

Ohio Electronic Child Care (Ohio ECC) Provider Informational Session

Questions and Answers

Wednesday, November 16, 2011 10:30am – 12:00pm

Q. How do you claim an absent day?

A. Absent days are reported using the provider website (PWeb) or by calling the Ohio ECC Provider Helpline at 1-888-516-4776. Children are allotted 10 absent days within a 6 month period.

Q. With the authorizations that we have received, there is a 'weekly' and a 'monthly' co-pay fee. The weekly fee does not add up to the monthly fee.

A. The calculation for converting monthly copayment rates to weekly copayments rates for fiscal year 2012 is done by multiplying the monthly copayment amount 12 and then dividing that amount by 53. The reason the annual amount is divided by 53 instead of 52 is due to the fact that Fiscal Year 2012 contains 53 weeks. Following the statewide transition to the Ohio ECC system there will only be weekly copayment amounts assigned to eligible families. All families authorized by counties currently using Ohio ECC should pay a weekly co-pay amount at this time.

Q. What if parent adjusts times back two weeks will the provider be paid the difference?

A. The provider would have to void the caretaker's transactions and the caretaker would need to complete a previous check in and previous check out during the back swipe period. Once a week is settled, no adjustment can be made to the time the child was in care.

Q. Do the caretakers have access to the provider's personal information by using the swipe card?

A. No.

Q. If I do emergency care for another provider do I just use the caretaker's swipe card and get paid from their card?

A. Providers are only paid for providing child care services to children authorized to their program. The swipe card can only be used at the location where the child is authorized. The caretaker would swipe/back swipe the emergency care at the provider where their child is authorized. That provider would then reimburse their approved E/S caregiver in accordance with payment stipulations detailed in the completed JFS 01923 "Emergency/Substitute Caregiver Statement". Child care providers should never use a caretaker's swipe card.

Q. When the parent swipes the card, and if they have exceeded their authorized hours within their category of authorization, will a message appear for the parent informing this of this?

A. The point of service (POS) device will display an error message code. The codes can be found in the Provider User Manual.

Q. Does the POS device immediately replace the written method as soon as it is installed, or do we wait until January?

A. Continue to send invoices to the county in the same way you are now for any services provided before January 1, 2012.

Q. What if your power is out for more than 5 days; I have a generator so I can run my daycare but it would ruin my computer if I hook it up to run the POS?

A. The POS device can be taken to another location where there is a power source and computer access to send the transactions within the 6 day period.

Q. What documents need to be kept for audit purposes?

A. This is a provider business decision.

Q. If you have more than one location can reports be printed from one location for all POS devices?

A. No. Reports printed from the POS device are specific to the provider location where the device is installed.

Q. If a grandmother is an employee at our center and drops off / picks up child daily, will she be able to continue to do so as a designee?

A. Yes. She needs to use the POS device when not acting on behalf of the provider.

Q. Can providers use the PWeb before January 1, 2012 when we go live?

A. Yes. Providers can log in. However, information specific to providers will not be accessible until a few days before go live.

Q. If they can only swipe back 2 weeks what do they do if it takes the county 30 days to approve an application?

A. Providers can submit a manual claim to their county to request payment for this time gap.

Q. How do school age parents know what time to back swipe their kids in and out when they get on the school bus?

A. Providers can keep records that include the time in and out of care for these children.

Q. Why are parents not required to attend a class to learn how to use their swipe card?

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 transactions. 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. On placement letters for school-agers who were PT during school year, a caseworker would make a note allowing FT care during school holidays and vacations. Will this still be, and will the system know not to deny school-agers once they cross into FT?

A. The authorizations will need to be changed in the system by the county if more authorized time is required during the summer/holidays/vacations. Please note: changes will only be needed for weeks where the maximum hours of care included in the current category of authorization does not meet the authorized care needs. Caretakers would need to contact their county case worker to inform of the need for the next higher category of authorization.

Q. What happens if a parent who dropped her school-ager off in the AM, forgets to do a previous swipe out and previous swipe in before the final swipe out at the end of the day? Can we go back and add those swipes if we are still within the back swipe period?

A. The provider will need to void the final swipe out. Then the caretaker can complete a previous check out and a previous check in before completing the final check out for the day.

Q. In terms of reimbursement, what is the value of an absent day? It looks like there is only a place to enter a day...not a number of hours.

A. Reimbursement for absent days is dependent on the category of authorization; rule 2-16-41(F) contains the values. You enter absent days per day.

Q. Are providers allowed to develop their own policies regarding a parent or pick-up who does not have a card with them? Would we be allowed to not allow them to stay without swiping in?

A. This is a business decision that can be determined by the provider.

Q. What if the POS shows denied, is it up to the center to let the child stay at the center until problem is resolved?

A. Yes. This is a business decision to be determined by the provider.

Q. Regarding manual claims...if we are past the back swipe period, does the parent still have to swipe their card to enter the child's attendance information or do we submit the information to the county manually?

A. The system will not allow for swipes to be accepted if the service period is settled. All information would need to be submitted using the manual claims form.

Q. Right now if we claim an absent day, we put down how many hours the child should have been at day care. How do we do this with Ohio ECC?

A. The provider records just the date the child was absent.

Q. What if an absence is not entered until the following week and we've been paid for the day already?

A. Payment is rendered after the back swipe period ends, which includes the current week and the two previous weeks. Absent days cannot be entered after the service period has been settled.

Q. What do weekly co-payments mean?

A. Caretakers are no longer assigned a monthly co-payment once using Ohio ECC. All co-pays will be assigned by child by week by provider.

Q. Parents that are employees will be able to swipe in/out correct?

A. Parents should swipe their card when not acting on behalf of the provider.

Q. What happens if a caretaker does not swipe within the back swipe period allowed?

A. A manual claim request for payment can be submitted to the county department of job and family services. Payment for a provider is calculated from the swipe card transactions completed by the caretaker using the POS device.

Q. I'm still not sure how to go ahead and claim for the month's day care usage.

A. The caretaker's swipe card transactions are electronically submitted to the Ohio ECC system where the payment for the provider is calculated. The provider does not have to submit anything other than rates using the CCIDS Provider Portal and reporting absent days using the PWeb or Ohio ECC Provider Helpline.

Q. When is the provider portal updated? How often is it updated? If a case is approved does it automatically show up?

A. The provider portal does not show authorization information. The PWeb does. The information is updated every night.

Q. Does the county still have 30 days to authorize a case? If so, why do we only have 20 days to back swipe? As a U.W. agency we allow families to enroll as we determine they are eligible and back bill once we receive authorization. Should this process change?

A. The county does have 30 days to determine the eligibility of an application. The back swipe period is the current week plus the two previous weeks, anywhere from 15-21 days. Counties determine eligibility and authorize the child to a provider. It is a business decision if you wish to provide child care services prior to confirming if a child is eligible.

Q. How will providers know exactly how many hours a child is approved, for example all FT children cannot be approved 60 hours and how will PT be determined whether it's over or under 7 hours?

A. Providers will receive copies of the notices sent to the caretakers. Additionally, all category of authorization information is available on the PWeb. The child is assigned a category of authorization that permits the child to be in care for up to a certain number of hours. The transition to categories of authorization (COA) should initiate conversations between providers and caretakers for the expected/anticipated care needed for the coming week. It is the providers' responsibility to appropriately plan for staffing needs to meet ratios, group size and supervision requirements.

Q. If payments are made weekly, how long do we have to make sure all back swipes and absences are posted on each child's account?

A. The provider should ensure that all information is entered before the back swipe period ends for that week of care.

Q. Who calculates absent hours? What if the caretaker is there 4 hours on Thursday but is absent on Friday and she works 8 hours on Friday?

A. Providers will be able to bill absent days within a caretaker's category of authorization for any day that child care was not provided/swiped in a given week. Once a child's 10 absent days within the 6 month period have all been applied, any additional "absent days" will become a private matter between the caretaker and their provider. Please note: It is anticipated that providers should consider conversations regarding care expectations for the week when deciding the appropriateness of billing an absent day.

Q. How will we know if a child's authorization has been denied BEFORE the child sits?

A. The provider can view authorization information using the PWeb prior to the child attending at the program.

Q. Does MRI have internet equipment? Some centers are being told they can only install analog?

A. Yes. Internet and analog POS devices are available.

Q. If a parent forgets to swipe in but does swipe out, will the swipe out be recorded as the swipe in?

A. No. The swipe out will be denied because there is not a corresponding swipe in.

Q. Will I need to repeat this seminar for the rest of my centers because all of my Director's sat in on this one in a conference room in my center?

A. ODJFS is not tracking attendance for provider webinars.

Q. Does the provider enter any payment information on the PWeb, or is it all through county?

A. The provider does not enter any payment information into the PWeb. The payment information is determined by the Ohio ECC system based on the swipe card transaction information submitted by your POS device.

Q. We have 50 children exactly. Should we get another POS device at installation for future cases?

A. MRi will be prepared to install one POS device if you currently have 50 children authorized. You can lease additional devices by contacting the Ohio ECC Provider Helpline at 1-888-516-4776.

Q. When do absences get recorded, on a daily or weekly basis? Is it OK to record every week for the previous week?

A. This is a provider decision.