

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

## Questions and Answers

Thursday, November 10, 2011 1:00-2:30pm

**Q. Between children authorized here who haven't enrolled yet, and ones who may lose their authorization this month, we are hovering around 48-52 children. Can I find out now exactly how many children are authorized to my program so I know how many point of service (POS) devices we will have installed?**

A. Providers will have one POS device installed for every 50 children authorized to their program. The installer may only plan on one device, depending upon the number of authorizations at your program at the time the information was sent to Media Riders Inc (MRI). If the installer has only one scheduled for your program, you can contact the Ohio ECC Provider Helpline at 1-888-516-4776 to request an additional POS device be sent to your program.

**Q. How long do we have to report absences? Do we have to report in the morning or before close of business?**

A. Absences must be reported within the back swipe period.

**Q. What happens when a PT parent swipes in after using 20 hours, but doesn't come back to swipe out for 6 hours (making the attendance for the week FT)? Will there be any error messages displayed?**

A. An error message will not be displayed at the time of check out. However, a DENIED message will be displayed if the child is swiped in for additional care during that week. The provider and caretaker are responsible for monitoring the hours in attendance and hours remaining in a week.

**Q. What is to be done when the provider get the child from school or off a bus and/or puts them back on the bus and the provider never even sees the parent that day?**

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. What happens after a child has used their allotted number of absences?**

A. The provider will only be paid for absent days when there are absent days remaining.

**Q. If the parent loses both cards what happens while they are waiting for a new card, how do they check in and out?**

A. The provider and/or caretaker should document the time in and time out for children in care. When the replacement card is received, the caretaker can complete a previous check in and previous check out for these days during the back swipe period.

**Q. Does it matter who is child 1, 2, 3, etc when they are signing in and out when they are doing back swiping?**

A. Yes. Each child is assigned a unique 2-digit ID. This information is sent to the caretaker with their swipe card.

**Q. Any suggestions on business practices for denied swipes?**

A. It is recommended that you check the denied code in the Provider User Manual and view the PWeb for authorization information to determine next steps.

**Q. We already have our POS. If we want to change to internet do they have to come back out to do so?**

A. Contact the Ohio ECC Provider Helpline at 1-888-516-4776 for assistance with getting an internet device.

**Q. Since we are housed in a school building do we need to have our technical support person here the day the POS device is installed?**

A. That decision should be made by you and the administration at the school building where it is housed.

**Q. If the swipe card does not work can the caretaker just enter in the number on the front of the card like they do at the store when your card will not swipe?**

A. No. The POS device will not accept a number in place of the swipe card.

**Q. Has there been any indication of how the pilot program is going in the few counties that are already live with this? Will their successes/issues be made available to the rest of us, so we can shorten our learning curve?**

A. The pilot has been successful. ODJFS, county JFS and ACS continue to work with individual providers that are experiencing difficulties. Providers can contact pilot providers to learn about their experiences.

**Q. Where can we get more paper for the POS?**

A. The paper is available at most office supply stores.

**Q. If the child is denied when the parent swipes them in, whom do they call in order to find out what they need to?**

A. Caretakers should contact the county if there is a problem with their authorization.

**Q. What if the system says there are no absent remaining? How do you report the absence then?**

A. The system will allow for only 10 absent days to be reported. Providers are only paid if absent days are remaining.

**Q. Will all authorization be through the PWeb? We will no longer receive faxes for authorization?**

A. Authorization information can be viewed on the PWeb. Additionally, copies of authorization notices will be sent to providers.

**Q. Can we get on the PWeb now so that we can get used to it?**

A. Providers can log into the PWeb now. However, information related to your program will not be accessible until a few days before January 1, 2012.

**Q. Do I still check the CCIDS Provider Portal for payments or just on the PWeb?**

A. Payment information will continue to be available on the Provider Portal. Each site offers payment information in a different format.

**Q. Where do we go to find out the children's total hours for which they are authorized?**

A. Children are authorized for a category of authorization, not specific hours. The category of authorization can be found on the Authorization Profile screen in the PWeb.

**Q. If you have a dial up connection will there be a charge for the call?**

A. That depends on the type of phone service you have with your internet provider. The telephone number that is dialed is toll free.

**Q. Do caretakers have to pay weekly? Can they still pay monthly if they choose?**

A. Weekly co-pay amounts will be assigned by child, by authorization when the Ohio ECC system is implemented.

**Q. Is there a transaction charge for swipes?**

A. No.

**Q. Any time a child is scheduled to be here and does not attend I would go onto PWeb and report an absence? Parents do not need to sign off on this or anything?**

A. Correct. The provider reports absence using the PWeb or by calling the Ohio ECC Provider Helpline at 1-888-516-4776. The caretaker does not need to sign anything.

**Q. Will pending cases still apply and how do you get paid for 30 days of unauthorized attendance?**

A. A case that is pending and does not have an authorization completed will not be paid for by ODJFS. Providers may be paid for up to 10 absent days per child over a 6 month period, according to rule. Any unauthorized care provided will not be paid.

**Q. Will the parent have to swipe and enter as many as 40 transactions for a pending case?**

A. If a provider allows a child without an authorization to remain in care, the provider assumes the risk of not being paid for that child if the family is not determined eligible. If a child is later authorized to the provider, the caretaker can complete a previous check in and previous check out for every day of care provided during the back swipe period and submit a manual claim for the period prior to the back swipe period.

**Q. What needs to be printed off of the POS device?**

A. The POS device prints a receipt for every swipe card transaction that occurs. Additionally, reports can be printed from the POS device.

**Q. I have yet to be contacted to have my POS device installed.**

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. What do we do if a parent attends and swipes in, does not swipe out and never returns to the facility? Can we get paid for the day?**

A. A manual claims process has been developed. The provider will complete the manual claims form and submit it to their county for processing.

**Q. Will the parents pay their providers co-pay weekly, and the providers log in systems?**

A. The co-pay amount is a weekly amount. It is not tracked in the Ohio ECC system.

**Q. If a child attends past midnight will the parent have to swipe and enter 4 transactions or will the system know to bill for 2 days?**

A. If a child is in attendance from a Saturday to a Sunday, overnight, the caretaker must complete a previous check out at 11:59pm on Saturday and a previous check in for 12:00am Sunday prior to completing the check out at the time of pick up on Sunday. This only occurs when care is provided Saturday to Sunday overnight.

**Q. If a child's card is denied when it's swiped does the child still stay at the center?**

A. That is a provider decision.

**Q. Will job and family services get us current on the monies they owe us (since they are 1-2 months behind) so that we start current and fresh in 2012. All this automation should make it so that we receive our reimbursement for services rendered.**

A. The county departments of job and family services will process all payments for services provided prior to Ohio ECC following the business practices in place at their location. All payments for services provided using Ohio ECC will be paid weekly. 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. We have no place to set the POS device and need it to be wall mounted. The POS has no bracket to allow this to be wall mounted.**

A. The POS device is wall mountable. The provider is responsible for securing the proper mounting equipment.

**Q. When will the caretaker cards be mailed?**

A. The caretaker's swipe cards will be mailed in December.

**Q. Where on the PWeb will the SUTQ add on payments or non-traditional add on payments be reflected?**

A. The child payment information screen includes the non-traditional and SUTQ amounts.