

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

## Questions and Answers

Tuesday, November 8, 2011 10:30am-12:00pm

**Q. Will the caretakers co-pay be broken up into weeks, since the provider will be paid weekly?**

A. Yes. Co-pays will be assigned by child by authorization with a weekly amount.

**Q. How are school age children swiped in when they come before school with the parent, leave for school and return from school, and then are picked up by parent ?**

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. Is it the caretaker's responsibility to record the times the child leaves for school and returns to the provider after school?**

A. It is the caretaker's responsibility to complete a previous check out and previous check in using the point of service (POS) device for these days.

**Q. How soon will parents receive their card once they are approved?**

A. The swipe card is mailed to the caretaker within 48 hours of the county department of job and family services (CDJFS) completing the authorization within the system.

**Q. Can the caretaker swipe in multiple children at one swipe?**

A. Yes. One swipe is used, but each child's unique 2-digit ID is keyed into the POS device.

**Q. Does the authorization profile contain the age of the children authorized for service?**

A. The profile contains the date of birth.

**Q. What are manual claims used for? What is the deadline for submitting a manual claim?**

A. A manual claim is submitted to the CDJFS to request a payment for services in a period of time prior to the back swipe period. Detailed information will be made available to providers in the near future.

**Q. So do the caretakers have to approve the absent days that the providers claim?**

A. No, providers report absent days using the provider website (PWeb) or by calling the Ohio ECC Provider Helpline at 1-888-516-4776.

**Q. Does the Ohio ECC system calculate to the minute or does it round to the .25 hour?**

A. The system calculates to the second. It does not round.

**Q. Will providers begin getting weekly payments 3 weeks after the roll-out to allow for back-swipe and/or attendance entries?**

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 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. One of our child care workers is a Type B provider. She takes several children to her home at the end of her shift and sometimes the parent brings them to her home in the morning and she brings them to our center for care while she is working.**

A. For this type of situation, 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. Can this Type B provider who also works at our center be a card carrying designee?**

A. No. Providers, or someone acting on behalf of the provider, cannot be a designee.

**Q. If a child does not attend for a week and we bill absent days, will the parent incur their weekly co-pay amount?**

A. If a child is scheduled to attend, but does not, the provider can record an absent day. If the provider claims the absent day (and they have absent days remaining) and the child is absent for the entire week, the parent is responsible for co-pay.