

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

## Questions and Answers

Tuesday, November 1, 2011 1:00-2:30 pm

**Q. As a center, how do we know that we are on Media Rider's Inc (MRi) list to be called for the point of service (POS) installation?**

A. Any provider who has a current authorization will be contacted to schedule for a POS installation.

**Q. What is a manual claim?**

A. A manual claim is a request submitted by the provider to the county department of job and family services (CDJFS) for payment not processed by Ohio ECC for care provided after Ohio ECC is implemented.

**Q. Why can't providers swipe the ECC cards for caretakers if and when caretakers have shown that they are not responsible for swiping their card own their own?**

A. According to rule 5101:2-16-35.1 an eligible caretaker or the caretaker's designee are the only persons entitled by the Ohio department of job and family services (ODJFS) to use the swipe card to record a child's attendance. The caretaker's designee shall not be the provider nor a person acting in any capacity for the provider. Misuse of the child care electronic swipe card may result in termination of a caretaker's eligibility.

**Q. When will the postcards be mailed out to the families in Stark, Columbiana and Carroll county?**

A. Postcards will be mailed to caretakers statewide the week of 11/7-11/11/11. A copy of this postcard is available on the CCID web site <http://www.jfs.ohio.gov/cdc/childcare.stm>

**Q. What happens when a parent works extra hours but is over the category of authorization for their weekly hours?**

A. The caretaker should contact the CDJFS to report that extra hours beyond the current category of authorization are needed prior to care being provided.

**Q. Can a regular "land line" be used for installation of the POS device?**

A. Yes.

**Q. When will Mahoning County start using the Ohio ECC system?**

A. All counties not currently using Ohio ECC will begin on Sunday, January 1, 2012. Counties currently using Ohio ECC are Champaign, Hamilton, Logan, Marion, Ross and Union.

**Q. How do we bill registration fees?**

A. Registration fees are no longer included in the payment per rule change effective July 29, 2011.

**Q. Will all children be listed on one payment statement or will there be a statement for each child on the provider website (PWeb)?**

A. The payment detail report on the PWeb lists all children paid in a specific pay cycle. Child specific payment information can be viewed on the PWeb.

**Q. Can we receive a copy of this power point?**

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. What precautions are you taking for the confidentiality of our families? We don't let anyone know who is receiving publicly funded child care and this system will put that information out there, so what are you doing to protect that?**

A. All data collected using Ohio ECC is kept confidential. Most programs have multiple funding streams and the POS device is used for one funding stream. Families with other funding sources may have other requirements they need to follow.

**Q. Do the caretakers and the providers have to report absences, or just the providers?**

A. Providers report absences using the Ohio ECC Provider Helpline at 1-866-516-4776 or on the PWeb. Caretakers report absences to the provider.

**Q. We will not have to complete a roster any longer, correct?**

A. All attendance should be reported by the caretaker using their swipe card with the providers POS device.

**Q. I have not been contacted yet for set up of my POS device, but many others in my area have or have them installed. Do I need to call anyone about this?**

A. No. 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. Can the device be mounted to a wall or must it be placed on a table?**

A. The device can be mounted to a wall. The provider is responsible for obtaining any mounting hardware to be used.

**Q. We have some children who only come 3 or 4 days. Should the other days be counted as absent days if the hours of service are covered in those days that they are here?**

A. An absent day should only be reported if the child was scheduled to attend but did not.

**Q. Are co-payments made to the provider?**

A. Yes. Weekly co-pay amounts should be paid to the provider.

**Q. Do we report co-payments paid?**

A. No. Ohio ECC does not track the payment of a caretaker's co-payment