

Ohio Electronic Child Care (Ohio ECC) Provider Informational Session

Questions and Answers

Wednesday, November 16, 2011 1:00 - 2:30pm

Q. If you have school-age children who get on and off the bus at the center who is responsible for swiping them in and out when they get on and off the bus?

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 point of service (POS) device and the swipe card.

Q. It is my understanding that providers are still paid for that a preschool children that is with the provider in the morning even when they are in preschool, because it's a service you are providing whether you take them or they are picked up by bus.

A. Any licensed/certified provider who has submitted a provider agreement and who has children authorized to them for publicly funded child care are eligible to receive payment for those services according to rule.

Q. We only received 6 rolls of paper - what should we do?

A. Please email the CCIDS_Help_Desk@jfs.ohio.gov to request the additional rolls of paper. Include your provider number, the date of your POS installation and the number of rolls of paper you received.

Q. When do we record an absence, since we don't know if the parent will back swipe later on?

A. Caretakers only back swipe for days when care was provided. If no care was provided that day and the child was scheduled to attend, then the provider should report an absent day using the provider website (PWeb) or by calling the Ohio ECC Provider Helpline at 1-888-516-4776.

Q. Do we still collect customer copayments outside of the Ohio ECC automated system? What happens if family behind on their co-pays? Is that one of our internal practice decisions?

A. Providers are responsible for collecting the co-payment and tracking it outside of the system. 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 will be ended.

Q. What if a child's authorization is for 6 hours per day, but received 7 hours of service? We simply don't receive payment for the additional hour? Or do hours accrue over the week?

A. Once on Ohio ECC children are no longer authorized for hours, but to a category of authorization. Providers will be paid based on the in attendance for a week or the category of authorization, whichever is less.

Q. Is caretaker co-pay taken out on first week pay of each month; or is it taken out over four weeks?

A. The co-pay is a weekly amount and is deducted each week there is a payment issued.

Q. In the past, we've received retroactive authorization for a child that may have gone back two months. Will there still be retroactive authorizations, and what if they go back before the previous swipe in/out timeframe?

A. Authorizations can be dated as far back as the date the application was submitted. If the authorization date precedes the back swipe period, a manual claim can be submitted for payment for that child.

Q. We have two staff people who use the same login ID for the CCIDS Provider Portal. Will we need new login ID's for each staff member?

A. No. The User ID being used for the CCIDS Provider Portal is used to log into the PWeb.

Q. Do we need to "settle" or "submit" daily information at the end of the day?

A. If the POS device has been used in store and forward mode, the provider may wish to transmit all transactions at the end of the day. This will allow the provider to view all transactions on the PWeb and determine if there were any denied swipes or incomplete transaction. Providers can develop business practices that work best for them when using the Ohio ECC system.

Q. Can parents pay their co-pay through the county, or will they always be collected by the provider?

A. The co-pay is always collected by the provider.

Q. Will parents need to contact their county job and family services when their child's school is delayed or canceled since these days are not normal authorization days?

A. Children are authorized to a category of authorization, not a specific time for Ohio ECC. If a child attending child care on an unplanned day will move the child from one category of authorization to another, the caretaker must contact the county to get approval for the child to attend child care. If a child can attend one day and the total hours that child will be in attendance for that week will not exceed the assigned category of authorization, then the caretaker does not need to contact the county.

Q. What if print outs were not taken during the swipe, can we just use PWeb for information?

A. The PWeb can be used to view all swipe card transactions.