

# Ohio Electronic Child Care (Ohio ECC) Provider Informational Session

## Questions and Answers

Tuesday, September 20, 2011 1:00-2:30 pm

**Q. How will School Age children who leave the center and return after school without their caretaker present to clock in and out if provider is not allowed to swipe them in and out?**

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 point of service (POS) device and the swipe card.

**Q. How will a caretaker get training if they do not have access to the internet or are unable to read.**

A. It is the caretaker's responsibility to get assistance understanding the information that has been made available to them. Providers can assist as well.

**Q. When can we expect the provider resources? We have not yet received this information.**

A. Some provider resources have been emailed to the pilot providers. Additional resources will be distributed at the time of the POS device installation. Most materials are currently available on the CCIDS web site <http://www.ifs.ohio.gov/cdc/childcare.stm>

**Q. Do we continue to follow the same attendance guidelines as in the past?**

A. Please refer to the Ohio Administrative Code that applies to your program for attendance requirements. Providers may wish to document the specific time in and out for each child in the event a parent needs to back swipe for child care services. This will assist in determining the time that must be entered on the POS to complete the previous check in or previous check out.

**Q. Who exactly will be contacted by MRI for the installation process when we have multiple sites?**

A. The installer will contact each provider location using the telephone number in the system. For licensed providers, this is the number entered by the provider into the COLTS-SOLAR on line system. Certified provider information is entered by the county certification worker.

**Q. When will MRI installers be coming to our programs to install the POS device?**

A. Installation appointments are being made now. The installers will be contacting each provider to arrange for the installation. The installations will continue through October for Hamilton county providers.

**Q. How will CCIDS know if a day is not a regular school day versus an absence?**

A. Providers are responsible for entering an absent day into the system using the Provider website (PWeb).

**Q. The cards are in place of the vouchers that we are currently receiving at childcare center?**

A. The swipe card is assigned and mailed to the caretaker and must be used by the caretaker to record the time and attendance a child is in care using the POS device. Contact your county child care case worker for more information.

**Q. What does unsettled mean?**

A. Unsettled means payment for a specific week of services has not been calculated. A settled period is a period that is outside the back swipe period. If an absence needs to be recorded by the provider using the PWeb, it must be done during the back swipe period (the current week plus the two previous weeks).

**Q. What should the provider do with the child if the caretaker is on their way to work and when they swipe their card and the transaction is denied?**

A. The caretaker or a designee, other than the provider, must swipe the child in and out of care. Providers are not allowed to swipe a child in and out of care. Providers are encouraged to develop business practices for their program to manage situations where a swipe is denied.

**Q. What if caretaker has dual providers? Will they have just one swipe card?**

A. Each primary caretaker will receive two swipe cards. The remaining caretakers on the case will each receive one swipe card. The cards will work at every provider where the child is authorized.

**Q. Caretakers must swipe their card for a provider to be paid. What if the provider does pick up and drop off and parent never comes to provider's home where the pos device is?**

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 point of service POS device and the swipe card.

**Q. We do not have an analog phone line at our check in area. Are we able to use the same POS unit for the broadband or internet connection?**

A. The installer will determine which device type is needed at the time of installation. There are different devices available depending upon the connection type.

**Q. Are the authorizations hours specific to days or can a parent be authorized for 26 hours of care and use my services for 55 hours?**

A. The category of authorization is broken down into 4 categories: Hourly (less than 7 hours), Part time (7-24.9 hours) Full time (25 to 60 hours) and Full Time Plus (more than 60 hours). The category of authorization that is assigned to a specific child is determined at the count level based on the qualifying activity and need of the caretaker (parent).

**Q. Does the caretaker or the provider report absence days?**

A. The provider reports absent days using the PWeb.

**Q. If a parent forgets to bring their swipe card would that affect our payment for that day for the child's attendance?**

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 point of service POS device and the swipe card. As long as a back swipe is completed, your payment will not be affected.

**Q. What if a parent isn't being honest when back swiping?**

A. The provider can void a POS transaction.

**Q. I am a type B provider, I plan to become type A soon. Will I be provided with another electronic device or will I have to purchase one?**

A. You will not have to purchase a new device. When you become a type A provider, you should contact the Ohio ECC Provider Helpline at 1-866-516-4776 to assist you with programming your device for your new 6 digit provider number that will be assigned by the state.

**Q. How does a parent swipe in a school-ager and a child that is here all day?**

A. The parent will swipe the card through the POS device and check in each child individually using their two-digit child identification number. If the school age child has left the program during the day and returned after school, the parent will complete a back swipe for the school age child. A previous check out will be completed to record the time the child left the program in the morning and a previous check in will be completed for the time the child returned to the program for the afternoon. Then the parent will complete a regular check out for the end of the day for both children.

**Q. Can you give examples of business practices for denied swipes?**

A. A business practice for a denied swipe might include the provider checking the PWeb to determine if the child is authorized to their program and if there are hours remaining within the child's category of authorization. This may include contacting the county. The program would need to determine if they are going to provide care for the child based on the information they obtain.

**Q. How will we know if a parent is denied?**

A. The POS device displays "Approved" or "Denied" at the time of the transaction, and the transaction information is printed on the receipt. Additionally, real time transaction information is available on the PWeb.