

Ohio Electronic Child Care (Ohio ECC) Provider Informational Session

Questions and Answers

Monday, December 12, 2011 1:00-2:30pm

Q. Who keeps the POS receipt if we decide to leave the printer on?

A. The receipt is for the provider's use. The provider can establish business practices related to use of the receipt.

Q. What are union dues?

A. Home providers are unionized through AFSCME and have union dues deducted from their payments.

Q. Will we have access to the slides provided during today's presentation?

A. The power point presentation can be printed from the CCIDS web site <http://www.jfs.ohio.gov/cdc/childcare.stm>. Additionally, the presentation was emailed to all providers using the email address that was entered into the CCIDS Provider Portal.

Q. How is the county going to know who the caretaker has designated to use the card? Can the provider find out who the caretaker has designated as an authorized card holder?

A. The county will not have this information. Caretakers should only choose a designee the provider has received permission to pick up the child. Licensing and certification rules must be followed regardless of the card designee.

Q. How as a provider am I suppose to know if the person really gave someone permission?

A. The caretaker is responsible for their card and to whom they give permission to use the card on their behalf. The provider should have business practices in place that adhere to licensing and certification rules to ensure the safety of the child and who the child is released to at the time of pick up. Possession of a card does not necessarily grant that person permission to pick up the child.

Q. There is only 3 weeks left until this program goes live and I still have not heard from the installers.

A. Please contact Media Riders inc (MRi) at 1-800-201-3573.

Q. What is to be done in an emergency, if someone other than the normal caregiver has to pick up a child?

A. The caretaker can designate someone other than the provider to use their swipe card. If the person picking up does not have the swipe card then 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 POS device and the swipe card.

Q. What happens when a parent loses their card?

A. The caretaker should contact the Ohio ECC Caretaker Helpline at 1-888-796-4322 to request a replacement card.

Q. How will manual billing occur outside the back swipe period?

A. The process and forms for manual claims and adjustments is being finalized. These forms will be available on the Child Care website and information will be emailed to all providers.

Q. So when check in check out you only swipe the card once but enter each child's 2 digit #?

A. Correct.

Q. Are we going to be paid weekly and what day of the week will we be paid?

A. For providers who will begin using Ohio ECC on January 1, 2012, the back swipe period ends on Saturday, January 21 for the service week of January 1 to January 7, 2012. All services for 1/1/12-1/7/12 must be entered into the system, including absent days reported by the provider, 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. When will the swipe cards be mailed?

A. Swipe cards were mailed to caretakers in December. Caretakers who have not received their swipe cards should contact the CDJFS to insure their address is correct. If the address is correct, the caretaker should contact the Caretaker Helpline at 1-888-796-4322 to request a replacement card.

Q. Do we still need to have the parents sign the attendance sheets?

A. When the swipe card is used to record the time in care, no signature is needed. If a manual claim or adjustment is submitted, a signature may be required. Providers are still required to follow all licensing and certification rules regarding tracking attendance for children in their care.

Q. If a parent tries to sign in and is alerted that they are not authorized, who do they call? Should we as the provider still allow the parent to drop off?

A. If the child is not authorized, the caretaker should contact the county department of job and family services. It is a provider decision if the child remains in care.

Q. How do we keep track of those unchecked in attendance?

A. The provider can view all unmatched check in/out transaction on the provider website (PWeb). Unmatched check in/out reports are available for the current day and the previous 10 days. This information is also available through the POS Device on the Exception Report. Providers should be tracking the children in their care using a method determined by the provider.

Q. When I get the POS device do I start using it or finish out the month with this billing form?

A. Providers and caretakers will begin using the POS device on January 1, 2012.

Q. Where do we retrieve our used id?

A. The User ID (also called your CCP number) for the PWeb is the same User ID used for the CCIDS Provider Portal. If you know your provider number (license number for licensed programs) you can contact the CCIDS Help Desk 1-877-302-2347 to get your User ID. Your initial password for the PWeb is your 5 digit zip code.

Q. What specific paperwork are will now responsible for?

A. Please contact your CDJFS to determine their county specific requirements.

Q. Are we still going to be paid the non-traditional pay for weekends?

A. Yes. Payment will be provided for services provided according to nontraditional language as outlined in rule 5101:2-16-41.

Q. Do we report balances of copayments, and will that change whether or not the child is approved or denied childcare?

A. The balances for co-payments are tracked by the provider. If a caretaker is delinquent then the provider must report to the county department of job and family services and the caretaker must make payment arrangements, or their eligibility could be ended.

Q. If a child attends their maximum hours before the end of the week, will they be denied care?

A. The POS device will display a DENIED message. The provider should have business practices in place to determine if the child receives care. The caretaker can contact the CDJFS to request additional hours if there has been a change in the caretaker's schedule. Payment will be made based on the category of authorization or hours used, whichever is less.

Q. What do we do if the card is denied because the parent is not authorized but then the authorization is back dated? Would the parent back swipe to enter times or would the times be entered manually?

A. The caretaker would complete a previous check in and previous check out for any care received during the back swipe period. For care received prior to the back swipe period, the provider can submit a manual claim to the CDJFS.

Q. What about the union dues that we are charged now. Are we still going to have to pay?

A. Union dues in the amount of \$25.00/month are deducted on the first payment each month (as defined on the copayment calendar). A partial deduction will not be taken. If there are not adequate funds to deduct the entire amount, then the union dues will be deducted when the entire \$25.00 is available to be deducted.

Q. When do we get paid? Ohio ECC starts 1-1-12 to 1-7-12 and then when do we get paid for that first week?

A. For providers who will begin using Ohio ECC on January 1, 2012, the back swipe period ends on Saturday, January 21 for the service week of January 1 to January 7, 2012. 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.

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Q. Will someone contact us regarding installation or do we contact them?

A. Media Riders Inc (MRi) is contacting providers to schedule POS installations. The POS installation process will take several months to complete. You will be contacted by MRi when they are installing POS devices in your area. If you have not already been contacted, please call MRi at 1-800-201-3573 to schedule an installation appointment.

Q. What do you do if you can't void transactions?

A. Voids can be performed on the POS device within the back swipe period. Contact the Ohio ECC Provider Helpline at 1-888-516-4776 for assistance with the POS Device. If the void is outside the back swipe period, the provider must submit an adjustment request to the CDJFS.

Q. What to do when a parent swipes in and transactions states already checked in when they haven't?

A. The provider should review the transaction information for that specific child using the PWeb. A child cannot be checked in if a previous transaction has not been closed (if the child hasn't been checked out from a previous day). Once the previous check in is identified, the caretaker can perform a previous check out to close the transaction. This will allow the caretaker to check in for the current day's care.