

Ohio Electronic Child Care (Ohio ECC) Provider Informational Session

Questions and Answers

Tuesday, November 22, 2011 1:00-2:30pm

Q. When can I expect to receive a point of service (POS) device if I do not have any active authorizations at this time?

A. You will receive a POS device after the county has authorized children to your program.

Q. We have difficulty getting parents to clock in and out now. What is their motivation for ensuring that they are swiping properly?

A. Providers are encouraged to develop business practices to assist with managing this issue. If the problem persists, please contact your county department of job and family services.

Q. Our POS Device was installed yesterday. We were only given 4 rolls of paper, not including the roll already installed. We are a center, and you stated we should have received 18 rolls. How do we obtain the other 11 rolls?

A. Please email the CCIDS_Help_Desk @jfs.ohio.gov with this issue and they will assist in getting you the additional rolls of paper.

Q. Where do we acquire a Quick Reference Card?

A. The POS Quick Reference Card will be delivered by the Media Riders Inc (MRi) installer at the time of the POS installation.

Q. Will we be given a copy of this material so we can read over it?

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. If a provider currently has 6 children "swiped in" to them, will the system prevent another child from being swiped in?

A. No. The system does not count the number of children that are swiped in and deny any additional swipe card transactions.

Q. Are we going to get a new 310 with weekly fees by e-mail or we responsible for figuring it out ourselves based off their current 310?

A. Once a county begins using the CCIDS eligibility and authorization system, caretakers and providers will be sent notices in the mail indicating their weekly copayment amount.

Q. What if the parent forget to swipe 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 POS device and the swipe card.

Q. Will there be some type of alert for the provider if a caretaker has a part time authorization and has used 22 hours of it, and only has 2.9 hours left (to prevent them from going over the P/T hours)?

A. No. The provider can monitor the hours for a specific child using the PWeb.

Q. Can the people on the parents pick up sign out list swipe for the parents?

A. The caretaker can designate someone other than the provider or someone acting on the provider's behalf to use their swipe card at the time of pick up or drop off.