

Ohio Electronic Child Care (Ohio ECC) Provider Informational Session

Questions and Answers

Thursday, October 27, 2011, 1:00-2:30pm

Q. It says we will receive weekly payments....so there will no longer be a 6 week lag time?

A. Payments will be issued weekly once a provider is using Ohio ECC. 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. If we have 85 authorized children, does that mean we will get 2 point of service (POS) devices?

A. Yes. A provider is issued one POS device for every 50 authorized children. You can choose to lease additional devices. For more information contact the Ohio ECC Provider Helpline at 1-888-516-4776.

Q. How long will it take to replace a lost card? How will this affect billing for providers?

A. To replace a lost card, the caretaker must call the Ohio ECC Caretaker Helpline at 1-888-796-4322. A new card will be mailed to the caretaker within 48 hours. Once the new card is received and activated, the caretaker can back swipe for days of care received so the payment will be processed for the provider.

Q. Can the POS device be mounted on the wall?

A. There are wall mounts available for the POS device. Please be sure to follow all licensing/certification child safety requirements when determining the positioning of the device and cords.

Q. If a POS swipe card transaction is denied does the screen display it so that we can address the issue?

A. Yes. The screen and the receipt display denied. Additionally, the provider can view all transaction detail on the provider website (PWeb).

Q. If the transaction is denied and the caretaker doesn't tell the provider how will the provider be notified and receive payment for the day?

A. The provider should be monitoring the transactions using the PWeb or POS device/receipt. The provider will only be paid for authorized care received.

Q. How long will the exception take to correct?

A. An exception report includes all transactions that are not closed, i.e., the caretaker has swiped in but has not swiped out. In this example, the caretaker needs to complete a previous check out using the POS device. This process takes less than 1 minute.

Q. Are the parents allowed to leave the card in their child's book bags?

A. The caretaker is allowed to designate someone, other than the provider or someone acting on behalf of the provider, to use their swipe card. This is a parent decision.

Q. When will this information be going out to the caretakers? My receptionist is a caretaker also and has not received any information regarding this new program.

A. Caretakers will be mailed a reminder postcard early in November. The caretakers' swipe cards will be mailed in December.

Q. What if a parent realizes they have made an error after they have processed the transaction?

A. The provider can void any transaction using the POS device or the Ohio ECC Provider Helpline, 1-888-516-4776.

Q. I recently contacted a case worker to verify authorization for a client. I was told to only call the helpdesk number.

A. Child specific authorization information will be available to provider using the PWeb.

Q. Will newly enrolled students be automatically authorized to me?

A. The caretaker must contact the CDJFS to inform the worker of the provider their child will be attending just as they do now.

Q. If both phone and high speed internet available, which is best to use? Does it tie up the phone line?

A. Providers can choose which POS device type they would like installed based on their needs and program set up. The POS device does use the phone line to transmit data so the phone line would be unavailable for that time period. It takes a few seconds to transmit data.

Q. Knowing that parents will most likely misplace the card, why would the state not allow the provider to have a card as well? At what point will the parent be charged for a lost card?

A. The rules prohibit the caretaker from leaving their card with the provider. Caretakers are not charged for card replacements.

Q. Can POS equipment be switched between two different locations?

A. Each POS device is programmed for a specific location by provider ID number. If a provider relocates, they can take the POS device with them and contact the Ohio ECC Provider Helpline for assistance in reprogramming their POS to their new provider ID number.

Q. How soon do absent days need to be reported? Can we do it at the end of each week or does it have to be done daily?

A. Absent days can be reported the same day but must be reported within the back swipe period for the payment to be processed by Ohio ECC.

Q. Are the parents allowed to let the child swipe the card and enter #?

A. Parents are permitted to designate someone other than the provider or someone acting on behalf of the provider to use their card.

Q. If the child is here longer than eligible time do we get paid for the time that child is here or we don't get paid at all?

A. A provider is paid for the hours a child is authorized within the category of authorization, or the time the child is in care, whichever is less. If a child needs care beyond the authorized hours, the caretaker should contact the CDJFS to get approval.

Q. I know payments are made weekly, but is the payment for 3 weeks previous (because of the back swipe period?)

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. When children moves from county to county will their information follow them?

A. A child's case is transferred from county A to county B if a child moves. If the child changes providers, a new authorization must be completed

Q. Is it correct that parents no longer authorize absent days? Currently, the caregiver has to sign off on absent days.

A. A provider records an absent day on the PWeb or by using the Ohio ECC Provider Helpline at 1-888-516-4776. The caretaker does not sign anything.

Q. What is special needs amount?

A. If a child is determined to have special needs, an additional amount is paid to the provider per rule.

Q. Your demo included lines for Registration, Transportation, and Activity Fees - are we now getting reimbursed for these items?

A. No. These items are not enterable on the screens and are not being included in calculated payments.

Q. What if a child/siblings attend 2 different child care programs? How is this reflected on the reports?

A. Providers can only view information on the PWeb specific to their program. A co-pay amount is determined by child by provider with Ohio ECC.

Q. How do we enter a day into the system that our center is closed?

A. Ohio ECC does not record these days.

Q. When an analog line is used for the POS connection, will the number dialed by the POS be local phone numbers or will long distance service be required?

A. The number dialed by the POS device is a toll free number.

Q. Will we be able to print out these slides?

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 turned in all our information for our POS Device. Others in our city have received their equipment. When can we expect to receive our equipment? How far in advance do they schedule the installation?

A. The POS installation process will take several months to complete. You will be contacted by MRi when they are ready to install your POS device.

Q. When a parent comes to the center for the first time how will the provider know if the child is authorized for services at our center?

A. The provider can view child specific authorization information on the PWeb. Additionally, when the caretaker swipes their card, the transaction will be approved or denied.

Q. If the phone is in use with an analog system, can a parent still use the POS system?

A. Yes. When the phone is no longer in use, the transaction data will be sent using the phone line.

Q. If this new system goes into effect January 1, 2012, and providers will be paid weekly, does this mean ODJFS will get all previous payments caught up before that date so that it is no longer in arrears?

A. The county department of job and family services will calculate payments for any services provided prior to Ohio ECC.

Q. Are we able to switch our POS system from analog to broadband?

A. Yes. Please contact the Ohio ECC Provider Helpline at 1-888-516-4776 for assistance.

Q. If authorization for a case is full time (FT) and a child is Swiped in and out for 23 hours, will the center only be reimbursed for part time care?

A. Yes. The provider is paid for the time the child is in care or the category of authorization, whichever is less.

Q. Who do we contact regarding receiving additional funding with children who have special needs?

A. Please contact your county department of job and family services.

Q. Will our voucher reimbursement for December be paid the original way of processing it?

A. The county department of job and family services will calculate payments for any services provided prior to Ohio ECC.

Q. When do we report lack of payment of Family Fees? They used to have until the 10th of the month.

A. Please contact your CDJFS for specific information about this process.

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.