

Questions and Answers from the CCIDS Forum

Ohio Early Care and Education Conference, April 29, 2011

Q. Do providers have to check the PWeb every day?

A. There is no requirement for providers to use this tool; however, the PWeb was developed as the resource providers will use to access authorizations, attendance, transactions and payments. Training will be provided on the PWeb so providers will be comfortable using it.

Q. How quickly will the Provider Helpline answer calls?

A. The Provider Helpline is staffed by ACS, the contracted vendor. ACS will maintain an average hold time of 2 minutes or less for providers and caretakers during business hours (6 am to 7 pm M-F). During times of high volume the wait time may be longer, but every effort will be made to answer calls promptly.

Q. What happens if a parent does not pay the weekly co-payment?

A. The process is the same as what is required of providers today. They should notify the authorizing county if a parent or caretaker fails to make a co-payment. (Reporting time lines will be in the copayment rule. Since making the co-payment is a requirement of eligibility, failure to do so may result in termination of child care benefits.

Q. Will there be a longer class to explain information about Ohio ECC to providers?

A. Yes. We are planning to hold 40 to 50 informational webinars for providers. Providers will be able to attend the webinar from their homes using a computer and may attend as often as they like. In addition, if providers are not able to attend a "live" session, recorded webinars will be posted to the ODJFS website.

Q. Where should the POS device be installed?

A. This is a provider decision. We would recommend an area that is easily accessible to parents, near an electrical outlet, and by a phone jack (for analog systems) or a network hub (for broadband connection). It is best to install the POS device near other communication points, where information is shared or collected from caretakers/parents.

Q. If the POS device is not connected to a phone line or broadband connection will it still continue to collect transactions?

A. Yes. The POS device will collect those transactions when the POS is in the "Store and Forward (SAF)" mode for the current day plus the five previous days. All SAF transactions must be submitted within this time frame or they will be lost.

Q. What if the caretaker misses an entire day or more of swiping?

A. The caretaker can back swipe for a day missed during a set period of time called the back swipe period. This period of time includes the current week and the previous two weeks.

Q. Do you pay for transportation?

A. Currently transportation fees can be paid if the provider's fee for transportation exceeds the provider's customary rate but is still less than the ceiling rates. A new budget proposal will eliminate publicly funded payments for fees to providers, including transportation. Providers should review their customary rates on the CCIDS Provider Portal on a regular basis to make sure it represents their actual charges.

Q. How does mom swipe in her children if the school is a campus with children cared for in different buildings?

A. As long as the provider has only one provider number, all of the children can be swiped in on the same POS device in one transaction. That day's time would begin upon swiping the children in and end when the caretaker swiped all the children out. If the provider has multiple provider numbers, each child would need to be swiped in when they arrive at that building and swiped out when they leave that location.

Q. Why doesn't ODJFS pay per slot instead of based on hours and minutes?

A. ODJFS has reviewed this option on several occasions and at this time slot based payment is not an option. Publicly funded child care is intended as a benefit for the caretaker and is based on the caretaker's qualifying activities and self sufficiency. This does not align with a slot-based payment system.

Q. Will payment still be made back to the date the parent turned in the application?

A. If the caretaker is eligible for publicly funded child care, payment can be made back to the date the agency received the application. For any period outside of the back swipe period a manual claim will have to be submitted.

Q. Does the state have a recommendation regarding the use of phone lines versus an internet connection?

A. Please contact the ACS Equipment Help Desk for technical details. However, both options are viable. There may be some additional efficiency with broadband and less opportunity for an interruption, because the phone line is in use.

Q. Will parents be trained on the importance of swiping in and out?

A. Caretakers/Parents will receive two separate mailings about the new system. The first mailing will be a provider postcard introducing them to the new system. The second mailing will include the actual card, a Caretaker FAQ document and information about swiping in and out. In addition, caretakers/parents will be able to view an online presentation with details about how the new system works. This online presentation will also be made available to counties and providers to assist in educating parents about the new system.

Q. I understand that absent days must be reported regardless of the effect on payment, how do you determine an absent day for a full-time child with a variable schedule?

A. The provider serving a child on a variable schedule should be planning ahead with the caretaker each week so he/she knows when to expect the child to be in attendance - if the child is not in attendance on a authorized/scheduled day (as arranged with the caretaker ahead of time) - then the provider would bill an absent day.

This pre-weekly meeting would be no different than with a private pay parent who has a variable schedule, the provider is going to need to know when the child will be attending. For the child receiving Publicly Funded Child Care, an absent day would be entered for any day within the variable authorization when the child did not show up.

Q. When you sort columns on the PWeb, if you sort by name does the column search by first name or last name?

A. Currently the names are listed in the column with the first name and then the last name. Therefore, the column would sort based on the first name.

Q. How far back will a provider be able to search for information on the PWeb?

A. Information will be maintained online for three years but providers may request information from ACS for up to seven years.

Q. How many e-mail addresses can one center have?

A. Centers may enter two e-mail addresses in the CCIDS Provider Portal.

Q. Does the family use the same swipe card for child care as they use for food assistance? If so, could the co-payment be automatically deducted from the food assistance money?

A. No it is not the same swipe card. Therefore, the co-payment would never be deducted from the food assistance program. In addition, these are two separate programs with federal requirements that would not allow this.

Q. Can I still have my parents manually sign in along with using the POS?

A. As independent business owners you may develop and implement business practices that assist you in successfully operating your business. You are required to meet the minimum requirements established in Ohio Administrative Code (OAC) and Ohio Revised Code (ORC) but anything above and beyond these requirements, that is not prohibited, may be implemented by the child care provider. Providers in other states using electronic attendance tracking maintained a backup log during the first few months after implementation until their parents became more comfortable with the system.

Q. If a child care provider chooses to collect the weekly co-payment monthly, would they have to refund the co-payment to the caretaker/parent if the parent leaves in the middle of the month or would it be deducted from the account?

A. The provider shall establish a written agreement for payment of the copayment and fees, signed and dated by both the provider and the caretaker. Procedures regarding collection and reimbursement of copayment should be covered by this agreement. If the caretaker goes to a new provider, the weekly co-payment will be deducted from that provider's weekly payment automatically.