

Ohio Electronic Child Care (Ohio ECC) Provider Informational Session

Questions and Answers

Wednesday, October 19, 2011 7:00-8:30pm

Q. Will I get point of service (POS) device for free?

A. There is no cost to the provider for the POS device unless the provider wishes to lease additional devices. Please contact the Ohio ECC Provider Helpline 1-888-516-4776 for additional information on leasing devices.

Q. If a parent does not know what time their child came on a specific day when they are back swiping, is the provider allowed to give them the time from our records?

A. Yes. Providers are encouraged to keep times recorded for this purpose.

Q. How would the caretaker swipe if the machine is broken?

A. The provider would need to request a replacement device and the caretaker can back swipe for any days the device was inoperable using the new POS device.

Q. Is it going to be one card for each family, or one card each child?

A. Two swipe cards are issued to the primary caretaker and one card is issued to all remaining caretakers on the case. Information for all children on the case is accessed using the same swipe card. Children are assigned unique two-digit numbers for identification purposes when using the swipe card.

Q. If the caretaker has gone over in hours is there some kind of "grace period" if they were held late for work or are they immediately denied child care?

A. If the caretaker is still within their category of authorization, no further action is required. If the caretaker is going to exceed the hours authorized in the category of authorization, the caretaker must contact the county department of job and family services.

Q. How does a parent swipe in if the provider gives the child 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 point of service POS device and the swipe card.

Q. Where do I get a copy of the slide show being shown?

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. We would have to be able to give times to the caretaker because they are not here when the children get on & off the bus.

A. It is recommended the provider keep a manual record of the time in and time out for children to be used for back swiping.

Q. What happens when you have to take your computer in for service, hard drive failure or something?

A. The PWeb can be accessed anywhere there is an internet connection.

Q. Once the PWeb is in place for every provider will we continue to use the CCIDS portal?

A. Providers will continue to enter and submit information specific to the Provider Agreement, provider rates, and provider bank information using the CCIDS Provider Portal. Payment Detail reports will continue to be available as well.

Q. How much is a second POS device?

A. Please contact the Ohio ECC Provider Helpline 1-888-516-4776 for additional information on leasing devices.

Q. I am not clear how you swipe in and out children that I send to school and when they come back from school. Are 4 back swipes required every day when the parent picks them up?

A. The caretaker would swipe the child in at the time of drop off. When the parent returns to pick up the child, the parent needs to complete a previous check out for the time the child was taken to school, then a previous check in for the time the child was returned to the center prior to completing a check out for the end of the day.

Q. How does a provider know the time a child can be in their program?

A. The provider is sent a copy of the notice that is sent to parents outlining the category of authorization approved for the child. This information is also available on the PWeb. Providers and caretakers should determine the hours the child will be in care based on the category of authorization.

Q. If I do not have my POS device installed before the October 30th date, what do I need to do in order to ensure that I am paid for services rendered?

A. If you are a Hamilton county provider and you have not had your POS device installed, please contact the CCIDS Help Desk at 1-877-302-2347. Caretakers will be able to back swipe for services provided within the back swipe period so that you can be paid.

Q. Will we be contacted to have the POS installed, or do we have to contact the company to have it installed ourselves?

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. On any given day, if there are multiple in/out times, when back swiping, the only one swiped as current is the final out time, correct?

A. Each swipe in must have a corresponding swipe out.

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> . Caretakers also receive a tip sheet and Frequently Asked Questions document with their swipe card.

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. Can parents back swipe when a child gets off the school bus at a providers home?

A. Yes. The caretaker would complete a previous check in for the time the bus dropped the child off at the provider location.

Q. When will the POS installers be in my 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.