

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

## Questions and Answers

Wednesday, October 26, 2011 10:30am-12:00pm

**Q. How do we sign a child in if we are transporting a child from one destination to the daycare?**

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. 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. Please verify. In the case of 2 parent family with wife as primary caretaker, she receives 2 cards and the husband receives 1 card for a total of 3 cards within family, correct?**

A. Correct.

**Q. Will providers be notified of denied transactions?**

A. The POS device displays a denied message with a code that identifies the reason for the denied transaction. The receipt will state denied as well. The provider can look on the Provider Website (PWeb) to view all transactions, including denied transactions.

**Q. If the parent is scheduled off of work, does an absent day get used even if the parent isn't scheduled to work?**

A. A provider should only claim an absent day if the child was scheduled to attend the program and did not attend.

**Q. Do we have to have more than one POS device if we have over 50 children authorized or can one suffice?**

A. Each provider will receive one POS device for every 50 children authorized to their program. It is recommended that the program have as many POS devices installed as suggested. This is to decrease the possibility that parents will be standing in line to use the POS device at the time of drop off or pick up. The provider can choose to just have one device.

**Q. When you said providers should have a business practice for denied swipes, does this mean not allowing the child to attend, or charging the family for the days unauthorized?**

A. Providers are encouraged to establish business practices for their programs. This is a provider decision.

**Q. What do we do with children who currently enrolled in our program whose vouchers get sent to us if they are in Protective Care?**

A. Vouchers are not used with Ohio ECC. A provider can look on the PWeb to view specific information about a child's authorization.

**Q. Our computers are messing up and might need to be rebooted during this webinar. Will I have to redo this webinar or can I just listen to it until I can get back on?**

A. Provider webinars are scheduled through December. Please schedule for another session if you would like to attend again for more information.

**Q. When the POS device sends the information to Ohio ECC, is the sending of the transactions considered to be phone calls?**

A. Yes. The number the POS device calls is a toll free number.

**Q. How do we enter the parent's co-pay amount?**

A. The co-pay amount is determined by the county department of job and family services (CDJFS) and the amount due to the provider is displayed on the PWeb and the POS receipt. Additionally, a copy of the caretaker notice is sent to the provider and includes the co-pay amount.

**Q. Can the provider print out an absence day report?**

A. Child specific information including transaction data, payment, and a child's remaining absent days can be viewed on the PWeb. This data can also be printed.

**Q. What is the Pay Source Code?**

A. The Pay Source Code is a code used in the eligibility and authorization system by the CDJFS. It is not used by the providers with the Ohio ECC system.

**Q. Will Federal holidays be counted as an absence? Will we still be mandated to close on Federal holidays as some parents do work on Columbus Day, for example? Will we be paid for these days?**

A. An absent day can only be claimed if the child was scheduled to attend that day but did not attend at all. Providers are not mandated to close on Federal holidays. If you provide child care services, and the child is authorized, you will be paid in accordance to rule.

**Q. Will providers receive in person training for the POS system?**

A. Yes. Face-to-face training is completed by the Media Riders Inc technician at the time of the POS installation.

**Q. What if caretakers have children at 2 different centers?**

A. The caretaker's swipe card can be used at any location where their child is authorized.

**Q. Will the provider be notified by mail when the parent's co-pay changes to weekly from monthly?**

A. A notice is mailed to the caretaker and this information is available on the PWeb.