Quick Reference Guide and the 5 Things Caretakers Can Do to Prepare for Ohio ECC documents are available on the CCIDS web page located on the right hand side of the Child Care in Ohio website (address above). Click on Ohio Electronic Child Care to access all provider and caretaker resources.