

Ohio Electronic Child Care (Ohio ECC) Provider Informational Session

Questions and Answers

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

Q. Will the provider be informed if swipes are denied, or do we need to stand at the point of service device (POS)?

A. The POS device displays “Approved” or “Denied” when the transaction is completed. Swipe card transaction information, as well as authorization information, is also available to the provider on the provider website (PWeb).

Q. It's likely that not all parents are going to be responsible enough to activate their card, remember their PIN & child ID numbers, carry their card, etc. Are there any assurances that parents will be adequately trained so providers aren't penalized?

A. Training has been developed specifically for caretakers/parents. Included with the swipe card that is sent to caretakers is a Tip Sheet for using the swipe card with the POS and a Frequently Asked Questions Document. Additionally, a caretaker on line presentation is available at <http://www.ifs.ohio.gov/cdc/childcare.stm> Finally, providers have been given information specific to caretakers including 5 Things you can do to help your families prepare for Ohio ECC and 5 Things caretakers can do to prepare for Ohio Electronic Child Care.

Q. What if the caretaker forgets their card or forgets to swipe the card in the am or pm?

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.

Q. What day of the week will we be getting paid on?

A. Payments will be deposited within 5-7 business days from the Monday after the payment cycle starts. For Hamilton county providers, the first payment cycle begins on Sunday, November 20, 2011 for services provided October 30 – November 5, 2011. Payment information can be viewed on the PWeb.

Q. With the back swipe... will it be a problem if there are always back swipes for a family? I ask because I transport and the parent doesn't drive. Is it ok for her to back swipe all on one day? (which would be every 20 days)

A. The system will accept the back swipes as long as they are completed within the back swipe period. It is recommended that you develop program policies around the time frame for which you will allow a parent to not swipe transactions but care is provided. The swipe, or back swipe, transaction is used to determine your payment. The POS will work as long as it has a power source. Transactions are submitted once it is connected to the phone line or internet.

Q. Please clarify the back swipe period?

A. The back swipe period is the time period that includes the current week of service plus the previous two weeks. This is the period when all transactions, including check ins, check outs, voids, fees and absences must be recorded in order for payment to be made to the provider.

Q. If I wanted to start charging for transportation will ODJFS deduct that fee off of my check? (I saw that on the child payment detail report) under adjustments/deductions.

A. Fees are no longer included in the payment from ODJFS for services provided on and after 7/31/2011.

Q. If you have a child that you transport daily does the caretaker do the previous check in everyday when they pick up the child?

A. 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 device and the swipe card. The provider can develop their own policies around the time frame in which a back swipe must be completed.