

Ohio Electronic Child Care (Ohio ECC) Provider Informational Session

Questions and Answers

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

Q. I only received 3 rolls of paper when my machine was installed. I am a Type A provider. Who do I contact for my additional roll?

A. Please contact the Ohio ECC Provider Helpline at 1-866-516-4776.

Q. What happens if your site has less than 50 participants using publicly funded child care?

A. You will receive one point of service (POS) device.

Q. If a back swipe needs to be made and it's been more than 2 weeks what should you do?

A. The back swipe period is the current week plus the previous two weeks. Providers are responsible for ensuring the caretakers complete all swipe card transactions during the back swipe period. The provider may need to submit a request for payment for services provided prior to the back swipe period using the Manual Claims form.

Q. Can there be separate passwords to access the provider website (PWeb) for different persons in your organization who have access to reports.

A. At this time, one user ID and one password is issued per provider.

Q. What if we want a second POS but have fewer than 50 clients?

A. Additional POS devices can be leased. Please contact the Ohio ECC Provider Helpline at 1-866-516-4776.

Q. Are the pilot counties having any issues with the program?

A. Surveys have been completed with the pilot county providers and the feedback has been positive overall.

Q. How do you obtain a copy of the Power Point 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.