

Ohio Electronic Child Care (Ohio ECC) Provider Informational Session

Questions and Answers

Thursday, November 17, 2011 7:00-8:30pm

Q. Where would I find the slide show so I could follow?

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 providers using the email address that was entered into the CCIDS Provider Portal.

Q. Can the parent leave their card in the child's diaper bag in a cubby?

A. Caretakers are responsible for their card and can leave it in the diaper bag.

Q. What if the paper is turned off when the state/county send a broadcast for the provider?

A. The POS device displays that a broadcast message is available.

Q. What if a parent is running late from work?

A. Each child is authorized for a category of time. If the additional hours a child will be in care will exceed the hours within the category of authorization, the caretaker should contact the county.

Q. What if other people pick up the child(ren)?

A. The caretaker can designate someone other than the provider to use their swipe card. If the person picking up does not have the swipe card then 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. Do centers get 18 rolls per POS device?

A. Yes the rolls are per POS device and centers get 18.

Q. How do we claim absent days?

A. Absent days are reported using the provider website (PWeb) or by calling the Ohio ECC Provider Helpline at 1-888-516-4776. A child is eligible for a maximum of ten absent days during each six-month period of January through June, and July through December of each state fiscal year.

Q. Do our children that are private pay still use the paper trail that we currently use?

A. The Ohio ECC system does not track private pay families.

Q. What form is used for manual claims and adjustments and to whom does it go?

A. There are two forms, one for manual claims and one for adjustments that are submitted to the county for processing. These forms will be in clearance soon and then made available to providers.

Q. How will you know the parent's schedule if their work/school schedule changes weekly? How will know if they are eligible for childcare? Is it based solely on the number of hours they are approved for weekly?

A. The provider can view authorization information, including the category of authorization assigned, using the PWeb. The provider and caretaker should determine the hours of care needed within the category of authorization.

Q. Can I move the POS after installation?

A. Yes, be sure that everything is connected and that transactions are being sent.

Q. If an analog POS is installed and we later decide to use internet, can we call and have the other device sent to replace the one we have without it being defective?

A. Yes. You would call the Ohio ECC Provider Helpline at 1-888-516-4776.

Q. What does category of authorization mean?

A. The category of authorization is a weekly total 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. We will still use our paper invoices at all once this starts?

A. Invoices will no longer be processed for payment, payments are based on the swipes using the swipe card and POS device. That is a provider decision. You may want to track in and out times in the event a caretaker needs to back swipe for care.

Q. If a child had more than one provider, will the absent days show the total between the two or just for that provider?

A. Absent days are per child. If another provider claims an absent day, the total remaining will include the absent day the other provider reported.

Q. What happens if I have a problem with my PC and I send it for repair and it takes some time to fix, like a few days. Should we back swipe all the days we missed?

A. Your PC is not needed to record transactions using the POS device. Caretakers can continue to use the POS device to submit check in and check out times to Ohio ECC.

Q. When there are two providers and the child has not been checked out at provider 1, will the system allow the child to be checked in to provider 2?

A. Yes. The check in and check out transactions are specific to one provider location.

Q. Is this presentation posted?

A. This presentation will be posted to the CCIDS web site <http://www.jfs.ohio.gov/cdc/childcare.stm>

Q. What will the procedure be for the midnight shift? Do caretakers still have to clock out at midnight and back in at 12:01 or does that just apply to Saturday night /Sunday care?

A. That situation only applies to Saturday overnight to Sunday care. At the time of pick up on Sunday, prior to checking out the child for the day, the caretaker must complete a previous check out for 11:59 pm on Saturday and then complete a previous check in for 12:00 am Sunday.

Q. Do you have to have a tax ID number?

A. A tax ID number is required to be submitted when using the CCIDS Provider Portal to completing banking information.