

**Provider Guidance Letter No. 8**

**Subject:** PWeb System Changes – Release 02.29.12

**Date:** March 9, 2012

As with any automated system, the Ohio ECC system and Provider Website (PWeb) require maintenance and updates. Our goal with these Guidance Letters is to notify providers whenever these changes occur. This letter is to notify you of recent changes to the PWeb that will help you better manage your child care program.

**Weekly Attendance Hours Total Field – Provider Payment Detail Report**

**Issue:** On the Child Payment Information from the Provider Payment Detail Report, the “Weekly Attendance Hours Total” field does not always display the total hours swiped accurately. The hours that are missing are Saturday hours only.

*Current Workaround: Complete a transaction search when the hours displayed do not appear to be accurate*

**Resolution:** The field now displays the hours correctly and includes the Saturday hours.

**Duration Column – Authorization Report**

**Issue:** The duration column does not update accurately and the hours are not used in the payment calculation when a check in and check-out are successfully paired, a previous check in is swiped by the caretaker to correct the existing check in, then the original check in is voided by the provider. The remaining previous check in and check-out are not paired together when the transactions are completed in this order.

*Current Workaround: Void all transactions for the day and re-swipe to ensure the corrected attendance is successfully paired and used in the payment calculation*

**Resolution:** The remaining transactions will pair together, the duration column will update with the new duration total and the new hours will be used in the payment calculation when the provider only voids the transaction that was swiped in error. The entire day does not need to be voided.

**Last Activity Column – Authorization Report**

**Issue:** When completing an authorization inquiry the last activity column does not allow filtering to be completed and is no longer showing each child’s last transaction.

**Resolution:** The column now populates with the last activity for the child and the user can filter successfully.

### **Previously Settled Adjustments**

**Issue:** Adjustments processed for a child that is no longer active do not display in the provider payment detail report but the deposit amount does reflect the adjustment amount appropriately. The adjustment does display in the case payment detail report in the AT.

**Resolution:** Adjustments that are settled display on the Provider Payment Detail Report now regardless of whether the child is still actively attending on that authorization or not.

### **Unmatched Check In Report**

**Issue:** The unmatched check in report in the AT does not display full names and the page numbering is inaccurate on the PDF version.

**Resolution:** The name display and page numbering have been corrected.

### **Child Attendance Detail Screen – AM/PM Indicator**

**Issue:** On the child attendance Detail Screen transaction times do not show the AM/PM indicator.

**Resolution:** The AM/PM Indicator now displays.

### **Authorization Inquiry – Hyperlink for Child's Name**

**Issue:** The hyperlinks of the children's names on the Authorization Inquiry are not blue font in the PWeb as expected for hyperlinks.

**Resolution:** The hyperlinks are now blue font on the Authorization Inquiry in the PWeb.