

Ohio Electronic Child Care (Ohio ECC) Provider Informational Session

Questions and Answers

Thursday, October 20, 2011 10:30am – 12:00pm

Q. When will parents receive information about the cards and when will they receive their cards?

A. An early alert postcard will be mailed to caretakers in early November. Caretaker's swipe cards will be mailed in early December. The online presentation for caretakers is currently available on our child care website at <http://jfs.ohio.gov/cdc/childcare.stm>

Q. Will payments still be based on the nearest tenth of an hour?

A. No. Hours will be actual times, down to the second, and not rounded.

Q. What if you do transportation to and from and the parents do not come to your center?

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. Will the payments be deposited weekly or monthly?

A. Payments will be processed weekly once the provider is using Ohio ECC.

Q. Are the caretakers required to go through training or is it the provider's responsibility to train them on how to use the device?

A. A caretaker training is available in a video format on the Child Care in Ohio website <http://www.jfs.ohio.gov/cdc/childcare.stm> Caretakers also receive a tip sheet and Frequently Asked Questions document with their swipe card.

Providers will receive a POS Quick Reference Guide to place next to the POS device that gives step by step instructions on how to complete POS transaction. Providers can encourage caretakers to view the on line presentation and share the 5 Things Caretakers Can Do to Prepare for Ohio ECC document with their caretakers. The POS Quick Reference Guide and the 5 Things Caretakers Can Do to Prepare for Ohio ECC documents are available on the CCIDS web page located on the right hand side of the Child Care in Ohio website (address above). Click on Ohio Electronic Child Care to access all provider and caretaker resources.

Q. What is a manual attendance?

A. Manual attendance is when the provider keeps a written log of the time in and out for the children in their care.

Q. How will a provider know when a caretaker swipes the card and is denied?

A. The POS display will show a result of "denied" so the caretaker knows that the swipe is denied. Additionally, the paper receipt that can be printed for each transaction will show Approved or Denied. The provider can view all transactions (approved and denied) on the PWeb in real time as well. The provider may want to develop business policies for denied transactions to determine whether the child remains for child care services.

Q. Does it matter about temperature for the POS device?

A. Please direct this question to the installer from Media Riders Inc. (MRi) at the time of installation.

Q. When a family leaves your center without swiping out and they do not ever come back how will we get paid for that day?

A. Manual claims and adjustment processes has been developed to allow for a payment request in this circumstance.

Q. Do we enter absent days on the provider website (PWeb) or POS devices?

A. Absent days are entered on the PWeb or can be reported using the automated prompts on the Ohio ECC Provider Helpline at 1-888-516-4776.

Q. If a parent back swipes wrong time how can that be corrected?

A. A transaction can be voided by the provider on the POS device or by using the automated prompts on the Ohio ECC Provider Helpline 1-888-516-4776.

Q. Do we need a separate phone number for the POS devices?

A. This is not required.

Q. How can you have an unmatched entry if the caretaker is told at the time of the swipe that they has missed a swipe?

A. The POS will deny subsequent transactions until the unmatched entry is resolved. The provider can print an exception report from the POS device or log into the PWeb to view all unmatched transactions to determine which check in or check out was not swiped.

Q. If a caretaker is an employee at the site, when should the employee swipe their child in, before or after they sign in as a staff member?

A. The caretaker should use the POS device only during times they are not being paid by the provider as a staff member. The caretaker should swipe their child in upon arrival to the center and out upon departure.

Q. We serve children that attend special education preschool. At 11am the special education teacher transports the children to childcare. How can we clock the children in without waiting on the parent to do so at the end of the day?

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 don't understand the back swipe option

A. If the caretaker is not present to swipe their card at the time of drop off or pick up, the caretaker has the option of reporting the attendance at a later date during the back swipe period. The back swipe period is the current week of service plus the two previous weeks, beginning on a Sunday and ending on a Saturday. If children are transported to or from your program by the school bus, for example, the caretaker will complete a back swipe (a previous check in) for the time the bus dropped the child off at your program when they pick up the child.