

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

## Questions and Answers

Saturday, October 29, 2011 10:30am-12:00pm

**Q. Where do I see the hours and the days of attendance for caretakers on the provider website (PWeb)?**

A. The swipe card transactions are viewable by child using the transactions button on the PWeb. Enter a date range or case # and click on search.

**Q. What do I need to do to get the point of service (POS) device installed in my home?**

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. What is a previous check out?**

A. A previous check out is completed when a caretaker is unable to or forgets to swipe their card at the time their child leaves the program. The caretakers can complete a previous check out transaction by swiping their card and recording the time the child left the program for a specific day.

**Q. Should the providers watch the caretakers when they swipe in to make sure they are eligible for care?**

A. Providers can choose to monitor the POS device at the time of drop off and pick up. Approved and denied messaging is printed on the POS device receipt as well. Providers can also view child specific authorization information on the provider website (PWeb).

**Q. If the parent forgets to swipe card in the morning when they drop their child off, will it be okay if they do swipe the card when they pick them up?**

A. Yes. 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. What does the Provider do if a parent doesn't come to the center? I pick up and drop off the children and also take the parent to work. The parent doesn't have a car, and never comes to the center.**

A. The caretaker or a designee will need to come to the program during the back swipe period to complete all attendance transactions using the POS device. The POS device can be transported and used in Store and Forward mode to save transactions that can be sent to Ohio ECC once the POS device is connected to the phone/internet at the program.

**Q. Does the POS device have a Wi-Fi capability?**

A. No. It must be connected to a phone line or internet connection to transmit data to the Ohio ECC system.

**Q. On the Authorization-Absence page, do I have to report absences by child every week?**

A. Providers are responsible for reporting absences using the Ohio ECC Provider Helpline, 1-888-516-4776 or using the PWeb. This can be done daily.

**Q. How will registration fees be charged using this system?**

A. The registration fee and other fees are no longer included in the payment calculation per rules changes that were effective July 29, 2011.

**Q. If the absent days are unsettled for the current week + 2 previous weeks, and providers are paid weekly - how is that going to work? Will they receive pmt for a part time week, then the absent day will pay the difference between PT & FT?**

A. Providers are paid for a week of service. This week includes days in attendance and reported absent days. Once the week is settled (paid), no additional payments can be made for that week through the Ohio ECC system.

**Q. How long do these records stay on the PWeb?**

A. Data collected using Ohio ECC will be available on the PWeb for 3 years.

**Q. Is all the information on the PWeb printable?**

A. Not everything that is viewable on the PWeb can be printed on a report. Please look at the reports drop down on the PWeb to determine what reports are available.

**Q. Will it still take the county of caretakers residence 30 days to approve the family?**

A. According to rule, the county has 30 days to determine eligibility. Each county has their own process and time frame for determining eligibility within the 30 days.

**Q. I don't have any children who qualify at this time - do I still need to go ahead and get the device installed for potential clients?**

A. POS devices will only be installed at a provider who has current authorizations. In the future, if you have a child authorized to your program, you will be contacted by MRI to schedule a POS installation. You can also contact the Ohio ECC Provider Helpline at 1-888-516-4776 to request a POS install.

**Q. We have our school age programs housed in a church and in some public elementary schools. How are we to install this device into a building that is not ours? What if they do not allow the device to be installed?**

A. The POS device can be used in the Store and Forward (SAF) mode using electricity in the building. The provider can take the POS device to a different location to transmit the swipe card data to the Ohio ECC system. Please note, when the POS is in SAF mode, the device will not give an APPROVED or DENIED message at the time of the swipe. Providers can log into the PWeb to view authorization information at any time.

**Q. Are you going to pay for legal holidays?**

A. Payment will be provided for services provided according to nontraditional language as outlined in rule 5101:2-16-41.

**Q. Do we continue to terminate caretakers via form 1401?**

A. This is a form used with your local CDJFS, please contact them with this question.

**Q. Should a caretaker not pay their co-pay, can we report nonpayment to ECC?**

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 could be ended.

**Q. When does the system take the co-pay out and on what week?**

A. Once on Ohio ECC, the co-pay is determined on a weekly basis by child by authorization. The co-pay amount will be deducted each week from the amount paid to the provider.

**Q. Do we record weekly co pays and how do we do that?**

A. The Ohio ECC system does not allow the provider to record receipt of parent co-pay.

**Q. How will it show the Non Traditional pay rate added to customary rate?**

A. The Non-Traditional amount is included on the payment detail screen.

**Q. How will the CDJFS complete remaining weeks for 2011?**

A. Each county will continue to process payments following their determined business practices. Please contact your CDJFS for more details.

**Q. When will the weekly co-pay begin and how are we expected to balance our books when weekly co-pay does not equal monthly amount?**

A. The weekly co-pay begins with Ohio ECC. Providers should use the weekly co-pay amount assigned to each child indicated on the PWeb.

**Q. How do I log into the PWeb?**

A. Providers use the same User ID (also called your CCP number) you were assigned to use to log into the CCIDS Provider Portal to log into the PWeb. 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. Your initial password is your 5 digit zip code.

**Q. Are there any suggestions as to how we should handle parents that are not authorized for care or forget their swipe cards? I know we are to figure this out on our own but I need any and all suggestions. Thank you!**

A. It is recommended that you develop business practices, but be open to changing them as you move forward and learn more about the system.

**Q. Will the CDJFS workers have information on Ohio ECC?**

A. Yes. CDJFS workers are also receiving training on Ohio ECC.

**Q. If you are a backup or secondary provider does the parent use the same card and your POS or do they use 2 separate cards?**

A. The same card can be used at any location where a child is authorized. The card must be used at a specific provider location for the transaction to be recorded as attendance at that location and for the provider to be paid for services provided.

**Q. Should attendance still be manually kept?**

A. This is a business decision made by the provider. The provider may want to keep records of time in and out of care in the event a previous check in or previous check out needs to be completed by the caretaker.

**Q. If we take the child to school and the child does not come back for 3 days, does the parent then swipe out when they return after 3 days?**

A. Yes. The caretaker/parent would complete a previous check out for the time the child was dropped off at school and then would complete a regular check in for dropping off the child that day.

**Q. When the caretaker swipes their card, do they put in F4?**

A. A POS Quick Reference Card will be given to providers at the time of the POS installation, along with a Provider User Manual. Refer to these two documents to assist with the steps for swiping.

**Q. Do we contact our caregiver's worker when a swipe is DENIED?**

A. The POS device will display an error code. The Provider User Manual has the reason codes listed. Refer to the reason code to determine the reason for the denial. The PWeb can be accessed to determine if the child is eligible. If the issue is with the authorization, then the CDJFS should be contacted.

**Q. Is there a deadline to back swipe?**

A. Yes. All previous check in and previous check out transactions must be completed within the back swipe period. The back swipe period is the current week plus the two previous weeks. The weeks begin on Sunday and end on Saturday.

**Q. If the swipe is DENIED and the caretaker has to contact her caseworker, what happens to provider at this instant while contact between parent and the worker occurs?**

A. The provider should establish business practices around managing DENIED swipes.

**Q. Will providers receive posters to hang by POS device describing check in/out procedures?**

A. A POS Quick Reference Card will be given to providers at the time of the POS installation. This document was created for providers to place next to the POS device to assist with the use of the device.

**Q. Can we still take co-pays monthly instead of weekly? For example: If a caretakers co-pay is \$1.00 do we take that per month of .25 per week?**

A. Co-pays will be assigned as a weekly amount, not a monthly amount.

**Q. Do we have to collect co-pay weekly or can we still collect monthly if we choose?**

A. Rule 2-16-39(F) states "A family shall be required to pay the copayment assigned for a child's authorization or the child's cost of care for the week, whichever amount is lower."

**Q. I still have parents saying they have not heard anything about this on their end. Do I suggest the contact the Ohio ECC Caretaker Helpline or CCIDS?**

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.