

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

## Questions and Answers

Thursday, November 10, 2011 7:00-8:30 pm

**Q. Will I get a point of service (POS) device for free?**

A. Providers are issued one POS device for every 50 children authorized to their program. There is no charge for the POS device unless a provider wishes to lease additional devices.

**Q. Do you have to call in an absent day in order to get paid?**

A. Yes. Providers are responsible for reporting absences using the provider website (PWeb) or by calling the Ohio ECC Provider Helpline at 1-888-516-4776.

**Q. I had an appointment last Thursday, 8-12. I waited until 12:10 no show no call. I had to leave to transport. Should they not call before they come and be here when they say?**

A. The Media Riders Inc (MRi) installers should contact the provider if they are unable to make their scheduled appointment.

**Q. Where is the co-payment listed on the PWeb?**

A. The co-payment amount is listed on the authorization profile and payment details screens on the PWeb.

**Q. How will caretaker's schedules be verified?**

A. The caretakers schedule is managed by the county department of job and family services.

**Q. How will receipt of copayments be reported?**

A. The receipt of co-payment is not tracked using the Ohio ECC system. Providers are responsible for tracking co-payment receipt.

**Q. Where can I get a copy of the slide show presentation?**

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.