

Ohio Electronic Child Care (Ohio ECC) Provider Informational Session

Questions and Answers

Wednesday, October 19, 2011 10:30am – 12:00pm

Q. With a "startup" date of January 1, 2012, what pay schedule can we expect? For example, what is the first week "swipe period" and what date can we expect payment from that?

A. 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 does a provider change their checking/savings account after initial submission?

A. Providers will continue to submit bank information using the CCIDS Provider Portal <https://www.ccidsportal.ohio.gov/login.jsf>

Q. Can providers check family's approvals for county assistance through CCIDS?

A. Providers can view authorizations specific to their program using the Provider Website (PWeb). That information will be available on the PWeb on January 1, 2012.

Q. Our program runs two centers with less than 50 authorized children total. Will we receive one point of service (POS) device per center?

A. Each provider location will receive one device for every 50 children authorized to that specific site and provider number.

Q. What is the additional cost for an additional POS device?

A. POS devices can be leased from ACS. Please contact the Ohio ECC Provider Helpline 1-888-516-4776 for more information.

Q. Is this swipe card used for other county assistance programs such as food stamps?

A. No, the Ohio ECC POS device and card is specific to the publicly funded child care program.

Q. I am concerned that JFS families will not want to use their swipe card upon arrival/departure, with other families present. This allows other families to know what families receive assistance for care. How do we address this?

A. Providers will have to manage this situation as it arises. The Ohio ECC system does not currently collect attendance data for private pay families.

Q. When will postcards be mailed to caretakers?

A. The early alert postcards will be mailed in early November to caretakers.

Q. Can a daily report be "pulled" to insure minimal back swipes?

A. Yes. An unmatched check in report can be run from the POS device or view and printed from the PWeb.

Q. What happens if someone swipes in during SAF and they are denied yet we provided services?

A. When the POS is in SAF mode, the system cannot verify if a child is eligible for child care services. The provider can use the PWeb to view authorization information about specific children. This may help the provider to determine whether or not services will be provided for the child.

Q. Can you request monthly payments instead of weekly?

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

Q. Do you suggest running reports to make sure there are no missed swipes daily or weekly?

A. That is a business decision to be determined by the provider.

Q. Is there some sort of certificate or something given for adding this webinar? And do we need to print anything at the end of the presentation?

A. No. There is not a certificate. There is nothing to print at the end of the session.

Q. If a parent forgets their card can we back swipe their card the next day and add the previous' day times?

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. By using POS, this replaces the need for a daily signature on invoices?

A. Yes.

Q. Can we still submit information on vouchers or do we have to use the POS device?

A. All child care attendance must be submitted electronically using the swipe card and the POS device. There may be situations that require a manual claim or adjustment to be submitted to the county department of job and family services.

Q. So you don't have to have the internet to have the POS?

A. A phone line or internet connection plus a power source must be in place for the POS device to transmit attendance information to the Ohio ECC system.

Q. How will we know if there have been any changes to their co-pay?

A. Copies of co-pay notices are sent to the providers. Additionally, the co-pay amount for each child is available to the provider on the PWeb.

Q. Are the caretakers required to go through 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.

Q. Is my PWeb User ID number the same thing as my center license number?

A. No. The PWeb User ID is 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 (license number) then you can contact the CCIDS Help Desk 1-877-302-2347 to get your User ID.

Q. Are absent days remaining that show in the authorization area for a 6 month period or 1 year?

A. The absent days remaining are for a 6 month period.

Q. Can you just download the "unmatched check-in/out" report on PWeb instead of printing it off the POS device to save paper?

A. Yes. This report is available on the PWeb and is called an Exception Report.

Q. Since payments will be weekly how does the back swipe effect payments for missed swipes?

A. 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.

Q. Payments will still be direct deposits?

A. Yes

Q. Will payment reports still be available on the CCIDS portal?

A. Yes. The Payment Detail Reports on the Portal will not change. The detailed information available on the PWeb displays the specific amount paid for each child, which is not currently available on the portal report.

Q. As of January 1, 2012 All Providers will be using Ohio ECC?

A. Yes.

Q. How would the system know if a Provider swiped someone in/out?

A. The system does not know who is using the swipe card. Rules require that the swipe must be completed by the caretaker or designee, which must be someone other than the provider or someone acting on the provider's behalf.

Q. How is this going to work at off site before and after school programs held in a school gymnasium, not on our own property?

A. The provider will need to work with the school or property owner to determine the best location for the POS device to be installed at the site using a phone line or internet connection.

Q. What about a scenario where a caretaker leaves their card here on the premises after swiping? How is the provider supposed to handle the card at that point?

A. The card should be returned to the caretaker and the provider should remind the caretaker that the card cannot be left with the provider.

Q. How do we handle families who never come into the center? We provide transportation to and from home.

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 you use the same line you used for a credit card machine for the POS device?

A. Please contact the Ohio ECC Provider Helpline at 1-888-5169-4776 or ask the MRi installer at the time of the installation.

Q. Is the link up process and delinquent co-pay process still the same?

A. You will need to contact your county department of job and family services to determine if there is a change in the link up process. Providers can view if a child has been authorized to their program using the PWeb. If a caretaker is delinquent then the provider must report to the county department of job and family services and the caretaker must make payment arrangements, or their eligibility will be ended.

Q. How is the system supposed to know the work/class schedule of the caretaker? This is part of their eligibility.

A. The caretaker must provide this information to the county department of job and family services who is determining their eligibility. The child will be approved for a category of authorization. The provider should work with the caretaker to determine what hours child care is needed while not exceeding the hours within the category.

Q. On the child payment information page will the rate code change if a child is authorized FT but attends PT?

A. The category of authorization (FT/PT) will not change based on the attendance of a child. The provider payment is based on the hours the child is in attendance, but will not exceed the hours the child was authorized.

Q. What is the turn-around time for authorizations through the POS?

A. Information displayed on the PWeb and that is accessed through the POS device is uploaded nightly from the CCIDS Eligibility and Authorization system. If a county authorized a child today, the provider can view that information tomorrow and the caretaker can swipe tomorrow.

Q. When receiving POS devices, will the number of devices be based upon current authorizations or on license capacity?

A. The number of POS devices installed at one location is determined by the number of authorizations to that provider.

Q. If a caretaker swipes their card and the POS says they are denied at that time, how does the provider know? Is the system designed to expect the caretaker to behave honorably?

A. The POS display will show denied so the caretaker knows that the swipe is denied. Additionally, the paper receipt that can be printed for each transaction will show Approved or Denied. The provider can view all transactions (approved and denied) on the PWeb in real time as well.

Q. What happens when we never see the parents? Example: Children are dropped off and picked up by public transportation.

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. Are we going to get paid absent days?

A. Providers must report absent days using the PWeb or the automated Ohio ECC Provider Helpline 1-888-516-4776. If the child has absent days remaining, the provider will be paid for those absent days claimed.

Q. When will you send you person to install new system to my program?

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 parents have up to 2 weeks to back swipe the system how are they going to know their hours they were in attendance at the center?

A. Providers may want to track this time to assist parents with accurate back swipe information.

Q. Do we have to verify if a person is an authorized card holder?

A. The caretaker is permitted to designate individuals to use the card on their behalf. This may be a business process the program wishes to implement.

Q. Do caretakers back swipe if a child is absent or does the provider just report it as an absence?

A. Absences are reported by the provider using the PWeb or by using the automated system on the Ohio ECC Provider Helpline 1-888-516-4776.

Q. If a caretaker does not make their co-pay, where does the provider report this? And, if the caretaker does not pay weekly, when should we report this as a provider?

A. If a caretaker is delinquent then the provider must report to the county department of job and family services and the caretaker must make payment arrangements, or their eligibility will be ended.

Q. Will all others counties start on January 1 or when they receive the POS?

A. All counties not in the pilot will begin using Ohio ECC on January 1, 2012. The POS devices are installed to prepare for the January 1, 2012 go live date and cannot be used to record attendance prior to January 1, 2012.

Q. Can u still claim a child who is late on their authorization?

A. When the caretaker swipes their card and the child is not authorized, the swipe will be denied. The caretaker should contact the county department of job and family services. It is a provider decision as to whether the child remains in child care. The payment for services provided cannot be guaranteed.