

# Provider Top 25 FAQ

## Centralized Payments

- 1. Will a provider who serves children in more than one county receive more than one check/direct deposit payment since two different counties will be authorizing payment?**  
The provider may or may not receive multiple direct deposit payments depending on the schedule in each county for approving invoices or rosters. If the counties are on the same schedule, then the billing for both counties will be added together and the provider would receive one deposit. However, if they are on different schedules, the provider could get two separate deposits and two payment history reports to support the deposits.
- 2. Will our rates increase?**  
The Department is not changing policy for determining payments to providers. As a business, providers may enter new customary rates into the CCIDS Provider Portal beginning March 8. However, the reimbursement rates will continue to be determined in accordance with rule 5101:2-16-41 of the Ohio Administrative Code requirements.
- 3. If a provider has a problem with their reimbursement in the new system, will they contact the state beginning in May?**  
Providers will continue to contact the County Department of Job & Family Services (CDJFS) for issues regarding payments, as the CDJFS is still responsible for calculating and entering payment amounts into the new system.
- 4. On what day of the month will I receive my monthly payment?**  
The County Department of Job & Family Services (CDJFS) will still be responsible for processing invoices until Time and Attendance is implemented in the fall. The actual date you receive your payment will be dependent upon when the provider submits their invoice to the CDJFS and when the CDJFS marks the invoice in the system as "complete." This will likely vary from county to county, but providers will only receive one payment per month from each county. Once counties implement Eligibility and Authorization providers can be paid as often as weekly. Contact the CDJFS to determine what their schedule for processing invoices will be.
- 5. Where can I get more information about the providers unionizing?**  
You may contact the union directly for information. AFSCME Council 8 can be reached toll free at 1-800-282-3014 or locally (in the Columbus area) at 614-841-0595. Additionally, you may access a union newsletter and additional union information at [www.afscmecouncil8.org](http://www.afscmecouncil8.org)
- 6. Will you be taking the proper taxes out of the reimbursement or will that still be our responsibility?**  
No, that will be the provider's responsibility. Providers will continue to be independent contractors and not employees, therefore, as with any business, providers will continue to be responsible for maintaining financial records and paying taxes. Providers will continue to receive a 1099 reflecting their income. For tax year 2010 providers will receive a 1099 from both the county and the state, beginning with tax year 2011, all 1099s will come from the state.

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**7. Will providers receive a printout at the end of the month before payment is issued to review for billing errors and/or verify hours are correct?**

Not at this time. Providers will be able to access a payment history report using the CCIDS Provider Portal. These reports will be available when the Ohio Department of Job and Family Services (ODJFS) starts making payments in May 2010. Once Time and Attendance is implemented, there will be additional reports available to the provider.

**8. During the first month, will we be paid for all of April if the invoices have been billed by the end of April?**

The monthly payment calendar will remain the same, with the last day of the payment month being the last Saturday of the calendar month. You can view the calendar on the e-manuals website under the appendix in rule 5101:2-16-07. The e-manuals website is <http://emanuals.odjfs.odjfs.state.oh.us>

## **Provider Agreements/Provider Portal**

**9. How do I set up my direct deposit online? What website do I go to?**

Direct deposit information, including the provider's bank account and routing number, will be submitted to the Ohio Department of Job and Family Services (ODFS) when the provider completes the Bank form using the CCIDS Provider Portal. The website for the CCIDS Provider Portal is <https://www.ccidsportal.ohio.gov>

**10. Is there training available for how to access the provider portal?**

Providers can go to <http://www.jfs.ohio.gov/cdc/CCIDS.stm> to access the CCIDS Provider Portal Instructions and a slide show presentation "How to Use the CCIDS Provider Portal". Providers will also receive a letter with the CCIDS Provider Portal Instructions.

**11. I received a letter from the ODJFS stating that as of March 27, 2010 our contract will be terminated and a new contract will need to be signed with ODJFS. I have not received any information about this from ODJFS.**

Providers will enter into agreements with The Ohio Department of Job & Family Services (ODJFS) that will be effective March 28, 2010 forward. In order to make sure you do not experience a break in payment, currently contracted providers will need to follow the instructions mailed to providers in letters dated December 11, 2009, January 29, 2010 and March 1, 2010 and complete a provider agreement, using the CCIDS Provider Portal, prior to March 26, 2010.

**12. We do not use an hourly rate. We charge for half days (0-5 hours) and full days (5-12 hours). Do we need to implement an hourly rate? If we do, what is your suggestion for when the hourly rate becomes the half-day rate?**

Yes, you do need to develop an hourly rate. To enter into a provider agreement with the Ohio Department of Job and Family Services (ODJFS), the Ohio Administrative Code (OAC) requires providers to establish full-time weekly, part-time weekly and hourly rates for each age range of children they serve. While establishing rates is a business decision, OAC 5101:2-16-41 (C) (5) states, "hourly reimbursement shall be made when one-tenth of an hour up to six and nine-tenths hours of care are provided in a week".

## **Time and Attendance – Anticipated to begin in the Fall**

**13. How will the CCIDS system allow me to bill for absent days?**

The county is still responsible for calculating invoices, therefore you will continue with the same process for absent days as you have been following. Once the Time and Attendance module is implemented, the state will be calculating the invoices and will continue to pay for absent days based upon the current

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policy. The process for reporting absent days in the new Time and Attendance system will be made available to all providers as we move closer to implementation of that system.

**14. What will the process be if a parent loses a swipe card?**

A process will be established for replacement of lost cards. Swipe cards will be replaced quickly and without cost, as long as replacement requests from the caretaker are not excessive. The Ohio Department of Job and Family Services (ODJFS) will also establish alternative options for signing in until the lost card is replaced. This may include utilizing a website, telephone Interactive Voice Response (IVR) system or “back swiping”. Details will be provided once a vendor is selected.

**15. If the system is down, how will we process for the day?**

Devices are to have “store and forward” capability, but you may have to retroactively swipe a card or override an entry depending on the nature of the problem. Specific details about system outages will be provided as we move closer to implementation of the Time and Attendance system.

**16. Who will be responsible for any maintenance and replacement costs for the POS machine?**

The vendor is responsible for all maintenance and replacement costs of the Point of Service (POS) machine unless the machine is lost, misused or abused, in which case the vendor may choose to bill the provider.

**17. Will families be allowed to have more than one swipe card?**

In our proposed vendor requirements we asked all potential vendors to provide families with multiple swipe cards based upon each family’s need.

**18. Will reports be available to providers on the new system?**

We have asked the vendor to provide a variety of reports that would be useful to a child care business, including information on attendance, co-payments and eligibility and authorizations. The Ohio Department of Job and Family Services (ODJFS) has requested that reports will be available to providers in a variety of formats, including online, via a telephone Interactive Voice Response (IVR) system and directly from the Point of Service (POS) machine.

**19. What happens if the caretaker/parent forgets to bring their swipe card, loses it, or forgets to swipe the child out? What happens if a school age child gets off the bus at the center/home? What will be the procedure for the center to ensure the caretaker/parent swipes the child in and out?**

If the caretaker/parent does not swipe it in/out one day, the option will be available for the caretaker/parent to “back swipe” the card for the missed day, within the next 10 days. Providers will need to develop policies and procedures to inform caretakers/parents about the requirements for swiping in and out. These retroactive swipes will be tracked and will be available to the provider and the state for review.

**20. Are providers required to use the Time and Attendance system and what is the provider’s cost for the equipment?**

Providers wishing to provide services to children receiving Publicly Funded Child Care (PFCC) assistance will be required to participate. The machine will be provided at no cost to the provider and the vendor will be responsible for maintaining the machine. The vendor does reserve the right to charge for damaged or lost machines.

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21. **Will ODJFS be training us on the new Time and Attendance process?**  
Yes, there will be training and support available for providers regarding the new Time and Attendance system. The method of training and other details will be provided once a vendor has been selected for the project.
22. **Why has ODJFS decided on swipe cards instead of a key-code system? It seems that it would be much easier to record sign-in/out if building access was through a key pad.**  
Research was completed to determine the most cost-effective, efficient and well-tested system. The decision was made to go with the swipe cards. Swipe card systems have been implemented successfully in other states.
23. **How many Point of Service (POS) machines will each center receive?**  
We have requested the vendor provide one Point of Service (POS) machine for every 50 children receiving Publicly Funded Child Care (PFCC) enrolled at the center. Additional details regarding access to Point of Service (POS) machines will be available once we have identified a vendor. Please visit our web page at <http://www.jfs.ohio.gov/cdc/CCIDS.stm> for further communications and updates.
24. **Will caretakers be able to keep cards onsite or do they have to keep the cards with them?**  
Cards will not be allowed to be left on site with a provider. The vendor will provide enough cards to caretakers/parents to meet their needs but the caretaker/parent will be required to bring the card with them to sign their child in/out for the day. Each caretaker/parent will have a unique Personal Identification Number (PIN) they will have to enter when they swipe their card. This PIN is not be shared with the provider, as it is the caretaker's acknowledgement authorizing care.
25. **What type of phone line is needed to operate the Point of Service (POS) device?**  
Providers are currently required to have either a landline or DSL based telephone line at the location where care is provided. This line can be used to transmit data from the Point of Service (POS) machine to the Ohio Department of Job and Family Services.