

Ohio Electronic Child Care (Ohio ECC) Provider Informational Session

Questions and Answers

Thursday, December 15, 2011 1:00-2:30pm

Q. Will I get a point of service (POS) device for free?

A. There is no charge to the provider for the initial POS device.

Q. Will we still have the option to be paid monthly?

A. No. Providers will all be paid weekly.

Q. Do we still collect co-pays from the caretakers?

A. Yes. Providers are responsible for collecting the weekly co-pays from caretakers.

Q. What if a parent forgets to swipe?

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 POS device and the swipe card.

Q. What if a family comes and they aren't listed in the system? We have some families that have been approved for months now, but they don't show up on our list to bill?

A. The caretaker should contact the county department of job and family services to determine if they are eligible and authorized to the provider.

Q. How will school agers be signed in/out during the day when they leave in the am for school and are picked up in the afternoon?

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 POS device and the swipe card.

Q. How do parents use the swipe cards if their children are picked up and dropped off by the childcare center? We have parents that do not come to the center at all because we pick up and drop off.

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 POS device and the swipe card.

Q. So if the swipe is denied, what should the caretaker do? Are they still able to leave the child at the provider?

A. This is a provider decision. The provider should use the Provider User Manual to determine the reason for the denial. If the child is not authorized or has exceeded their allowed hours within their category of authorization, the caretaker should contact the county department of job and family services to request additional hours, if eligible.

Q. How will absent days be used?

A. Absent days are per child. If another provider claims an absent day, the total remaining will be reduced to include the absent day the other provider reported. The number of remaining absent days for the child is available on the PWeb.

Q. Do you just record absences online or can you use swipe card POS device?

A. Absent days are recorded by providers on the PWeb or by using the Ohio ECC Provider Helpline at 1-866-516-4776.

Q. I have a private, part-time preschool with one family who will be utilizing this system. The child using my preschool is often picked up by his other childcare provider (someone who is a home care provider that takes care of this child outside of my private preschool hours. Since this caregiver is NOT part of my program, is she able to swipe him in and out?

A. If the caretaker has designated this individual to use their swipe card on their behalf this would be acceptable. However, the second provider cannot swipe the child in at their location.

Q. If a parent is awaiting approval for childcare services, but child care is provided, do I submit a manual claim form to get payment?

A. Once the family is determined eligible and the child is authorized to you, the caretaker must back swipe for any days not recorded. If care was provided outside the back swipe period, you can submit a manual claim form for payment for those days. If the family is determined not to be eligible, no payment will be issued.

Q. When will caretakers get the swipe cards?

A. Swipe cards were mailed to caretakers in December. Caretakers who have not received their swipe cards should verify their address with the county department of job and family services (CDJFS). If the address is correct, the caretaker should contact the Caretaker Helpline at 1-888-796-4322 and request replacement cards.

Q. Where can the provider get the reference card?

A. The Quick Reference Card will be given to the provider at the time of the POS installation. A copy can be printed from the CCIDS website located on the Child Care in Ohio website at: <http://www.jfs.ohio.gov/cdc/childcare.stm>

Q. How can I get a copy of this 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 long will it take to get paid after we start using the swipe card system?

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. What do we do if we feel the denied swipe is an error?

A. The provider should refer to the Provider User Manual to determine the reason for the denied swipe. The provider should contact the county department of job and family services if they feel there is an issue with the child's authorization.

Q. If the POS device is going through the internet will it affect our fax machine?

A. The installer can assist you with this question at the time of installation. It may depend on the set up of your fax machine, internet and POS device. Installers have successfully installed the POS device using the same line as a fax machine for providers.

Q. How do I find out my User ID and password?

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. Is it the responsibility of the provider to report all absences? For instance, say a child is out for three days sick, does the provider have to go in daily to report this?

A. Yes. The provider is responsible for reporting absences. Absent days are reported by the provider through the PWeb or by calling the Provider Helpline at 1-888-516-4776. The provider can choose how frequently to report the absences. However, all absences must be reported within the back swipe period. Payment adjustment requests for unclaimed absent days will be denied.

Q. I have a family that comes in the morning for work and evening for college. They are sometimes absent for the work hours but come for school hours. I usually claim hours present plus absent day. Will this change?

A. Absent days should only be claimed if a child was scheduled and did not attend for the period of a day. If the child was in attendance at anytime that day, an absent day cannot be claimed.

Q. How long is the back swipe period?

A. The back swipe period is the current week plus the two previous weeks. The week begins on Sunday and ends on Saturday.

Q. Will the POS device ever be able to allow parents to pay their fees using the device?

A. No. The POS device is not programmed for collecting payments.

Q. What is the password for the POS device to void a transaction?

A. The password is 123456 and is available in the Provider User Manual.

Q. How do I submit manual claims?

A. The manual claims requests are sent to the county department of job and family services (CDJFS) for processing. The manual claims form and instructions are in the process of being finalized and will be available to providers on the Child Care website. In addition, an email will be sent to all providers with this information.

Q. If a child arrives before the authorized time can they swipe in early if the Provider is OK with them arriving early?

A. A child is not authorized for care to begin at a certain time. Children are authorized within a category of authorization. If a child arrives early the provider should make sure the child isn't going to exceed the allowable hours for which they have been authorized. In addition, the provider must insure compliance with all licensing and certification requirements regarding group size.

Q. Do the caretakers still pay their monthly fees to the provider?

A. Co-pay amounts are weekly amounts and are paid directly to the provider.

Q. What is the Pay Source Code?

A. The pay source code is used by the county and state. This is not applicable to the provider.

Q. What are hours remaining?

A. In the PWeb, the only field displaying information regarding remaining time is the "Absent Days Remaining" field which displays the number of absent days the child has remaining in the current 6-month period. There is no indicator in the PWeb that displays the number of hours remaining on a child's authorization. The provider would have to review transactions for this information.

Q. Will the PWeb have restricted hours like the CCIDS website does?

A. The PWeb is available 24/7 except during times of scheduled maintenance. The PWeb does not follow the same schedule as the CCIDS Provider Portal.

Q. What if a parent only has a couple of hours left of their authorization for the week. Will the POS device let them know this or will it only deny them if they do not have any hours left for the week?

A. The category of authorization and the hours used within the category of authorization can be viewed by the provider using the transaction search function on the PWeb. The provider would have to manually calculate the remaining hours. The POS device will display an error code when the category of authorization is exceeded and the provider will be paid based on the category of authorization or the number of hours utilized, whichever is less. Information regarding denial codes on the POS device is available in the Provider User Manual.

Q. Will it still take 30 days to process new applications for parents? If so, how will we submit for payment as this would take us outside of the back swipe period.

A. Each county department of job and family services (CDJFS) has internal procedures for processing applications for new families within the 30 day period. If an application is not processed within the back swipe period, the provider can submit a manual claim for a period of time prior to the back swipe period.

Q. Our center charges infants and toddlers a \$90.00 weekly fee. We do not charge by the hour. Children over 2 1/2 are charged \$2.25 an hour. How do get the rate for the younger group of children with the swipe card?

A. All providers who completed and submitted a provider agreement using the CCIDS Provider Portal were required to submit rates in the form of hourly, part time and full time for any age category they serve. The system will calculate your payment from the rates submitted through the portal and the reimbursement ceiling based on the time the child was in attendance or the category of authorization assigned to the child, whichever is less.

Q. If a child is in attendance longer than part time which is the authorized time what will happen to the swipe?

A. The next time the caretaker attempts to swipe in during that week, the swipe will be denied.

Q. When does the state pull the information for weekly payment, on Sunday evening or Monday morning?

A. The Ohio ECC system begins to calculate the payment due to the provider on Sunday morning. The payment information is sent to JFS on Sunday to begin the payment process.

Q. When will the weekly payment system begin?

A. Providers will begin with weekly payments when Ohio ECC is live in all counties on January 1, 2012. 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. If there are 2 children how do you swipe each child?

A. Each child is assigned a unique 2-digit ID that the caretaker keys into the POS device at the time of check in and check out.

Q. How can we print the slide show?

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. Do you have to record an absent if it is a scheduled day off for the parent?

A. Absent days are only recorded if a child was scheduled to be in attendance but was not in attendance on that specific day.