

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

## Questions and Answers

Thursday, November 3, 2011 10:30am to 12:00pm

**Q. If a provider does not have 50 authorized children at their center, will they receive a point of service (POS) device or will they have to pay for it on their own?**

A. One POS device is issued to a provider for every 50 authorized children. There is no cost for the device at the initial install.

**Q. How will we be notified that a caretaker's swipe card transaction has been denied?**

A. The POS device displays APPROVED or DENIED at the time of the swipe. Additionally, the swipe card transactions, including time of swipe and results, are available to the provider on the provider website (PWeb).

**Q. How do we print the slideshow?**

A. The power point presentation can be printed from the CCIDS web site <http://www.ifs.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. How will the parent know what time the child left if the provider transports the child? Is it up to the provider to give out this time from their attendance records?**

A. It is recommended that the provider keep records of the times for use during a previous check in or previous check out.

**Q. Can we check on approval of new families through the Authorization Report on PWeb?**

A. Yes. Child specific authorization information can be viewed on the PWeb.

**Q. Is there a delay with new families being approved and entered into the system?**

A. Each county department of job and family services (CDJFS) enters eligibility information into the system and authorizes children to a specific provider. Please contact the CDJFS with this question.

**Q. We have children that ride our bus to and from the center. The parents do not come into the center at any time. Will the POS be portable for these children? If not, what process do we follow?**

A. The POS device is portable. It must have electricity to store swipe card transactions while in the Store and Forward (SAF) mode. Upon return to the program, the POS should be connected to the phone/internet and a power source to send the transactions to the Ohio ECC system. Another option is for the caretaker or designee to 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 POS device and the swipe card.

**Q. How much is an additional POS device?**

A. Please contact the Ohio ECC Provider Helpline at 1-866-516-4776 to obtain information on leasing additional POS devices.

**Q. Is authorization info displayed only for the current provider?**

A. When a provider logs into the PWeb, they can only see information specific to children authorized to their program.

**Q. How do we get paid for Holidays when are closed?**

A. Payment is only issued for days care is provided. If you are closed, then no care is provided and child care payment is not issued.

**Q. How do we get paid for yearly registration fee?**

A. The registration fee is no longer a fee that is paid by ODJFS per a rule change effective July 29, 2011.

**Q. Who is the co-pay paid to? And how is that entered into the information on the PWeb?**

A. The co-pay is paid directly to the provider. Receipt of the co-pay is not tracked in the system.

**Q. Pay source code, how do we get what these mean?**

A. A child is determined eligible for publicly funded child care based on various information presented to the CDJFS by the caretaker. A pay source code is the identifier used in the Eligibility and Authorization system.

**Q. How do we record an absent day?**

A. Absent days are recorded by providers using the Ohio ECC Provider Helpline at 1-866-516-4776 or through the PWeb.

**Q. Do the parents still need to sign our weekly attendance sheets after December 31, 2011?**

A. No. The swipe card will record the time in and out for the caretaker and the provider.

**Q. Where do we report non-payment of co-pays? Are they inactive immediately once they have been reported?**

A. If a caretaker is delinquent then the provider must report to the CDJFS and the caretaker must make payment arrangements, or their eligibility will be ended. Please contact the CDJFS for more information.

**Q. Is there a way to find out when we should be contacted to install the equipment?**

A. 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. When children go on vacation should the provider report it to PWeb?**

A. All absent days shall be reported. Absent day means any day that a child is authorized and scheduled to be in the care of the provider, but is not in attendance, and child care would have been provided had the child been present with the provider.

**Q. Is the number used by the provider to access the PWeb the same as their external provider id# seen by the county?**

A. No. The PWeb User ID is the same User ID (also called your CCP number) you were assigned to use to log into the CCIDS Provider Portal. If you know your provider number (license or certification number) then you can contact the CCIDS Help Desk 1-877-302-2347 to get your User ID.

**Q. Is the POS device portable when we move locations for full days only? Can we bring to another site to have parents swipe?**

A. The POS device is programmed to a specific provider number. Any swipe card transactions made on a specific device should be just for the program where the device was installed. If you change locations for a full day, then a POS device should be installed at that location and children should be authorized to attend at the second location.

**Q. Will the caretaker have a training on this as well?**

A. A caretaker training is available in a video format on the Child Care in Ohio website <http://www.jfs.ohio.gov/cdc/childcare.stm>. Caretakers also receive a tip sheet and Frequently Asked Questions document with their swipe card. Providers will receive a POS Quick Reference Guide to place next to the POS device that gives step by step instructions on how to complete POS transactions. Providers can encourage caretakers to view the on line presentation and share the 5 Things Caretakers Can Do to Prepare for Ohio ECC document with their caretakers. The POS Quick Reference Guide and the 5 Things Caretakers Can Do to Prepare for Ohio ECC documents are available on the CCIDS web page located on the right hand side of the Child Care in Ohio website (address above). Click on Ohio Electronic Child Care to access all provider and caretaker resources.

**Q. When a caretaker back swipes are they putting in the missing date and time?**

A. Yes.

**Q. If you turn the POS printer off, will the tape print everything for the day at the end of the day?**

A. The printing can be turned off and a daily transaction report printed from the POS device at the end of the day to view all transactions. The transactions can also be viewed and printed from the PWeb.

**Q. What is the "Multi case pro rate factor" listed on the slide that explains how the provider rate is calculated?**

A. This is for a child on two cases that receives care at the same provider. The provider is paid once for the child and the payment has both caretakers' copayments deducted.

**Q. We have had the POS installed. We have 2 lines not requiring a digit before. We also have a separate fax line that the POS has been connected to. Is that sufficient for proper use of POS?**

A. MRi installed your POS device to function properly with your specific phone system. It should be sufficient.

**Q. Will providers be given a card to get info off of the POS device?**

A. No. Providers use the buttons on the POS device to retrieve information.

**Q. Is the weekly payment in arrears since you have the option to claim absent days.**

A. For providers who will begin using Ohio ECC on January 1, 2012, the back swipe period ends on Saturday, January 21 for the service week of January 1 to January 7, 2012. All services for 1/1/12-1/7/12 must be entered into the system, including absent days reported by the provider, by 1/21/12 to be processed by the system. Payment for the week of 1/1/12-1/7/12 will be deposited within 5-7 business days from Monday, January 23, 2012.

**Q. The PWeb seems confusing? Can we have a separate viewing at another time before Jan. 1/12?**

A. Providers can register to attend additional webinars to receive additional training.

**Q. Are we as providers allowed to keep on file the caretaker's information for example, PIN number and ID, in case they misplace this information?**

A. Caretakers are instructed not to share their PIN or 2-digit child ID's with anyone other than individuals using their swipe card.