

MARSHA STEWART - Ohio Electronic Child Care (ECC) Provider Guidance Letter #3

From: CCIDS_Help_Desk
To: CCIDS_Help_Desk
Date: 1/20/2012 4:45 PM
Subject: Ohio Electronic Child Care (ECC) Provider Guidance Letter #3
Attachments: Provider Guidance Letter 3 Recording an Absence Date.pdf; Provider Information Webinar Slide Show_1.pdf; CCIDS Resource Guide 1.19.12_1.pdf

Dear Child Care Provider,

Ohio ECC was successfully implemented on January 1, 2012. We are in the process of developing a series of Provider Guidance Letters to assist child care providers in understanding and using Ohio ECC. You have received the first two guidance documents recently, addressing manual claims and payment adjustments. We expect to send several more of these important communications in the coming days, so please continue to check your e-mail.

Here is some additional information we want to share.

Access to the Provider Website (PWeb)

If you are able to log in to the PWeb and the buttons work but the report options will not open for you this is an indicator that your internet browser is out of date or you are using one that is not compatible with the PWeb. Child care providers using a PC should access the PWeb using Internet Explorer Version 8 or later. MAC users will need to use the most recent version of Mozilla Firefox. This will insure that providers have access to all functionality in the PWeb.

PWeb Transaction Export Feature

The PWeb feature that allows a user to export transactions using .pdf, .xls and .csv has been fixed and providers should now be able to export transaction information.

Absent Days

Absent day counts on the PWeb have been reset for all children and should now accurately display available absent days as of January 1, 2012.

Weekly Attendance Hours Total

On the provider payment detail in the PWeb providers can see details of their weekly payments. When viewing the payment details providers can click on the payment amount for a specific child and they will be taken to the payment details specific to that child. On the Child Payment Details screen there is a field called "Weekly Attendance Hours Total". This field is NOT displaying the hours used for the payment calculation correctly on the PWeb. This is ONLY a display issue and payment amounts are being calculated correctly. Providers will still have access to the Payment Detail Report on the CCIDS Provider Portal until this issue is corrected.

Voids

Providers do not have to void an incorrect transaction if that transaction was denied. Only approved transactions can be voided. If you need to void a swipe in, you must also void the corresponding swipe out. However, when voiding a swipe out, you do not have to void the corresponding swipe in if that is a valid swipe.

Provider Assistance

The CCIDS Help Desk and Ohio ECC Provider Helpline are experiencing a high volume of calls and wait times are longer than normal. We appreciate your patience as we transition to Ohio ECC statewide.

Providers may e-mail details regarding specific issues to the CCIDS Help Desk at CCIDS_Business_Unit@jfs.ohio.gov . When e-mailing specific issues, you must include your provider #, the name(s) of the child/caretaker and any additional information that may assist us in researching your issue. Please remember that we cannot respond to e-mails requesting a return phone call. You need to call the appropriate CCIDS Help Desk or Ohio ECC Provider Helpline for phone assistance.

Many of the calls we are receiving are questions that are addressed the Ohio ECC Provider Webinar material or are included in the Ohio ECC Provider User Manual. We have attached a copy of the Ohio ECC Provider Webinar slide show for your reference. The Ohio ECC Provider User Manual was provided during your POS Device installation or you can view/download the booklet at <http://jfs.ohio.gov/cdc/ECC.stm> .

Some of the most common questions we are hearing include:

How do I view transactions on the PWeb?

Provider Guidance Letter #3 with instructions on how to enter absent days on the PWeb is attached. In addition, this information can be found on page 43 of the Ohio ECC Provider User Manual under the topic "*How do I view attendance transactions?*"

How do I enter an absent day?

Instructions for entering absent days are also included on page 43 of the Ohio ECC Provider User Manual under the topic "*How do I record an absence?*"

How do I void a transactions?

Step by step instructions for voiding transactions are included beginning on page 21 of the Ohio ECC Provider User Manual.

What are SAFs (Store and Forward transactions) and how do I send?

Information about SAFs are on page 23 of the Ohio ECC Provider User Manual.

How do I know why a caretaker is being denied?

The POS Response Codes, including information on denials, can be found on pages 33 and 34 of your Ohio ECC Provider User Manual.

When will I receive my first payment from Ohio ECC?

Ohio ECC will process the first payment to providers for services provided January 1 07, 2012 on Sunday, January 22, 2012. Payments will be deposited into providers' accounts 5-7 business days from that date.

Please do not hesitate to contact us if you have any other questions.

Child Care Information Data System Help Desk

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