

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

## Questions and Answers

Wednesday, November 30, 2011 10:30am – 12:00pm

**Q. How do we report absences and how will we be able to use vacation days with this system?**

A. Absences are reported through the Provider Website (PWeb). In addition, providers may use the Ohio ECC Provider Helpline's automated system at 1-888-516-4776 to report an absent day.

**Q. Under category of authorization - if they have no more hours does that mean they cannot check in and cannot leave their child for care?**

A. If a child does not have remaining hours within a week, the swipe card transaction will be denied. It is a provider decision if the child can stay for child care services. Payment will be made based on the authorized hours.

**Q. We have received child authorization forms that will be back dated with an increase or decrease in hours, or we oftentimes will receive an authorization form late. How will this be handled with this new system?**

A. If an authorization is back dated, the caretaker can use the back swipe option to record previous days and times in attendance.

**Q. Will we receive a notice if the point of service (POS) device transaction is not verified due to case eligibility, authorization or authorized provider?**

A. The POS device displays an error code if the swipe is not accepted. The provider can refer to the Provider User Manual to determine the reason for the denied swipe.

**Q. We had a POS installation date scheduled but they cancelled and we have not heard back as of this date. What number can I call?**

A. Please call Media Riders Inc (MRi) at 1-800-201-3573.

**Q. If we transport children to and from school do we need to have the parents swipe them in and out at the end of the day or does the county already know the hours for school?**

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. Since we are no longer receiving 310 forms and caretakers also do not receive 310 forms, how will either party know the amount of the weekly co-payments?**

A. The caretaker will now receive the weekly co-pay amount by a notice in the mail, the JFS 01142. The provider will receive the weekly co-pay amount by a notice in the mail, the JFS 01143. All co-pays amounts are viewable on the PWeb.

**Q. How are providers reporting absences? Is this a daily, weekly, monthly function?**

A. Absent days can be reported the same day but must be reported within the back swipe period for the payment to be processed by Ohio ECC.

**Q. If a caretaker loses a card or the provider's device is out of order, what is the process for recording in the gap? We know there is a back swipe period, but what happens if the equipment is unavailable?**

A. If there is a problem with the POS device, the provider should contact the Ohio ECC Provider Helpline at 1-888-516-4776 and request a replacement device. The replacement device should be mailed to the provider within 3-5 business days leaving time within the back swipe period for the caretaker to back swipe.

**Q. What are the provider parameters/responsibilities if a caretaker leaves a card behind at the center?**

A. The caretaker should be notified by the provider that they have their card and the card should be returned to the caretaker as soon as possible.

**Q. What are the penalties to the provider for having a card in their possession because a caretaker accidentally left it behind?**

A. At this time there are no penalties for this situation. Penalties could be assessed if it is discovered that the provider is using the card.

**Q. If a family is approved for 35 hours per week and a check out swipe would show that they have been in attendance for 38 hours will that result in a denied transaction? Will the caretaker have to backswipe to enter a time that limits the hours to 35?**

A. A swipe out will not show as a denied transaction. The provider will only be paid for the hours authorized or the hours in attendance, whichever is less.

**Q. We have logged on the PWEB but have no authorizations listed. Do we have to wait to have the POS device installed in order to see the authorizations?**

A. Authorization information will not be viewable on the PWeb until Ohio ECC is live January 1, 2012.

**Q. If a child is approved FT are the number of hours they can attend limited?**

A. Children are authorized to a category of authorization which is a weekly total broken down into 4 categories: Hourly (less than 7 hours), Part time (7-24.9 hours) Full time (25 to 60 hours) and Full Time Plus (more than 60 hours). The category of authorization that is assigned to a specific child is determined at the county level based on the qualifying activity and need of the caretaker (parent). The provider and caretaker should determine the hours the child will be in care within the category of authorization.

**Q. What is the process and where are the forms for submitting hours manually?**

A. Manual claims are submitted to the county for processing. The manual claims form is in the process of being finalized and will be made available to providers on the Child Care website. In addition, information about the manual claims process and copies of the forms will be emailed to providers.

**Q. When paper rolls run out, do we provide our own or request additional rolls be sent?**

A. Providers are responsible for replacing paper rolls once the initial supply is exhausted. Thermal paper can be purchased at most office supply stores.

**Q. Any round up or actual time for kids clocking in or out?**

A. Swipe times are recorded by the POS device down to the second.

**Q. Do providers need to report if children are sick or out at grandparents, or absent for other reason?**

A. Per rule, all absent days must be reported regardless of the effect on payment. If the child is absent the provider can record the absent day on the PWeb or by calling the Ohio ECC Provider Helpline at 1-888-516-4776.

**Q. if you use the internet for the POS device does the router need to be with the machine or will it be set up wirelessly?**

A. You should contact MRi at 1-800-201-3573 with any technical questions regarding installation of the POS device or speak with the MRi installer at the time of the installation.

**Q. Will Cuyahoga county providers also receive weekly payments instead of monthly, and if so, what day of the week will receive payments?**

A. All providers statewide will receive payment weekly once using Ohio ECC. 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. If a caretaker is authorized for 32 hours using 2 providers and uses 28 hrs with primary provider will they be able to sign in at secondary provider for more than 4 hours?**

A. Children are authorized to specific providers within specific categories of authorization. If the child has hours remaining within the category at that provider location, then the child will be able to swipe in at that location.