

Ohio Electronic Child Care (Ohio ECC) Provider Informational Session

Questions and Answers

Tuesday, November 22, 2011 7:00-8:30pm

Q. Is the help line automated or will we be able to talk to someone?

A. The Ohio ECC Caretaker Helpline and the Ohio ECC Provider Helpline each have live customer service representatives as well as automated features.

Q. If I have 3 children that arrive 4:00 am, I see them to their bus stop and I don't see them again until 4:00 am the next morning and sometimes two mornings later if the following day was a off day. Can she wait to back swipe in and out at the end of week?

A. Yes. All back swipes transactions must be completed by the end of the back swipe period for a provider to be paid for services provided.

Q. When using absent (vacation) days, it is typical to use the average hour a provider expected to have the child? How will vacation days be decided when the child's schedule varies?

A. An absent day is reported when a child was scheduled to be in attendance but was not. If there are absent days remaining, the system will include payment for that absent day in the weekly payment amount.

Q. If a parent is late picking up or if I authorized child to stay additional time as private pay, does the parent swipe out the actual time or back swipe out for the time they are authorized to pick up the child.?

A. If the child has hours remaining in the category of authorization, then the child is authorized to attend and the parent should include the time child care was provided when swiping out the child. If there are no hours of authorization remaining in the category, and the parent is going to privately pay for care, then the parent should complete a previous check out for the time that the private pay care started.

Q. If children are swiped in/out for an unauthorized time, will the point of service (POS) device flag/deny the check or check out?

A. The POS device will deny a swipe in if a child has exceeded the hours within the category of authorization for which they are approved.

Q. When a parent is swiping their card will I be able to be on my phone taking a call from someone at the same time?

A. Yes. When you hang up from your phone call the transaction will be submitted.

Q. Several providers in Ottawa County have not yet received their notification paperwork for the POS machines. Any updates?

A. Media Riders Inc (MRi) has started contacting providers to schedule POS installations. The POS installation process will take several months to complete. You will be contacted by MRi when they are installing POS devices in your area.

Q. Will I be able to review these slides again? I did not know about printing these slides.

A. Yes. Providers are invited to attend additional provider webinars. 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. Does the parent have to do anything for an absent day to be recorded?

A. No. The provider reports absent days.

Q. Phone system is connected through Internet. However, since installation of the POS, the phone is not working. Who could help with correcting this issue?

A. Please contact the Ohio ECC Provider Helpline at 1-888-516-4776.

Q. How will payment be calculated when a child comes on a Saturday and stays until sometime on Sunday morning?

A. On Sunday when the caretaker arrives to pick up the child the caretaker will complete a previous check out for 11:59pm on Saturday then a previous check in for 12:00am Sunday before completing the check out for Sunday.