

Ohio Electronic Child Care (Ohio ECC) Provider Informational Session

Questions and Answers

Saturday, December 10, 2011 12:00-1:30pm

Q. Do the parents have to pay weekly or can they still pay monthly?

A. This is a provider decision. The co-pay amount will be assigned weekly and the provider will be paid weekly.

Q. What are the penalties to the providers who are found having the caretaker's swipe card if it is left in their home?

A. If it is discovered that a provider uses the caretaker's swipe card, the provider's agreement to serve publicly funded children can be terminated.

Q. Why can't a provider help or swipe in/out children for the caretaker?

A. The caretaker is the individual with the child care benefits so the caretaker must be responsible for the reporting of time and attendance.

Q. Do providers still needed to keep a sign in/out sheet signatures as well as with the swipe card system?

A. Signatures are not required to verify attendance when the swipe card is used to record attendance with the point of service (POS) device. Providers must continue to track attendance for all children as required by licensing and certification rules found in the Ohio Administrative Code (OAC).

Q. Can you take the swipe card system with you? Providers here take kids to school or pick them up.

A. The POS device must have electricity power source to store swipe card transactions while in the Store and Forward (SAF) mode. Upon return to the program, the POS should be connected to the phone/internet and a power source to send the transactions to the Ohio ECC system. Another option is for the caretaker or designee to 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 POS device and the swipe card.

Q. Can the parents leave their swipe cards at the Provider's home in a secure lock box?

A. Providers are encouraged to not take possession of the caretaker's swipe card. Publicly funded child care is a benefit of the caretaker/parent and the caretaker/parent is responsible for the swipe card at all times. Providers cannot use the swipe card on behalf of the caretaker and should take precautions and establish strong business practices to insure only caretakers/parents are recording attendance.

Q. Say a child is sick a day or two on a day they were scheduled to attend. Does the parent swipe absent days?

A. Absent days are reported by the provider using the provider website (PWeb) or by calling the Ohio ECC Provider Helpline at 1-888-516-4776. A child is eligible for a maximum of ten absent days during each six-month period of January through June, and July through December of each state fiscal year.

Q. What if the caretaker is working overtime and it goes over the hours allowed?

A. The caretaker is responsible for contacting the county department of job and family services (CDJFS) to have their child authorized for additional hours of care.

Q. What do you do when a parent goes on vacation?

A. If the child was scheduled to attend, the provider can record absent days.

Q. When you have kids at midnight, how do I swipe them in/out?

A. If a child stays at the provider overnight on a Saturday, the caretaker will need to complete a previous check out at 11:59pm on Saturday and a previous check in at 12:00am on Sunday prior to checking the child out at the end of care on Sunday. This extra action is only needed for care provided Saturday night to Sunday because the weekly pay cycle ends on a Saturday and begins on a Sunday.

Q. I have not been contacted for a POS device installation. My phone number is incorrect. Who do I contact?

A. If you are an ODJFS licensed provider, please log into COLTS SOLAR to update your phone number. Certified providers should contact the CDJFS certification worker to change a telephone number. You should also contact Media Riders Inc (MRI) at 1-800-201-3573 to schedule an installation.

Q. I am confused on caretakers swiping children out for before school and after school. When they pick up their child after work is this when they back swipe the times?

A. Yes. At the time of pick up at the end of the day, the caretaker will complete a previous check out for the time the child left the program to go to school, then a previous check in for the time the child returned to the program from school. Then the caretaker will complete the regular check out for the day.

Q. On January 1, what do we do with children currently enrolled in our center for which we are still waiting on authorization from our CDJFS. Our county authorizations have been taking upwards of 60 - 90 days to be processed.

A. Processes for determining eligibility and entering authorizations are determined by the CDJFS. The caretaker should contact the CDJFS for the status of the authorization.

Q. I have a latchkey program with no phone or internet connection available for this system. Can I store and take to our main Center to download weekly?

A. Transactions recorded in Store and Forward (SAF) mode are only stored for five days. Although, you can store the transactions and transmit them to Ohio ECC at a later date, our recommendation is that you do so more frequently than weekly to insure appropriate payment. Please be aware that the APPROVED or DENIED messages do not appear at the time of the swipe if the POS is not connected to the phone/internet line.

Q. What about when a provider goes vacation. Can they swipe with another provider?

A. The same card can be used at any location where a child is authorized.

Q. Do I have to report an absent even if they don't swipe in?

A. Absent days are reported when a child is scheduled to attend, but does not attend at all on that specific day. The parent will not swipe if the child was absent. The provider will report the absent day using the PWeb or Provider Helpline.

Q. I am curious and worried about being found out of compliance if a caretaker forgets to clock out and I exceed my amount of children according to the system.

A. The county certification workers are responsible for monitoring the number of children in attendance. The provider should review the swipe card transactions daily to make sure that every swipe in transaction has a matching swipe out transaction. An Unmatched Check In/Out Report is available on the PWeb for the current day or the 10 previous days. You can also print the Exception Report from the POS Device to access this information.