

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

## Questions and Answers

Wednesday, September 21, 2011 7:00-8:30 pm

**Q. What is the website where I can find a copy of these slides to print to use as a resource?**

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 pilot providers.

**Q. What happens if the transaction is denied? What does the provider do?**

A. If a transaction is denied the provider should check the Provider Website (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.

**Q. If provider picks child up from daycare how will they record 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.

**Q. I have some children that come to my home every day after school. How do their cards get swiped?**

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. Who assigns the children's unique numbers? Are they assigned by age?**

A. The unique two digit child identification numbers are randomly assigned by the system.

**Q. What do I do when I transport kids both ways and parent is never available for swiping?**

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. The provider will need to establish business practices for back swiping.

**Q. How does it work for new enrollments? Does the caretaker just swipe them in?**

A. The provider can view specific child authorization information using the PWeb. The provider should check the PWeb to ensure the child has been authorized to their program. When the child is authorized, a swipe card is mailed to the caretaker (parent) to be used with the POS device. Providers will continue to receive in the mail a copy of the authorization notice from the county.

**Q. Will the system go live for all of Hamilton County even if everyone has not had this webinar training?**

A. Yes.

**Q. Will there be additional information mailed out to providers to help with the new system?**

A. There are numerous resources available to providers on the CCIDS website <http://www.jfs.ohio.gov/cdc/childcare.stm> Additionally, providers have been emailed some resources. At the time of the POS installation, providers will be given a Provider User Manual as well.

**Q. What do we do when parents forget the swipe card but remember the children?**

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 will additional hours be handled on a particular day if the caretaker's specialist hasn't added them to the case?**

A. If the hours needed will impact the child's assigned category of authorization, the caretaker should contact the county child care caseworker.