

# Ohio Electronic Child Care (Ohio ECC) Provider Informational Session

## Questions and Answers

Tuesday, October 25, 2011 7:00-8:30pm

**Q. My computer would not let me open and print the slide show. Can I get a copy mailed to me?**

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. 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 transactions. 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. What happens if a child goes to school and then returns later and the parent is at work?**

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. I have children of my own. Will I receive a swipe card for when they are here and not in school, etc?**

A. Swipe cards are issued to a caretaker who is determined eligible for publicly funded child care services. Providers are not paid for caring for their own children. You will not receive a swipe card to be used for your own children.

**Q. Can providers receive a copy of the TIP sheet for quick reference?**

A. All information mailed to caretakers is available on the CCIDS web site <http://www.jfs.ohio.gov/cdc/childcare.stm> Click on the CCIDS link on the right hand side and select Ohio Electronic Child Care.

**Q. Are providers able to get the unique child ID #s for parents who "forget"?**

A. No. Caretakers are instructed not to share their child's unique 2-digit POS ID with anyone other than those using the swipe card.

**Q. So now we will be paid by the hour?**

A. Providers payments are calculated based on the time the child is in attendance or the category of authorization assigned to the child, whichever is less.

**Q. Will installers speak English?**

A. Yes.

**Q. What is the time frame for the case worker to respond to a caregiver if card is denied?**

A. The caretaker should contact the caseworker if the swipe card transaction is denied. Each county has their own established business protocol.

**Q. How can the caregiver get their PIN if they forget it?**

A. The caretakers can contact the Ohio ECC Caretaker Helpline, 1-888-796-4322 to change their PIN.

**Q. What if a caretaker enters the wrong number into the POS device, will the POS device lock them out from using the POS?**

A. No. If the 2-digit number entered is not a number associated with the cardholder, the display on the POS will show an error message.

**Q. Can school age children swipe themselves in and out?**

A. Yes, the caretaker/parent can designate anyone other than the provider, or someone acting on the provider's behalf, as the designee.

**Q. Will the non-traditional care be figured into the payment?**

A. Yes.

**Q. When a child is in process to be approved, how will I receive these payments if they are approved?**

A. The caretaker will need to back swipe for any care received during the back swipe period and the payment will be processed. If care was provided prior to the back swipe period, a manual claim form must be submitted to the county department of job and family services (CDJFS).

**Q. How is the 5% shown for non-traditional care? Will we have to resubmit anything further to receive this pay?**

A. Any additional amount to be paid to the provider for services during non-traditional hours will be calculated into the payment. Providers do not need to submit any information about non-traditional hours through Ohio ECC. Providers can view specific payment information on the provider website (PWeb).

**Q. The caretakers are supposed to be responsible for reporting child care attendance using their swipe card. If the caretaker fails this responsibility are there consequences to the caretakers?**

A. Providers are encouraged to develop business practices to implement in their programs to manage these types of situations.

**Q. It sounds like PWeb & the Provider Portal are very similar. Right now I go the Portal to check how payment was broken down but it appears I will be able to do that from PWeb also?**

A. You are correct. The PWeb will have payment detail broken down by child and will include the rate used to calculate the payment. Additionally, you can download the payment detail report from the PWeb into an excel, pdf, or csv file to use for your business records.

**Q. Can I get all the information on PWeb that I can get from the POS machine report? I would like to save the tape if at all possible.**

A. Yes. There is more information available on the PWeb than is available on the POS device reports.

**Q. How will union dues be deducted?**

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. Will this help the providers or the parents when the caretakers back swipe? Will we lose money during that week?**

A. The back swipe process helps both the provider and the caretaker by allowing for a caretaker to record attendance for a day in the past (during the back swipe period which is the current week of care plus the two previous weeks). 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. Do the caretakers have to pay the co-pay weekly or is it up to the provider? And is it paid to JFS or still to the provider from the caretaker?**

A. Weekly co-pay amounts will be assigned by child, by authorization when the Ohio ECC system is implemented. The weekly co-pay amount is paid directly to the provider.

**Q. How do we know when parents are able to receive benefits after they apply? How long?**

A. The CDJFS has 30 days to process a family's application for eligibility. If the family is determined eligible, the CDJFS will authorize a child to a specific provider. The provider can view authorization information specific to children authorized to their program using the PWeb one day after the CDJFS enters the information into the Eligibility and Authorization system. Additionally, a copy of the authorization notice is mailed to the provider.

**Q. Will providers still determine if caretakers are qualified for publicly funded child care?**

A. Providers do not determine eligibility for families. They may assist the county department of job and family services by collecting required documentation. You will need to contact your county department of job and family services to determine if there is a change in their business practices.

**Q. What if a caretaker needs a new provider now due to current provider issues. How long will it take for a new provider to be authorized?**

A. The county department of job and family services will continue to authorize children to a specific provider.

**Q. What if a parent is late for their scheduled pick up time? Do they swipe in then or as a previous out?**

A. The caretaker should swipe in at the time of drop off and swipe out when they pick up the child. A previous check in or previous check out is only completed when the caretaker is not on site to swipe their card, or if the caretaker does not have their card with them at the actual time of drop off or pick up.

**Q. Will I need to submit time sheets after I have my POS device installed?**

A. Providers will need to submit time sheets to their CDJFS for any services provided prior to the Ohio ECC system going live in their county. Children authorized by Champaign, Logan, Marion, Ross and Union counties and their providers have been using Ohio ECC since August 28, 2011. Children authorized by Hamilton County and their providers will begin using Ohio ECC on Sunday, October 30, 2011. All other counties will begin using Ohio ECC on Sunday, January 1, 2012. At that time, all caretakers should be swiping their cards through their providers POS device for services on January 1, 2012 forward.

**Q. What if a parent doesn't come back to the center and has not completed a swipe card transaction for the check out time?**

A. The provider can submit a request for an adjustment to the payment for that week to the county department of job and family services.

**Q. Why are we responsible for collecting the fees?**

A. Providers are required by rule and their signed Provider Agreement to collect the determined copayment of caretakers determined eligible for publicly funded child care benefits. Providers are also responsible for any other established fees a provider may have connected to the child care services they provide.

**Q. What if you have a handicapped parent?**

A. Providers can assist parents/caretakers as needed. However, the provider cannot swipe the card for the parent/caretaker.

**Q. Will we get paid weekly?**

A. Yes. 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. Do we need to turn in parent schedules? To whom would we do that?**

A. You will need to contact your county department of job and family services to determine if there is a change in their business practices.

**Q. How much is a POS device for your van if you have transportation?**

A. Additional POS devices can be leased. Please contact the Ohio ECC Provider Helpline at 1-888-516-4776 for more information. A power source will need to be provided in the van for the POS device to be used in the Store and Forward mode.

**Q. Where do we buy the paper for POS?**

A. Most office supply stores will carry the thermal paper. It can also be purchased on line.

**Q. Who is held responsible if the machine does damage to your computer or phone lines?**

A. An equipment agreement is completed between the provider and ACS for the POS device.

**Q. Do providers need to keep a sign in sheet on paper?**

A. It is recommended that the provider track the time in and time out of the children so those times can be used by the caretaker if they need to complete a previous check in or previous check out during the back swipe period.

**Q. If a child is here overnight will they need to be swiped out at midnight and swiped back in at 12:01?**

A. If a child stays at the provider overnight on a Saturday then the caretaker will need to complete a previous check out at 11:59pm and a previous check in at 12:00am on Sunday prior to complete the check out for the time on Sunday. This extra action is only needed on Saturday night to Sunday care because the weekly pay cycle ends on a Saturday and begins on a Sunday.

**Q. What about snow days when we are open and no children come?**

A. If a child is scheduled to attend, but does not, the provider can report an absent day using the Ohio ECC provider Helpline or PWeb.

**Q. Can the county write me up for seeming to be over when kids go to school if the child has not been swiped out and still show in the system as being at the program?**

A. The CDJFS will continue to monitor compliance for appropriate group size. The provider is responsible to not exceed maximum group size numbers (per rules and Ohio Law). The CDJFS who inquire about numbers where school age children are swiped in, but are gone for school should be able to communicate with the provider to establish when the child is at school. Previous check ins/outs during the back swipe period will then confirm the schedule.

**Q. I don't understand this program can. Can I please take it again?**

A. Yes. Please register to attend as many provider webinars as you would like to help you better understand Ohio ECC. Registration information can be found on the Child Care in Ohio website <http://www.jfs.ohio.gov/cdc/childcare.stm> Click on the CCIDS web page link and select Ohio Electronic Child Care.