

Ohio Electronic Child Care (Ohio ECC) Provider Informational Session

Questions and Answers

Saturday, September 17, 2011 12:00-1:30 pm

Q. When will I get the point of service (POS) device?

A. An installer from Media Riders Inc, (MRI) will be contacting you in the next several weeks to schedule an appointment for your installation and face to face POS training.

Q. Where could I get a copy of this power point?

A. The power point presentation was emailed to all pilot providers. Additionally it is available on the CCIDS web page located on the child care website <http://www.jfs.ohio.gov/cdc/childcare.stm>

Q. What if you pick up your children from home, school or bus stops who will swipe the card? I have a child that I pick up and drop off Monday – Friday, so how will that work?

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 and the swipe card.

Q. Does this mean we are going to get paid weekly?

A. All providers using the Ohio ECC system will be paid weekly once the first payment cycle begins. The payment cycle begins after the back swipe period ends. For Hamilton county providers the first payment cycle for the first week of service (October 30- November 5, 2011) will cycle on Sunday, November 20, 2011 and providers will have payment deposited within 5-7 business days from Monday excluding holidays.

Q. Do afterschool parents always have to do previous swipe when they pick their children up from day care if we get them from school? Is it okay to do every day? Is there a limit to how many back swipes we do?

A. Yes, anytime a caretaker or designee is not available to swipe the card to complete the check in or check out, the caretaker or designee will need to complete a previous check in or previous check out during the back swipe period. There is no limit to the number of back swipes that a caretaker or parent completes. A check out for a previous day must be completed before a child will be "approved" for a check in on another day.

Q. Does a denied swipe means the family doesn't have child care or is it a POS device issue?

A. A denied message means that the child is not authorized to the provider or that the child has exceeded the number of allowed hours within the category of authorization assigned by the county. Please contact the county to determine the reason for the denied message. Device problems will give you different error messages. These error messages are available in the Provider User Manual you will receive at the time of the POS installation.

Q. Does the POS device operate using a wireless connection?

A. No

Q. Should a provider check the list every day for each child?

A. The PWeb is available to providers to manage their program. This tool is available to you to use as frequently as you choose.

Q. I don't really understand the back swipe.

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. How do we know if the parents are about to lose their services so we can remind them to contact the county?

A. Providers will still receive notices from the county and the PWeb displays information about each child's authorization.

Q. What if the parent is late do we still log them in? What if they are late returning, will this be recorded?

A. Anytime a child enters or exits care, the caretaker or designee should swipe the card. The POS device does not cross check the time a caretaker is expected to be in care with the time of the swipe. It does check to see if a child has any more hours available to receive care within their assigned category of authorization. The parent or designee is responsible for using the swipe card. The provider is not permitted to use the swipe card for the parent/caretaker. If a caretaker is unable to swipe at the time of drop off or pick up, then a previous check in or previous check out can be completed during the back swipe period.

Q. Since this was required how will Hamilton County know that I participated in the webinar?

A. ODJFS recommended that you attend the webinar. If Hamilton County Job and Family Services required that you participate, then you will need to contact them with your question.

Q. If you have a computer in the home, will you need to have the device installed in the same area as the computer?

A. There is a 6 foot cable that is used to connect the POS with the telephone or internet connection. If additional cables are needed, the provider must supply those.

Q. I have not received a call about the installation of the POS devices, have they started installing yet?

A. MRI has started installing POS devices. However, it will take several weeks to reach every provider.

Q. Will caretakers still be issued a code number for absences?

A. No, This is not part of the Ohio ECC system.

Q. If the caretaker checks a child out late will the transaction be denied?

A. A denied message means that the child is not authorized to the provider or that the child has exceeded the number of allowed hours within the category of authorization assigned by the county. Please contact the county to determine the reason for the denied message. The POS device does not cross check the time a caretaker is expected to be in care with the time of the swipe. It does check to see if a child has any more hours available to receive care within their assigned category of authorization.

Q. Will the POS work on cable internet and phone line?

A. Yes, the POS device will work on both. There are two different device types. The MRI installer determines which type you need at the time of the installation. Please refer to the POS "What do I need to Know" document for more detailed information. This document was emailed to all providers and is available on the CCIDS web page <http://www.jfs.ohio.gov/cdc/childcare.stm>