CCIDS Child Care
Information Data System

Ohio Electronic Child Care (Ohio ECC)

Provider Informational Session

Ohio Department of Job & Family Services

Welcome!

- A lot of information – Don't panic ☺
- Information available many places
  - Use your handouts for the session
  - Documents available on CCIDS website
  - Attend additional live sessions
  - Recordings posted on Provider Website for later viewing
  - Printed items from installer
- Common Terms
  - Main terms, detailed glossary in your Provider User Manual
- Asking Questions
  - Use Q&A feature
  - Contact the CCIDS Help Desk
  - Questions from Webinar posted to CCIDS website

Agenda

- Welcome and Introductions
- Overview of Ohio ECC program
  - Why? What changes? What stays the same?
- The Role of the Caretaker
  - Procedures, Resources, Responsibilities
- The Role of the Provider
  - Procedures, Resources, Responsibilities
- Preparing for Installation
- Provider Website (PWeb)
- Getting Help
- Project Timeline

Common Terms

- ODJFS – Ohio Department of Job and Family Services
  - The agency that supervises the Ohio ECC system and the CCIDS program
- CDJFS – County Department of Job and Family Services
  - The local agency that administers the publicly funded child care program
- Caretaker – Parent
  - In Ohio rule, “caretaker” is the parent or person in the home who has responsibility for the child

Common Terms

- POS– Point of Service
  - The device that caretakers (parents) swipe the card through
  - The POS remains at your program
- IVR – Interactive Voice Response
  - The part of the telephone system where the caller can do things by listening to voice prompts
- CSR – Customer Service Representative
  - The person on the phone who can help answer questions when a parent or provider calls in for help
- PWeb – Provider Website
  - A secure internet site with all attendance and transaction information gathered by the POS. Also, the location to view payment information and report absences

Child Care Information Data System CCIDS

- Statewide automated system
- Subsystems
  - Eligibility and Authorization (EA)
  - Centralized Payments (CP)
  - CCIDS Provider Portal
  - **Ohio Electronic Child Care (ECC**)

Ohio ECC Overview

What is Ohio ECC?

- Ohio Electronic Child Care
- Ohio ECC is an automated time and attendance tracking system
- Ohio ECC is managed using a POS (Point of Service) device and a magnetic stripe card
- Caretakers use a swipe card to report attendance each day
- The data collected by the POS device is transmitted to the Ohio ECC system for verification of benefits and to calculate payments to the provider

Affiliated Computer Services- ACS

- Vendor selected by ODJFS through competitive bid process
- ACS provides proven training experience in several state ECC projects
- Currently have 5 other states live and in production using the ECC system
    - Oklahoma, Texas, Louisiana, Indiana, Colorado
- Currently have 4 other states scheduled to go live by end of 2011
    - Alabama, New Jersey, Virginia, North Carolina

Why Ohio ECC?

- To automate the collection of attendance data
- To verify a child received care from a specific child care provider
- To give caretakers (parents) the responsibility for reporting child care services
- To reduce manual processing of invoices and use of multiple systems

What are the benefits?

- Automation!
- More accurate attendance tracking
- Providers receive weekly payments
- Real-time information
- Provider access to attendance records and reports through the point of service (POS) device and the Provider Website
- Reduction in errors and improper payments

What changes?

- Attendance is recorded electronically using the POS and the swipe card
- Automated payment calculation
- Reduced paper invoicing
- Providers are paid weekly
- New authorization, attendance and payment reports
- Real time transaction information available to providers
- Weekly co-payments are assigned
- Manual claim process for services outside back swipe period

What stays the same?

- ODJFS continues to license providers
- CDJFS continues to certify Type B providers/in home aides
- CDJFS manages overpayments and underpayments
- Caretakers contact the county for eligibility assistance
- Caretakers and providers will still receive notices
- Provider completes Provider Agreement via CCIDS Portal
- Providers continue to report absences

Who uses Ohio ECC?

- Caretakers
  - To report their child's attendance
- Providers
  - To collect attendance data
  - To record absences
  - To view and download reports
- State & County Staff
  - To manage caretaker participation in the program
  - To assist caretakers & providers with information
  - To process manual claims and authorization level adjustments
  - To communicate with providers using broadcast messages

Ohio ECC Tools

- Caretakers
  - Swipe card
  - Caretaker Helpline/IVR
- Providers
  - POS device
  - Provider Website (PWeb)
  - Provider Helpline/IVR
- State & County Staff
  - Administrative Terminal (AT)
  - Broadcast Messages
  - CCIDS Help Desk

How Ohio ECC Works

Equipment required

Ohio ECC Swipe Card

Point of Service Device

Point of Service Device - POS

- Providers with active authorizations for children receive a POS device
- Caretakers (parents) receive swipe cards
- POS device is located with child care provider
- Provider cannot swipe or back swipe for caretakers

POS

- One POS for every 50 authorized children
  - Providers can request additional devices at their expense
- Provider Equipment agreement between ACS/provider on care of POS
- Normal wear/tear or defects
  - Provider calls Ohio ECC Provider Helpline and new device sent with postage paid packaging to return defective POS
- Will be mailed within 48 hours
- Provider can keep same POS if they relocate

CARETAKERS

How Caretakers (Parents) Report Attendance

- Cardholder will swipe the card at the POS device
- Cardholder will enter their secure 4-digit Personal Identification Number (PIN)
- Cardholder will select one of the options shown on the POS:
  - Check In/Out, Previous Check In/Out
- Cardholder will enter their child's 2-digit number (01, 02, 03, etc.)
- Cardholder will press Enter key again to complete transaction

What have caretakers been told?

- Primary caretakers are issued two cards
- All other caretakers on the case are issued one card
- Caretakers can choose someone as a designee to use their card
- After getting the card, the caretaker must activate card and select their 4-digit PIN by calling an 800 number
- If lost or stolen or damaged, ACS replaces
- Penalties to providers for possession or use of card
- Penalties to families for leaving card with provider

Verification Process

- The POS transaction is sent to Ohio ECC for verification:
  - ✓Case Eligible
  - ✓Child Eligible
  - ✓Correct Provider
  - ✓Authorization Category
- If all the checks are confirmed, the transaction is approved
- If any check fails, the transaction is denied

Caretaker Postcard

Ohio ECC is Coming Soon

The Ohio Department of Job and Family Services is implementing a new Electronic Child Care system called Ohio ECC. You will be in charge of reporting your child's attendance using this swipe card with your child care provider's card reading device. Your card and instructions will be mailed to you in the coming weeks.

Watch your mailbox for your card.
Do not throw the card away!

For more information please go to
http://jfs.ohio.gov/cdc/childcare.stm

Ohio ECC llegará pronto

El Departamento de Trabajo y Servicios a la Familia está implementando un nuevo sistema electrónico para la guardería de niños, llamado Ohio ECC. Usted estará a cargo de registrar la atendencia de su niño a una guardería al deslizar esta tarjeta en el lector de tarjetas magnéticas de la guardería. Su tarjeta y las instrucciones para usarla le serán enviadas por correo en las próximas semanas.

Revise su buzón para recibir la tarjeta.
¡No tire la tarjeta a la basura!

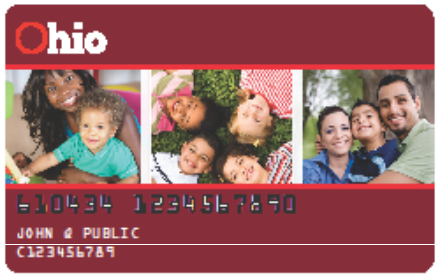
Para más información favor visite la pagina web
http://jfs.ohio.gov/cdc/childcare.stm

Ohio | Department of Job and Family Services

Caretaker postcard, card mailer and FAQ are provided in English and Spanish

P.O. Box 81129
Austin, TX 78708 - 1129

John Cardholder
123 Any Street
Any Town, USA 12345



Do not throw this card away!

You must have this card to receive your child care benefits.

Here is your new Ohio ECC Swipe Card

Before using your new Ohio ECC swipe card:

- You must call 1-888-796-4322 (TTY 1-877-411-6059) to activate your card and create your Personal Identification Number (PIN).
- You will need the number on the front of your card and your date of birth.

Keep your swipe card and PIN safe:

- Memorize your PIN.
- Do not give your PIN to your child care provider.
- Do not leave your card with your child care provider.

Your responsibilities:

- You are responsible for your card. Giving your card to your provider can result in termination of child care benefits.
- You must use this card to report attendance.
- Tell your child care caseworker if you change your address or phone number.

Ohio ECC Caretaker Helpline: 1-888-796-4322
Call 24 hours a day, 7 days a week if:

- You need to activate your card.
- You forget your PIN.
- Your card is lost, stolen or damaged.

Ohio | Department of Job and Family Services

Detach and keep with your card

OHIO ECC CARD CARRIER TIP SHEET

How to Report Attendance:

1. Swipe your card through the card reading device
2. Enter your 4-digit PIN
3. Select the attendance type:
   - Check In
   - Check Out
4. Enter the 2-digit child number (ex. 01) and press Enter
5. If you are recording the same action for more than one child, enter the next 2-digit child number and press Enter
6. When finished press Enter again to complete

How to Report Attendance for a Previous Day:

1. Swipe your card through the card reading device
2. Enter your 4-digit PIN
3. Select the attendance type:
   - Prev Check In
   - Prev Check Out
4. Enter MMDD (ex. 0505 for May 5) and press Enter
5. Enter HHMM (ex. 0800) and press Enter
6. Enter 1 for AM and 2 for PM
7. Enter the 2-digit child number (ex. 01) and press Enter
8. If you are recording the same action for more than one child, enter the next 2-digit child number and press Enter
9. When finished press Enter again to complete

For more information please go to: http://jfs.ohio.gov/cdc/childcare.stm

Assigned 2-digit child number needed to check in/check out your child is listed here:

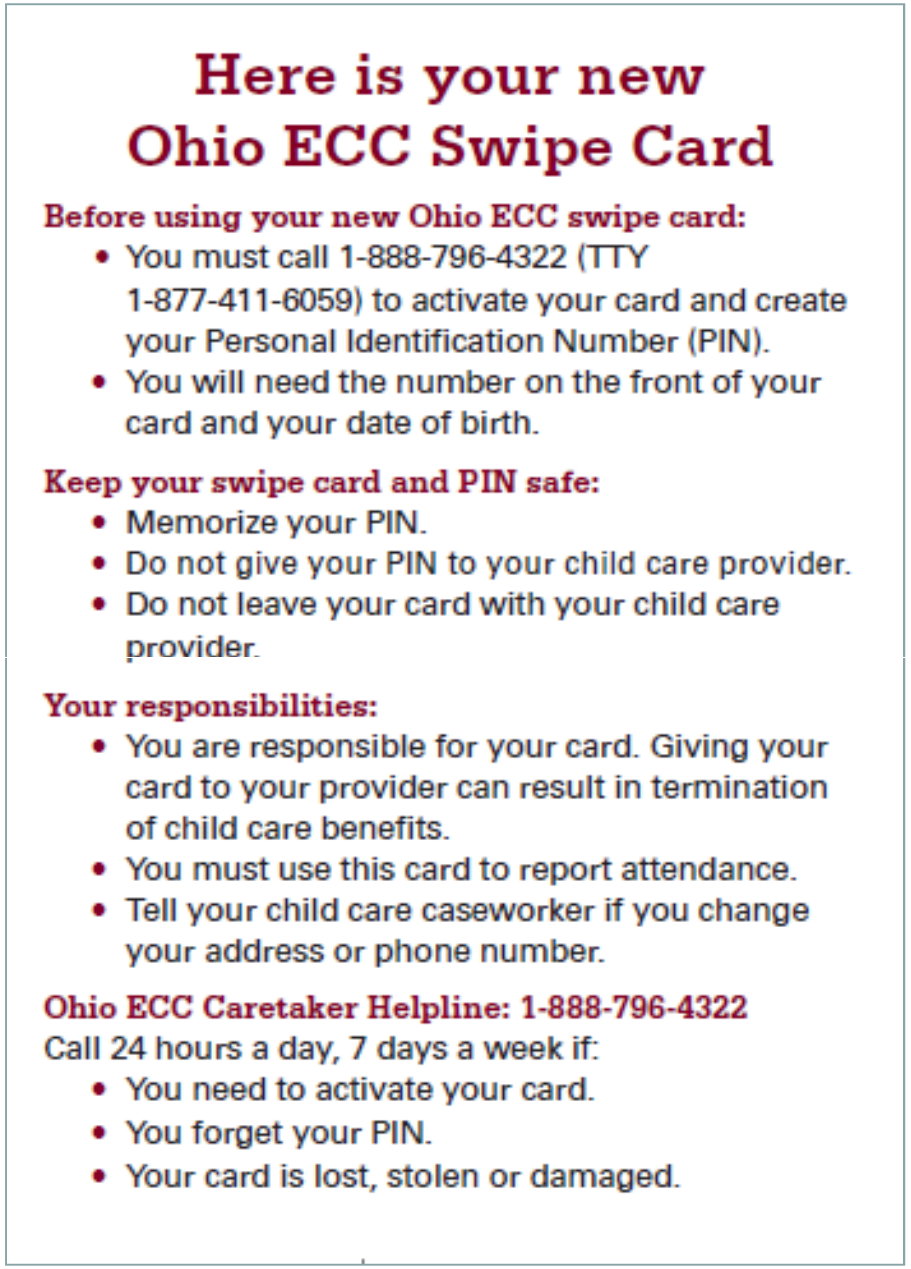
Child's Name/Nombre del niño	*Number/Número*
Child's Name 1	Child #1
Child's Name 2	Child #2
Child's Name 3	Child #3
Child's Name 4	Child #4
Child's Name 5	Child #5
Child's Name 6	Child #6
Child's Name 7	Child #7
Child's Name 8	Child #8
Child's Name 9	Child #9
Child's Name 10	Child #10
Child's Name 11	Child #11
Child's Name 12	Child #12
Child's Name 13	Child #13
Child's Name 14	Child #14
Child's Name 15	Child #15
Child's Name 16	Child #16
Child's Name 17	Child #17
Child's Name 18	Child #18
Child's Name 19	Child #19
Child's Name 20	Child #20

OH ECC Carrier 05/11

Card Mailer - Sample

Tip Sheet & Responsibilities

- Caretaker must activate card and select a 4-digit PIN using the Caretaker Helpline
- Providers are not permitted to perform the check in or check out functions, or keep cards
- Call the Caretaker Helpline if the card is lost, stolen or damaged
- Continue to report any changes in case information to their child care worker



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- You must call 1-888-796-4322 (TTY 1-877-411-6059) to activate your card and create your Personal Identification Number (PIN).
- You will need the number on the front of your card and your date of birth.

Keep your swipe card and PIN safe:

- Memorize your PIN.
- Do not give your PIN to your child care provider.
- Do not leave your card with your child care provider.

Your responsibilities:

- You are responsible for your card. Giving your card to your provider can result in termination of child care benefits.
- You must use this card to report attendance.
- Tell your child care caseworker if you change your address or phone number.

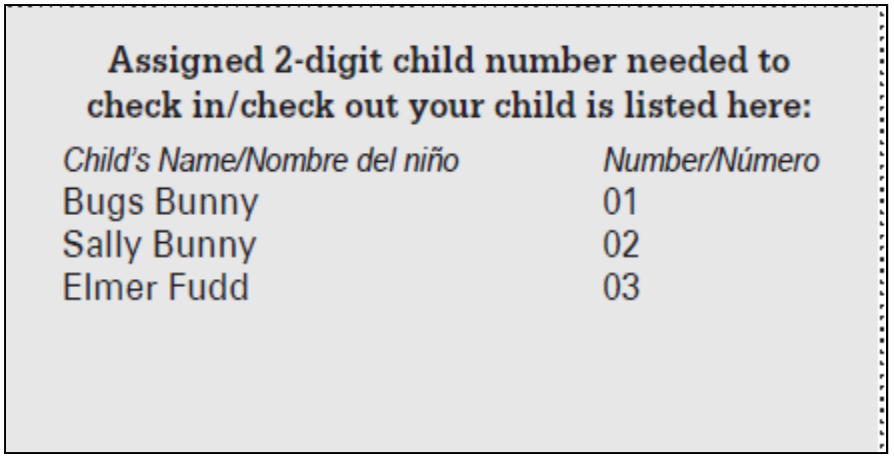
Ohio ECC Caretaker Helpline: 1-888-796-4322

Call 24 hours a day, 7 days a week if:

- You need to activate your card.
- You forget your PIN.
- Your card is lost, stolen or damaged.

Child ID Numbers

- The same card is used to report attendance for all children in the case
- Each child has a unique two-digit child ID number
- Parents must know the child ID number for their children in order to report attendance
- Child ID numbers are printed on the card mailer and on notices

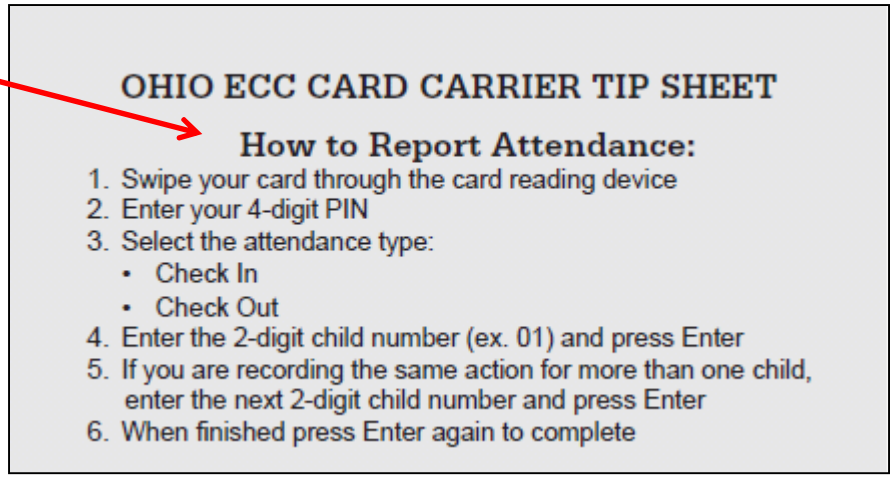


Assigned 2-digit child number needed to check in/check out your child is listed here:

Child's Name/Nombre del niño	*Number/Número*
Bugs Bunny	01
Sally Bunny	02
Elmer Fudd	03

Reporting Attendance

- Children should be checked in and checked out daily
- Check In and Check Out are the most common attendance transactions
- If a check in or check out is missed, a previous check in or previous check out is required
- Parents are given a tip sheet for reporting attendance



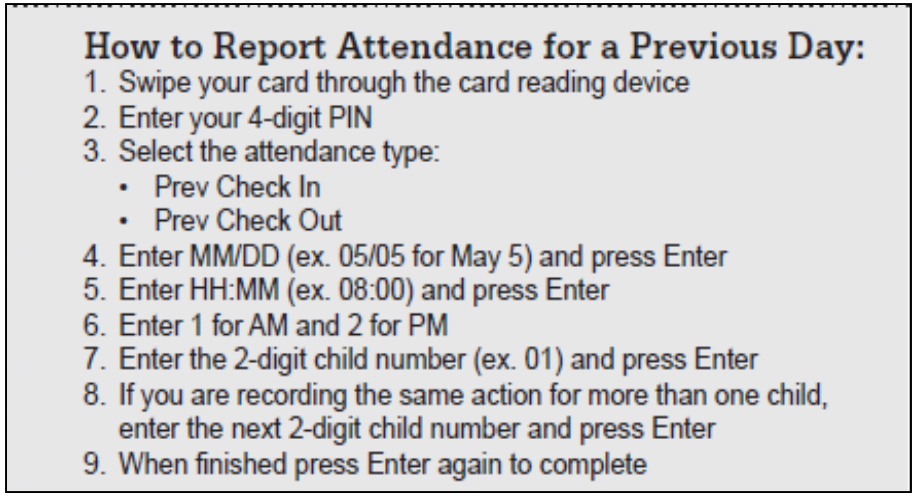
OHIO ECC CARD CARRIER TIP SHEET

How to Report Attendance:

1. Swipe your card through the card reading device
2. Enter your 4-digit PIN
3. Select the attendance type:
   - Check In
   - Check Out
4. Enter the 2-digit child number (ex. 01) and press Enter
5. If you are recording the same action for more than one child, enter the next 2-digit child number and press Enter
6. When finished press Enter again to complete

Previous Check In/Out

- Each check in must be matched with a check out
- If a child has not been checked out, he/she cannot be checked in again until a Previous Check Out occurs
- This process is often called a “back swipe”
- The back swipe period is the current week of service, plus the previous two weeks
- The week of service begins on Sunday and ends on Saturday
- Exception report is available from POS & on PWeb



How to Report Attendance for a Previous Day:

1. Swipe your card through the card reading device
2. Enter your 4-digit PIN
3. Select the attendance type:
   - Prev Check In
   - Prev Check Out
4. Enter MM/DD (ex. 05/05 for May 5) and press Enter
5. Enter HH:MM (ex. 08:00) and press Enter
6. Enter 1 for AM and 2 for PM
7. Enter the 2-digit child number (ex. 01) and press Enter
8. If you are recording the same action for more than one child, enter the next 2-digit child number and press Enter
9. When finished press Enter again to complete

Tip sheet provided

Ohio | Department of Job and Family Services

Ohio ECC Caretaker FAQs

What is Ohio's Electronic Child Care (Ohio ECC) system?

Ohio's Electronic Child Care system, or Ohio ECC, is a method of reporting your child's attendance. You are in charge of recording your child's attendance by using a swipe card and your child care provider's card reading machine, called a point of service (POS) device.

Who is the caretaker?

The caretaker is the parent, any other adult or minor parent in the home responsible for the care of the child, as identified by your county department of job and family services (CDJFS) at the time eligibility is determined.

Do I have to use the Ohio ECC system?

Yes. The Ohio Department of Job and Family Services (ODJFS) will pay providers only for care that is recorded through the Ohio ECC system.

Can I choose any provider to care for my child?

You can choose any provider who has entered into a provider agreement with ODJFS. If your provider does not have an agreement with ODJFS, you could be responsible for payment of any care provided.

How will my provider know that I am eligible to receive child care?

Prior to starting care, you must tell your child care caseworker you have chosen a child care provider. The provider will receive copies of the approval and change notices, which include the weekly maximum number of hours for each authorization. Your weekly co-payment amount must be paid directly to your provider.

How does my swipe card work?

You record the times your children receive care by using a swipe card and your provider's card reading device. When you swipe your card, the date and time of your child's arrival or departure is recorded.

How do I correct my attendance information?

If attendance is recorded incorrectly, your provider has the ability to make a correction. Please talk directly to your provider about correcting any errors. All corrections must be made during the back swipe period.

How do I activate my swipe card?

Once you receive the card, call the Ohio ECC Caretaker Helpline at 1-888-796-4322 and follow the instructions to choose your 4-digit personal identification number (PIN).

What happens if I am not able to report my child's attendance?

You can catch up on missing days by using the "Previous Check In" and "Previous Check Out" process on the swipe card device.

Can other people drop off or pick up my child?

Yes. All caretakers listed on the case will receive a swipe card. You may also designate someone, other than a child care provider, to use your card to record attendance on your behalf. However, you are responsible for ensuring accurate reporting of your child's attendance.

Can I give my card to my provider to do this reporting for me?

No. The designee may not be a child care provider or anyone acting on the provider's behalf. Giving your card to a child care provider can result in termination of your child care benefits.

If I have children at different providers, do I need more than one card?

No. The card will work at any provider location where your children are authorized to attend.

What if I forget my PIN, lose or damage my card?

To resolve issues with your swipe card or PIN, call the Ohio ECC Caretaker Helpline at 1-888-796-4322. This telephone number is printed on the back of your card.

What if I receive an error message on the card reading device?

If the card reading device shows your child is not eligible, call your child care caseworker at your CDJFS. You may find the telephone number at http://jfs.ohio.gov/county

Where can I get more information?

More information about the swipe card and card reading device is available through an online presentation at http://jfs.ohio.gov/cdc/childcare.stm

For more information call 1-888-796-4322 or go to http://jfs.ohio.gov/cdc/childcare.stm

Caretaker Frequently Asked Questions (FAQs)

Caretaker Resources

- Posters
- Early Alert Postcard
- Card Carrier
- Tip Sheet
- Frequently Asked Questions
- 5 Things Caretakers Can Do to Prepare for Ohio ECC
- Caretaker WBT (online presentation)
- Helpline information

Caretaker Helpline

- Activate card or change PIN
- Report lost, stolen or damaged card and request replacement card
- Speak to a Customer Service Representative
- This help line is specific to caretakers; a different help line is available to providers

PROVIDERS

Process for NEW Providers

- Provider is certified/licensed
- The ODJFS Provider Agreement is submitted using CCIDS Provider Portal
- County authorizes child to provider
  - Triggers: ACS Equipment Agreement to be mailed
  - Triggers: POS installation appointment
  - Triggers: Card mailer to caretaker
- Provider should keep attendance records until POS is installed
- After POS installation, caretaker will back swipe for care received during the back swipe period
- Provider submits manual claim for attendance before the back swipe period

POS Device Usage

- POS display shows approved/denied swipes
- POS denies transaction if no authorization
  - Contact child care caseworker
  - Provider establish business practices for denied swipes
- Providers use the Point-of-Service (POS) device to:
  - Print daily transactions receipts
  - Void transactions
  - View broadcast messages on receipts
    - Sample message: Caretaker must contact child care caseworker for new authorization by 12/30/2011
  - View and print POS reports
  - Ensure that Store and Forward (SAF) transactions are sent

POS Device Reports

- The POS can print two daily reports
  - Daily Attendance Report
    - Shows all attendance transactions received for a specified date
  - Exception Report
    - Shows unmatched check ins for a specified date; Check in transactions for which there is not a corresponding check out transaction
- Reports are available on the POS for the previous 20 days

Store and Forward (SAF)

- If the communication connection is interrupted, (phone line is down, no internet connection) the POS automatically enters a “Store and Forward” (SAF) mode
- As long as the POS device has power, transactions are still accepted and stored
- The POS device automatically transmits stored transactions when the phone line or internet connection is restored
- In SAF mode, providers will not receive an approved or denied message when the card is swiped
- After all transactions have been transmitted, a report prints showing approved/denied
- The SAF period is the current day plus the previous 5 calendar days

POS Device Supplies

- Initial supply of paper is provided
  - Type A: 9 rolls
  - Center: 18 rolls
  - All others: 3 rolls
- Thermal paper, no ink is used
- Paper can be purchased at most office supply stores
- POS must have paper in the tray to work, even if printing turned off

Provider Resources

- Provider Packet
- Installation Guidelines
- Face-to-face installer training
- Provider User Manual
- Provider FAQs
- Quick Reference Card
- PWeb User Manual
- 5 Things Providers Can Do to Help Families Prepare
- Provider Resource Guide
- Helpline information

- Webinars
  - Informational sessions
  - Pilot sessions
  - Session last approximately 90 minutes
  - 40-50 webinars scheduled
  - Register online

- Webinar Invitation
  - Invitation to be mailed to providers
  - Webinar schedule
  - WebEx Instructions
  - Ohio ECC Point of Service device "What do I need to know?"

Quick Reference Card - Caretaker

POS DEVICE QUICK REFERENCE CARD
for the Ohio Electronic Child Care (Ohio ECC) System

This guide outlines the most common caretaker (parent) functions of the Ohio ECC point of service (POS) device.
The Ohio ECC Provider User Manual provides more detailed information.

Caretaker Functions

CHECK IN

POS Display	Steps for Caretaker
SWIPE CARD to Begin	Swipe card
Please ENTER PIN	Enter 4-digit PIN Press Enter
Attendance Type?	Press 1
Enter Child 1 #	Enter assigned 2-digit child # (ex. 01) Press Enter **(See * Note)**
APPROVED or DENIED	Transaction Complete

CHECK OUT

POS Display	Steps for Caretaker
SWIPE CARD to Begin	Swipe card
Please ENTER PIN	Enter 4-digit PIN Press Enter
Attendance Type?	Press 2
Enter Child 1 #	Enter assigned 2-digit child # (ex. 01) Press Enter **(See * Note)**
APPROVED or DENIED	Transaction Complete

PREVIOUS CHECK IN

POS Display	Steps for Caretaker
SWIPE CARD to Begin	Swipe card
Please ENTER PIN	Enter 4-digit PIN Press Enter
Attendance Type?	Press 3
Date: MM/DD	Enter MM/DD (ex. 01/05) Press Enter
Time: HH:MM	Enter HH:MM (ex. 08:00) Press Enter
1-AM / 2-PM ?	Enter 1 for AM or 2 for PM
Enter Child 1 #	Enter assigned 2-digit child # (ex. 01) Press Enter **(See * Note)**
APPROVED or DENIED	Transaction Complete

PREVIOUS CHECK OUT

POS Display	Steps for Caretaker
SWIPE CARD to Begin	Swipe card
Please ENTER PIN	Enter 4-digit PIN Press Enter
Attendance Type?	Press 4
Date: MM/DD	Enter MM/DD (ex. 01/05) Press Enter
Time: HH:MM	Enter HH:MM (ex. 08:00) Press Enter
1-AM / 2-PM ?	Enter 1 for AM or 2 for PM
Enter Child 1 #	Enter assigned 2-digit child # (ex. 01) Press Enter **(See * Note)**
APPROVED or DENIED	Transaction Complete

Ohio ECC Caretaker Helpline
1-888-796-4322

Ohio | Department of Job and Family Services

IMPORTANT REMINDERS

* *NOTE: If you are recording the same action for more than one child, key in the next assigned 2-digit child # and press Enter. When all children have been recorded, press Enter again.*
* *Do not leave your swipe card with a provider.*
* *If your card is lost, stolen or damaged, you must call the Ohio ECC Caretaker Helpline for a replacement.*
* *You must use the Ohio ECC system to report attendance.*

Quick Reference Card - Provider

POS DEVICE QUICK REFERENCE CARD
for the Ohio Electronic Child Care (Ohio ECC) System

This guide outlines the most common provider functions of the Ohio ECC point of service (POS) device. The Ohio ECC Provider User Manual provides more detailed information.

Provider Functions

REPORTS	
POS Display	**Steps for Provider**
SWIPE CARD to Begin	Press F4
User Password:	Enter Password Press Enter
Provider Options	Press 1 for Reports
Reports	Select Report (see below)
DAILY ATTENDANCE REPORT	
Reports	Press 1 for Daily Attendance
Date: MM/DD	Enter Date (ex. 01/05) Press Enter
	Wait for report to print
EXCEPTIONS REPORT	
Reports	Press 2 for Exceptions
Date: MM/DD	Enter Date (ex. 01/05) Press Enter
	Wait for report to print

PRINTING ON/OFF	
POS Display	**Steps for Provider**
SWIPE CARD to Begin	Press F4
User Password:	Enter Password Press Enter
Provider Options	Press 4 for Turn Printing On/Off
The Provider Options menu will indicate if printing is on or off	

VOID	
POS Display	**Steps for Provider**
SWIPE CARD to Begin	Press F4
User Password:	Enter Password Press Enter
Provider Options	Press 2 for Void Transactions
Enter Tran #	Enter Transaction Number Press Enter Wait for receipt
All voids must be made during the back swipe period	

STORE AND FORWARD (SAF)	
POS Display	**Steps for Provider**
SWIPE CARD to Begin	Press F4
User Password:	Enter Password Press Enter
Provider Options	Press 3 for Send SAFs
Store and Forward transactions must be sent within 5 days	

Ohio ECC Provider Helpline
1-888-516-4776

Ohio | Department of Job and Family Services

Ohio | Department of Job and Family Services

Ohio ECC Provider FAQs

What is Ohio's Electronic Child Care System (Ohio ECC)?

Ohio ECC is an automated way to report child care attendance that will reduce paperwork and improve accuracy for providers. Caretakers (parents) must report their child's attendance by using a swipe card with the provider's card reading machine, called a point of service (POS) device.

Who is the Caretaker?

The caretaker is the parent, any other adult or minor parent in the home responsible for the care of the child, as identified by your county department of job and family services (CDJFS) at the time eligibility is determined.

POS Device

What is a point of service (POS) device?

A POS device is a card reading machine that looks and works like a credit or debit card machine you see in stores. The difference is, instead of recording financial transactions, your provider POS device will record attendance transactions.

Do I have to use a POS device?

Yes. The POS device must be used to collect attendance information in order to calculate your payment. The Ohio Department of Job and Family Services (ODJFS) will only pay for care recorded through the Ohio ECC system.

Who receives a POS device?

Providers who have completed a provider agreement with ODJFS and are caring for at least one child receiving publicly funded child care will receive a POS device.

How do I get a POS device?

You will receive a mailing from Affiliated Computer Services (ACS). It will include an Ohio ECC Provider Equipment Agreement that must be signed and returned to ACS. You will be contacted to schedule an on-site visit so the POS device can be installed. You will receive training at this time.

How many POS devices will I receive?

You will receive one (1) POS device for every 50 children who are authorized to receive publicly funded child care.

Do I have to pay for the POS device?

No. There is no cost for standard installation and normal wear and tear. Providers have the option of leasing additional POS devices.

What type of phone line do I need?

You must use a landline phone or a broadband Internet service. Other phone systems - such as cable phones, DSL connections, or VOIP phones - must be tested on a case-by-case basis.

The following types of phone lines do not work: 1) true digital phone systems in which an electronic box routes calls through extensions; 2) multi-line analog phones that require you to press a line button to dial out; 3) any type of wireless connection.

Who is responsible for maintenance and replacement costs for the POS device?

ACS repairs or replaces malfunctioning equipment free of charge. In the case of replacement, the old device must be returned to ACS using a pre-paid shipping label provided by ACS. See the Ohio ECC Provider Equipment Agreement for more details.

Swipe Cards

What is an Ohio ECC swipe card?

It is a card with a magnetic strip that is swiped through the POS device to record children's attendance. The card is issued to a caretaker and can only be used at an authorized child care provider.

How does the swipe card work?

The caretaker, or caretaker's designee, swipes the card through the POS device to record attendance information for the child. These swipes are often called "transactions."

Can I record attendance on the caretaker's behalf?

No. The caretaker's designee may not be a child care provider or anyone acting on the provider's behalf. This is considered a misuse of the card and may result in the termination of the caretaker's benefits and penalties and sanctions against you.

What if the caretaker is not available to record attendance because I transport the child?

The caretaker will have to come to the place of business during the back swipe period and record the child's attendance. Providers are encouraged to establish good swipe card business practices.

Will the POS device indicate if the child is authorized?

Yes. Once the caretaker swipes the card, the POS device will display whether the child is approved or denied. This information is printed on the receipt and displayed on the Ohio ECC Provider Website (PWeb).

What if there is more than one child in the family?

Each child is assigned a unique two-digit number (ex. 01) which is listed on the card carrier the caretaker receives with the card. The child number is also on all regular notices sent by the county agency.

For more information call 1-888-516-4776 or go to http://jfs.ohio.gov/cdc/childcare.stm

Provider Frequently Asked Questions (FAQs)

Provider Helpline - IVR

- Confirm attendance information
  - Void transactions
  - Report absences
- Retrieve payment information
- Troubleshoot the POS device
- Troubleshoot the PWeb
- Speak to a Customer Service Representative from 6am to 7pm EST
- 24/7 access to automated information
- This help line is specific to providers; a different help line is available to caretakers

Provider Responsibilities

- Verify that parents are reporting attendance for every child entering or exiting care
- Ensure parents are swiping out any time the child leaves for any period of time, such as a Dr. appointment
- Do not take possession of or store a parent's swipe card
- Encourage parents to continue reporting changes to their child care caseworker
- Maintain POS devices properly and report issues promptly to the Provider Helpline
- Continue compliance with all other program policies and reporting requirements

What ifs?

- What if the caretaker forgets, is not present to record attendance or the provider transports the child?
  - The caretaker has the ability to perform transactions for previous days
  - Caretaker has back swipe period (current week of service plus previous 2 weeks) to enter any missing transactions on the POS
  - Primary caretaker can designate another person who often picks up or drops off the child to use their card

What ifs?

- What if the POS device is not working?
  - The system gives the caretaker the back swipe period to enter any missing transactions once the issue is resolved

What ifs?

- What if the POS is working but there is a problem with the communication (phone line, internet service, etc.)
    - The POS device stores entries for the current day plus previous 5 calendar days so they can be transmitted when the problem is solved ("Store and Forward", or SAF feature)

INSTALLATION

Getting Equipment

- Media Riders, Inc. (MRi) is an ACS subcontractor in charge of all equipment installations
- There is no cost to the provider for the POS device, initial paper supply, training or resource materials
- The provider is responsible for providing a communication connection; either an analog phone line or broadband internet connection for the POS device
  - Refer to Installation Guidelines document from your provider mailing
- Providers are responsible for any costs of additional cabling or cords for installation

Equipment Installation

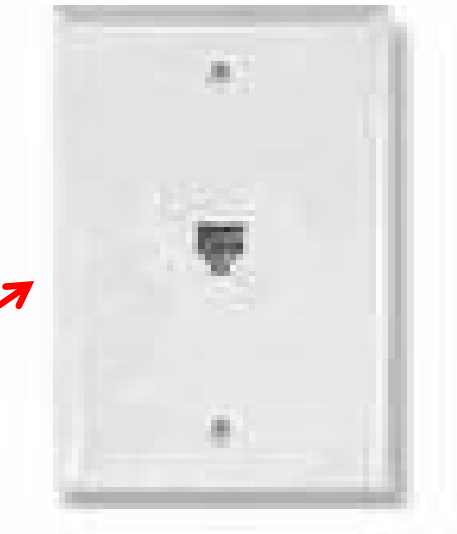
- An installation technician from Media Riders, Inc., (MRi) will contact the provider to set up a date & time for the installation
  - Provider responsible for accommodating any language or special needs
- A typical onsite visit lasts approximately 1 hour
- Providers may have others on their staff present for the training
- The technician works with the provider to complete an installation checklist. Signatures are obtained to confirm the installation & training was completed and all necessary topics explained

What to consider

- Method of communication
  - Dial up using a telephone line (analog) for access, or
  - Broadband or DSL for access to the internet
- Placement of POS
  - Place where children are dropped off or where the highest foot traffic occurs
  - 8 foot – 3 prong power cord, 6 foot telephone or Ethernet cable
  - Any additional cabling, longer cabling and/or customization must be completed by the provider prior to the installation appointment
- Installation Requirements
  - Refer to the Installation Guidelines Handout

Dial Up Option

- The dial up option is used when a simple analog phone connection can be made
- This connection can either be made at a wall jack or run through the back of a fax machine
- Installers can provide splitters for single open jack



Dial Up Option - Continued

- Things to consider
  - Multi line phones that require user to press a line button to access an open line cannot be used
  - Dial Out Prefixes, must be made known to the MRi installer prior to installation

- Connection speed is relatively quick, takes about 20 seconds per transaction

Internet Options

- The internet option is used when a high speed broadband connection is available
- Typically connections can be found either on the wall data port or an open port on a hub or router

Data Hub/Router

Wall Data Port

Internet Options – Continued

Things to consider

- Firewalls
- No open ports or jacks
- Number of POS devices to be installed
- Connection speed is very fast, just a matter of seconds

Internet Requirements

- If your network has firewalls or security in place, there are a few requirements that must be done prior to our visit that will allow for a successful installation
- The following ports will need to be opened

  Host Port # 61112

  Download Port # 8013
- The device will also need to connect to the host address at: pos.acs-inc.com
- For providers with a technology staff person refer this information to them; otherwise providers should contact their internet service provider

Consider best location

- Optimum placement would be where the parents bring their children in and out of the facility

- Remember, an open phone jack or Internet connection must be within 6 feet of equipment and within 8 feet of a power source in order to install

FAQs – Equipment Installation

Will we be given a choice on install date & time?

- Yes, there is a small window for variation in the schedule. Depending on your location, it may be limited.

Will the technician know information about the program?

- No, the technician will only train on the POS functionality. The installer cannot answer program and policy questions.

Frequently Asked Questions

How many devices do I receive?

- You receive one POS for every 50 authorized children, so 1- 50 = 1, 51-100 = 2, etc.

How can I test my phone line to be sure the device will connect properly?

- You can test by dialing 1-866-834-5189
- If you receive 3 beeps, your phone line is ready for install

Frequently Asked Questions

What if I want to have the POS device installed in another room requiring a longer cord or new wall jack?

- Any additional cabling, longer cabling and/or customization must be completed by the provider prior to the installation appointment

Do I have to pay for the POS device?

- No, unless it is destroyed, stolen or not returned to ACS when required

Provider Website - PWeb

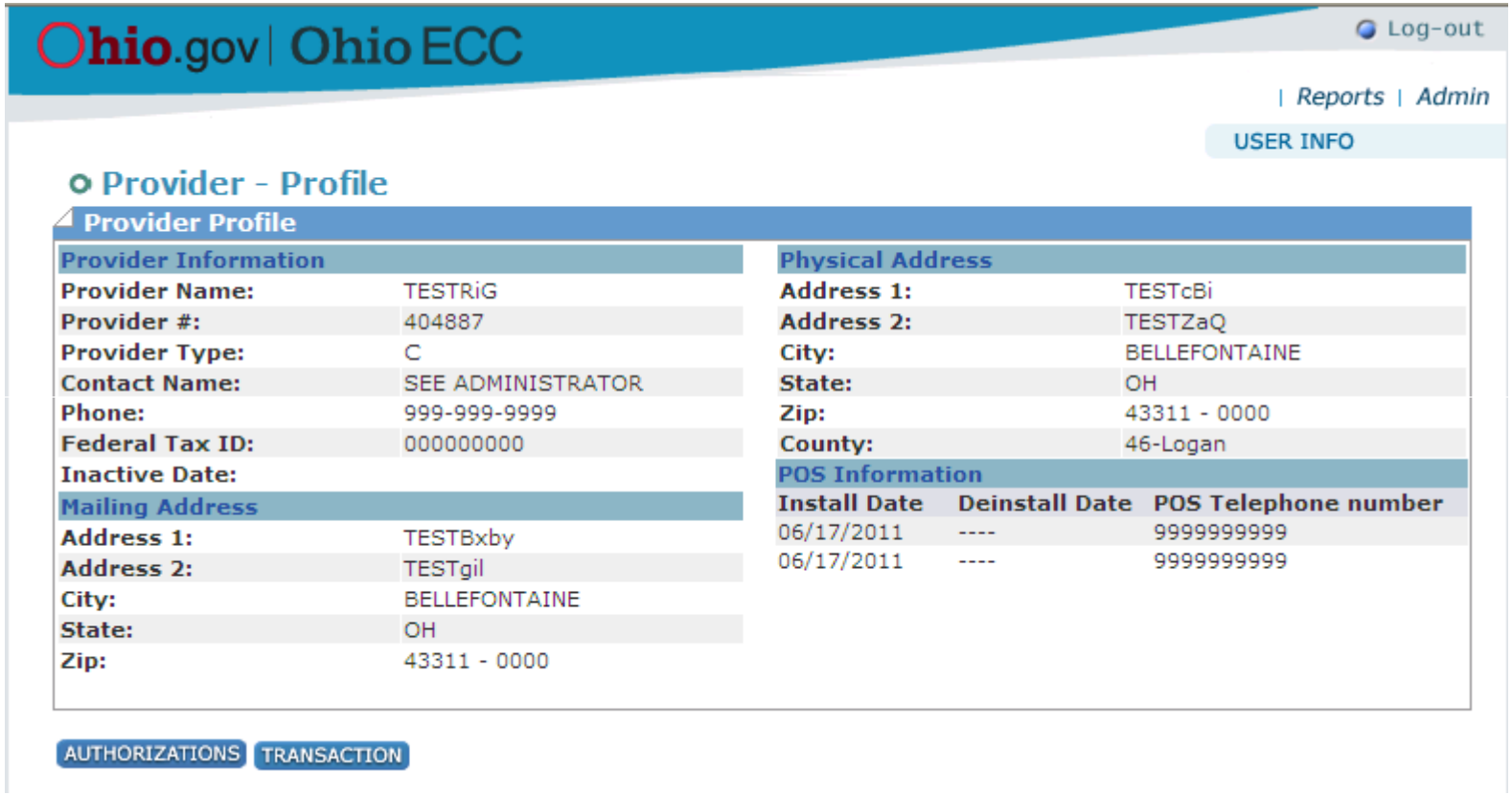
Access the PWeb from www.eccproviderweb.ohio.gov/

- ✓ PWeb User ID is the same User ID/CCP# used in CCIDS Provider Portal
- ✓ Initial password is zip code
- ✓ Providers given a Quick Start Guide at install
- ✓ PWeb User Manual available
- ✓ Attendance reports, payment detail reports, claim absent days

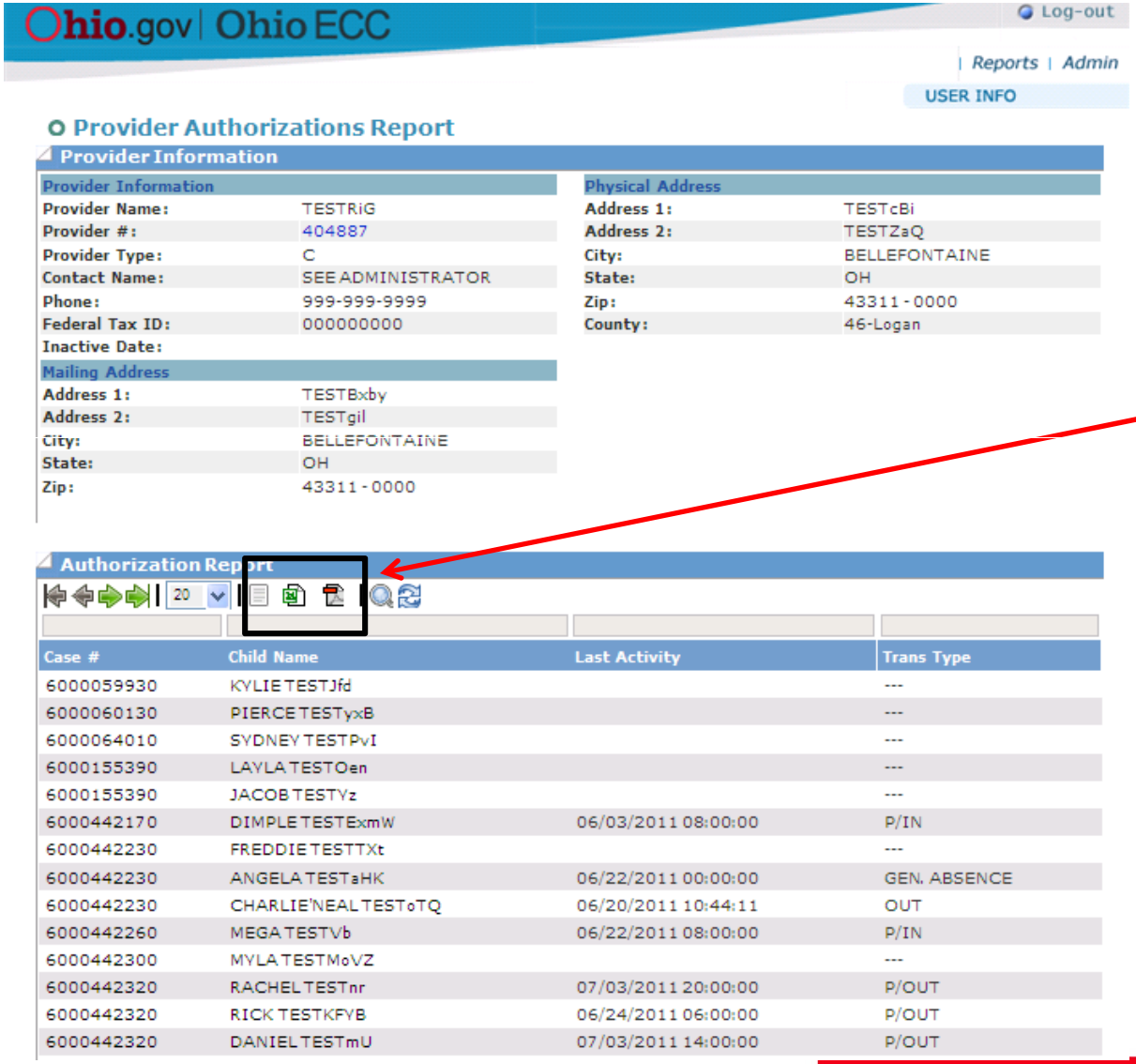
PWeb

- View Provider Profile Information
  - Changes to information must be made by the county or state worker
- Case and Authorization Information
  - View information specific to each child
- Transaction and Attendance
  - Real time attendance information
  - View, download or print transaction reports
  - Report absent days
- Payments
  - View, download or print detailed payment reports

PWeb – Provider Profile

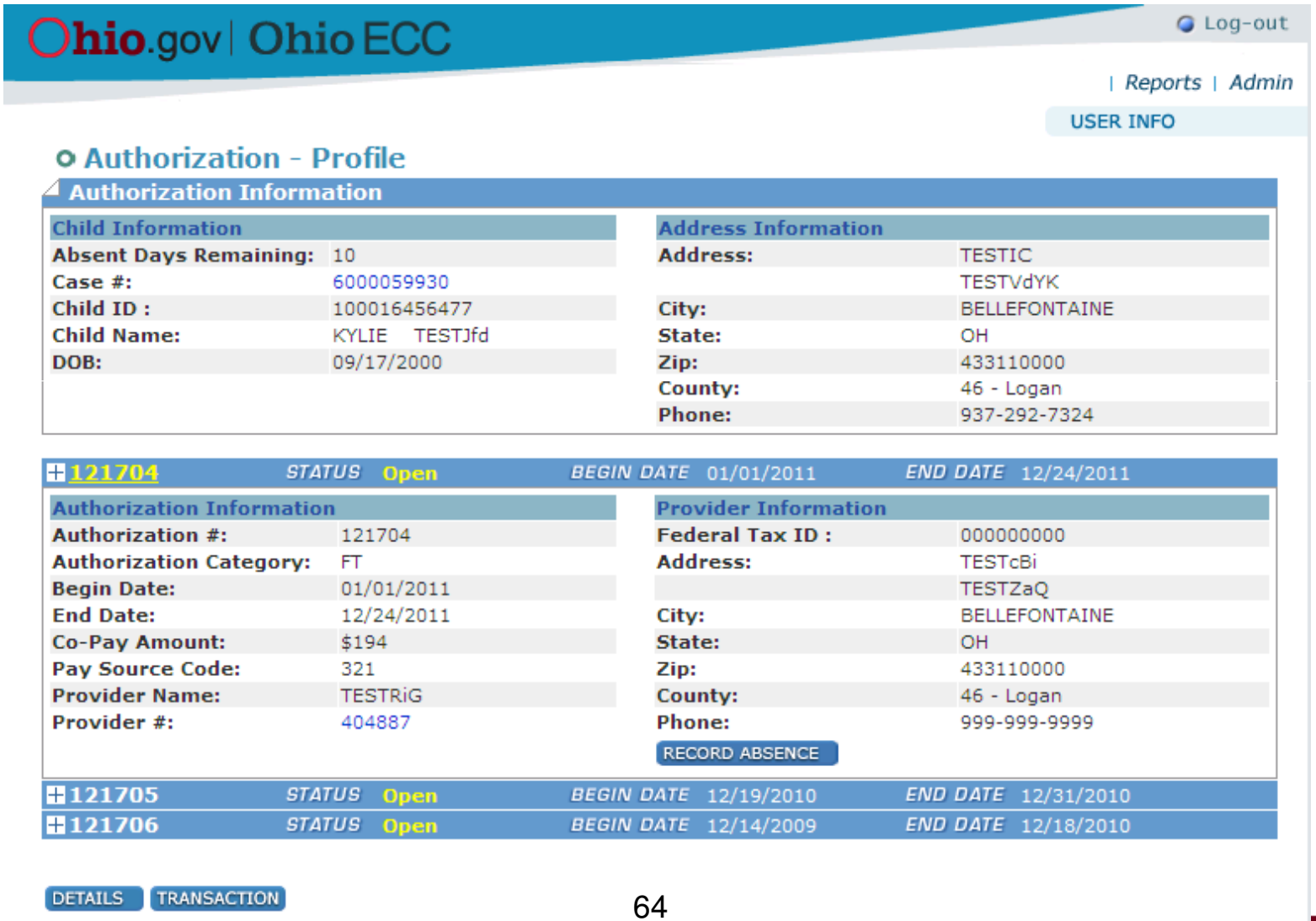


PWeb – Authorizations Report



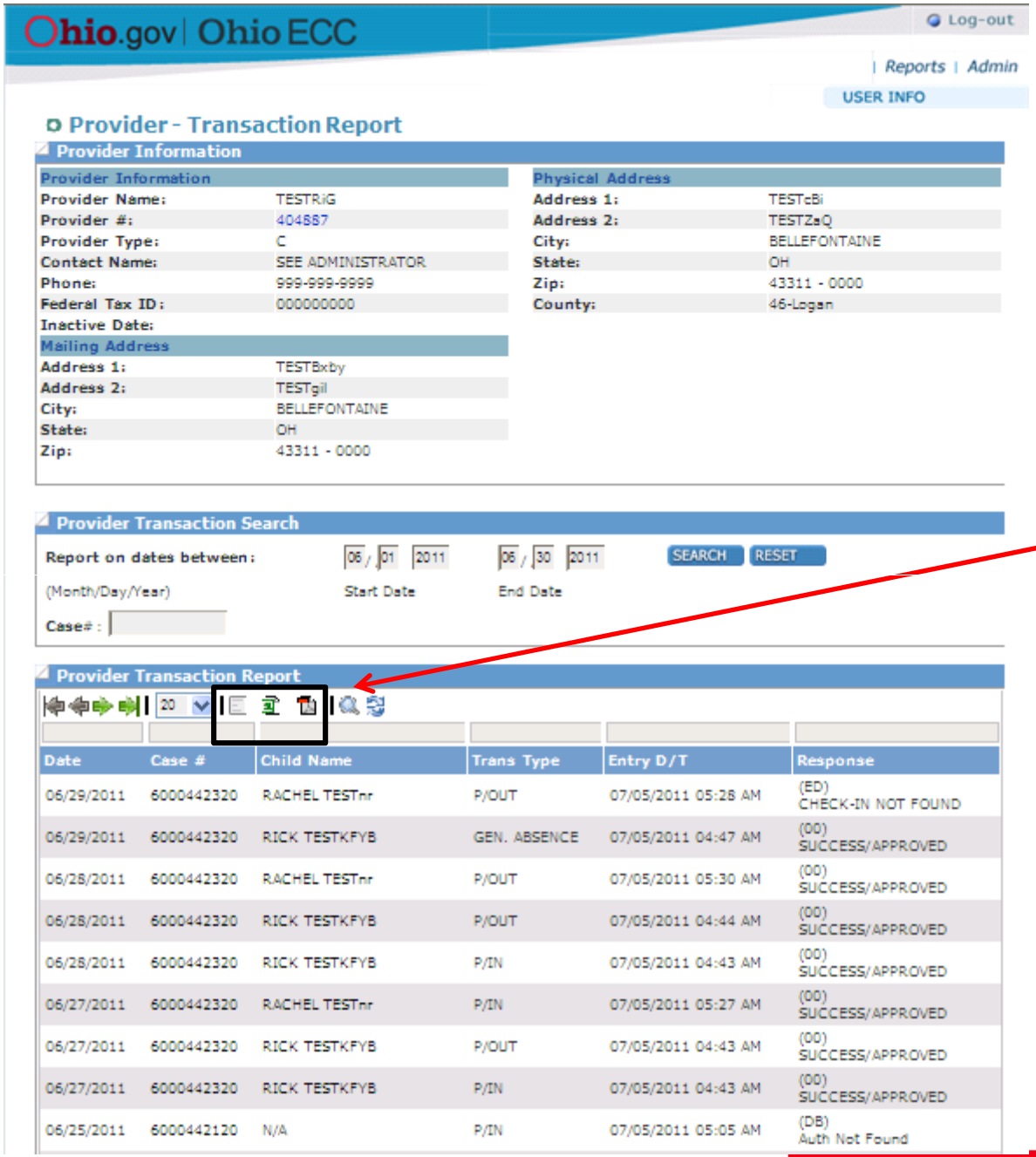
Can download reports to spreadsheet or .pdf document

PWeb – Authorization Profile



PWeb – Record Absent Day

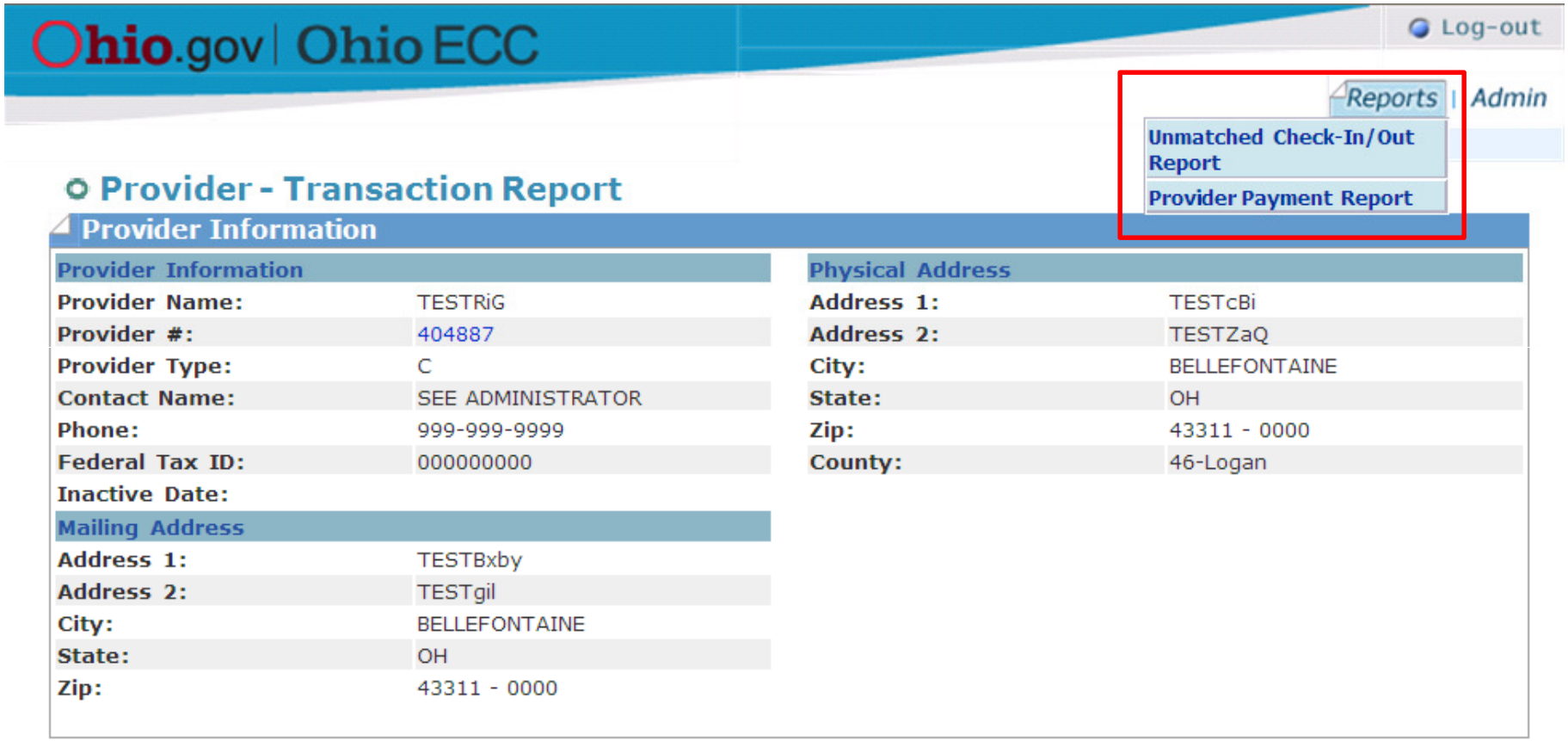
PWeb – Case Profile



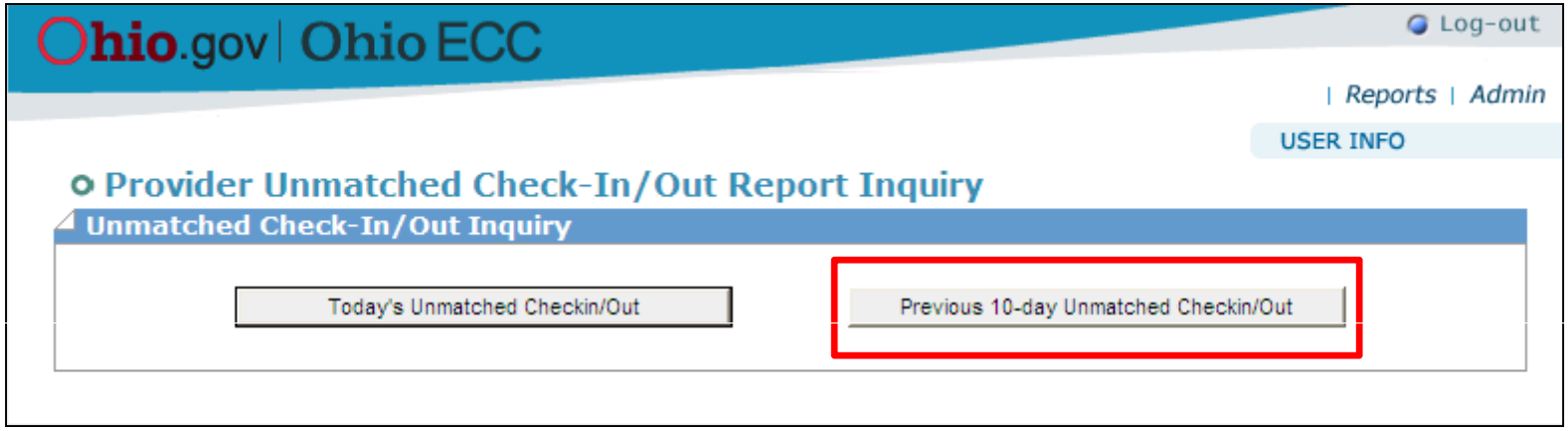
Transaction Report

Can download reports to spreadsheet or .pdf document

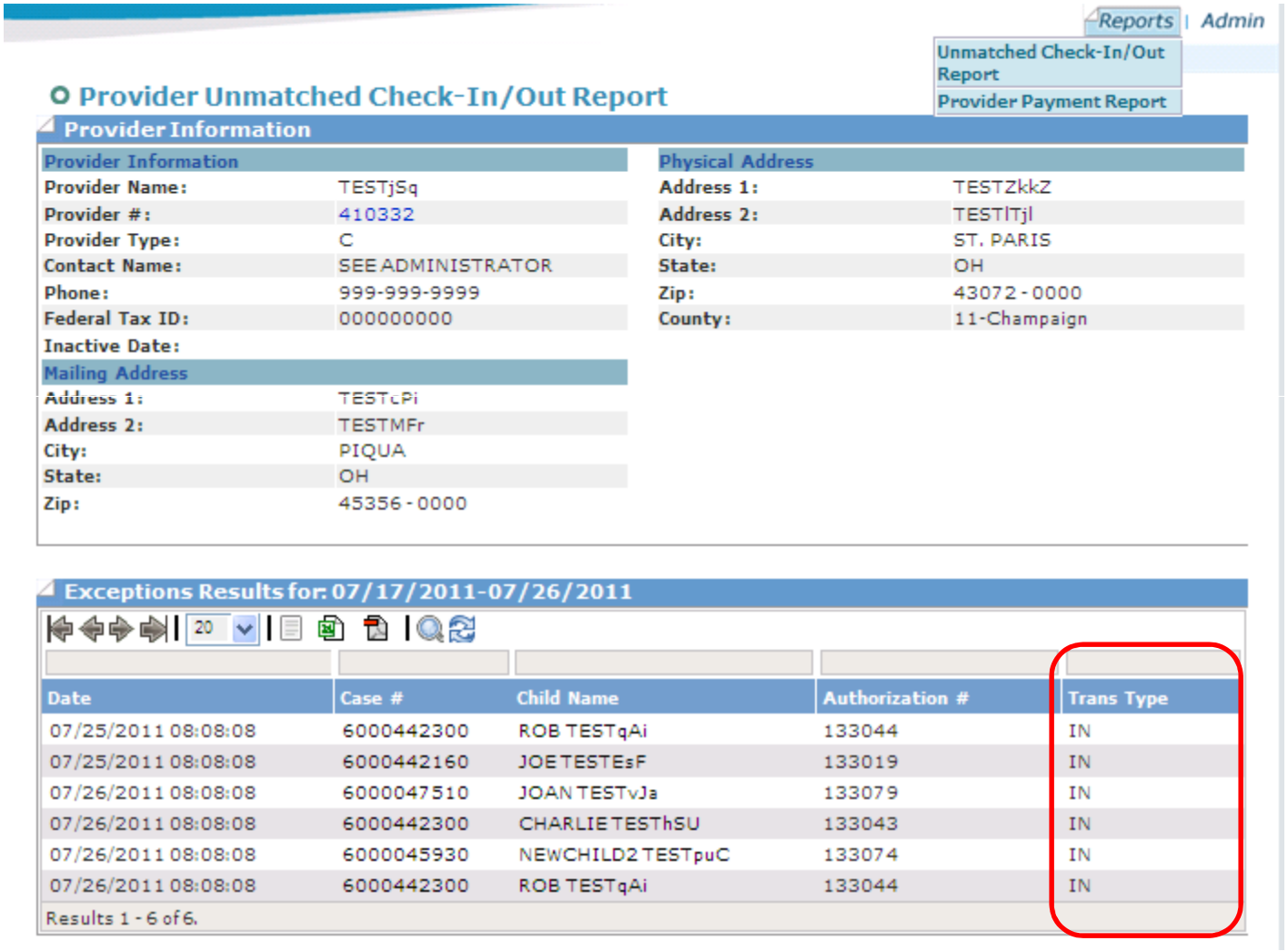
PWeb – Reports



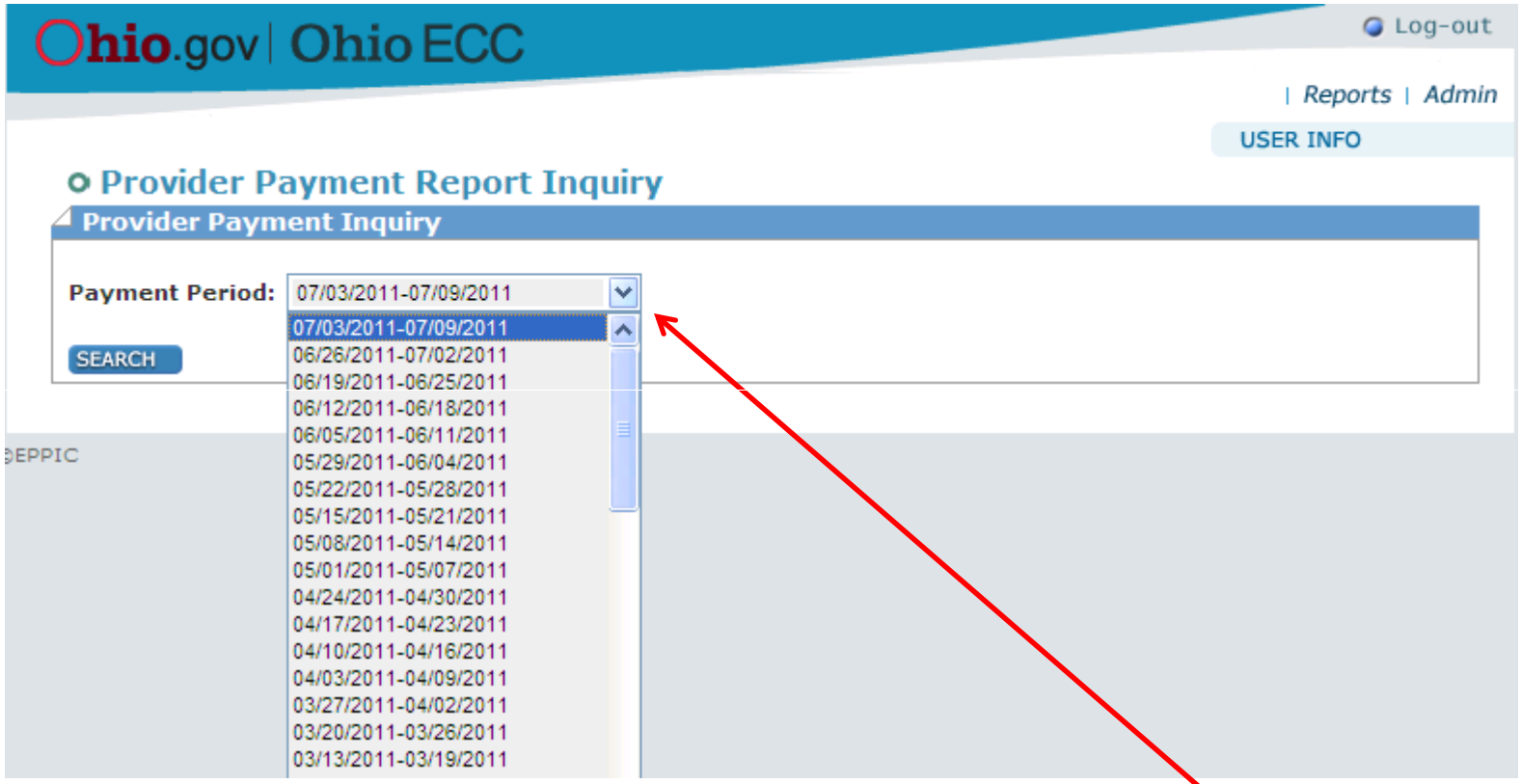
PWeb – Exceptions Report



PWeb – Exceptions Report

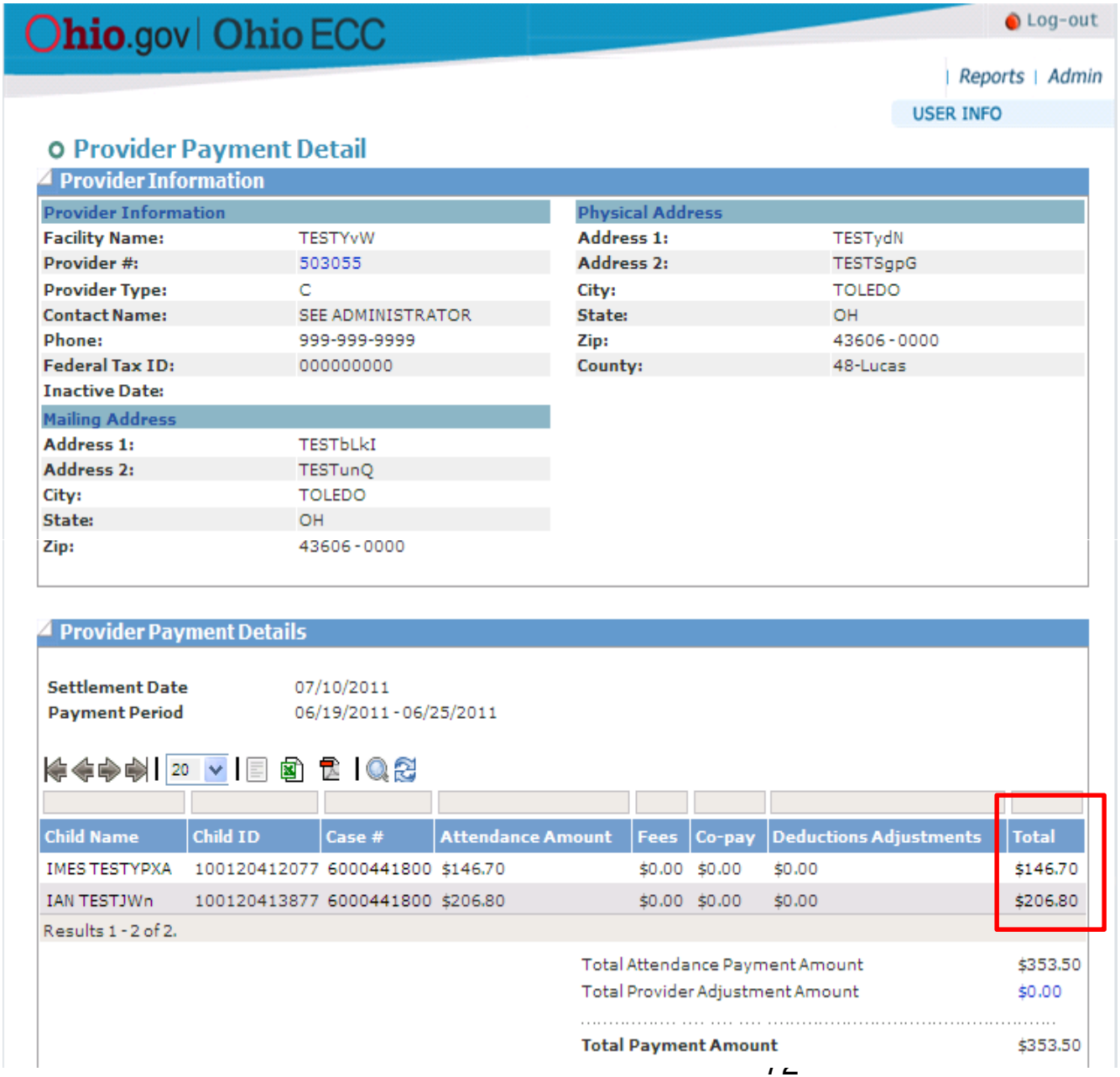


PWeb – Payment Reports



Select payment period data range from drop down menu.

Provider Payment Detail Report



Ohio.gov | Ohio ECC

Log-out

Reports | Admin

USER INFO

Provider Payment Detail

Provider Information

Provider Information		Physical Address	
Facility Name:	TESTYvW	Address 1:	TESTydN
Provider #:	503055	Address 2:	TESTSgpG
Provider Type:	C	City:	TOLEDO
Contact Name:	SEE ADMINISTRATOR	State:	OH
Phone:	999-999-9999	Zip:	43606 - 0000
Federal Tax ID:	000000000	County:	48-Lucas
Inactive Date:			

Mailing Address	
Address 1:	TESTbLkI
Address 2:	TESTunQ
City:	TOLEDO
State:	OH
Zip:	43606 - 0000

Provider Payment Details

Settlement Date 07/10/2011

Payment Period 06/19/2011 - 06/25/2011

20

Child Name	Child ID	Case #	Attendance Amount	Fees	Co-pay	Deductions Adjustments	Total
IMES TESTYPXA	100120412077	6000441800	$146.70	$0.00	$0.00	$0.00	$146.70
IAN TESTJWn	100120413877	6000441800	$206.80	$0.00	$0.00	$0.00	$206.80

Results 1 - 2 of 2.

Total Attendance Payment Amount	$353.50
Total Provider Adjustment Amount	$0.00
Total Payment Amount	$353.50

Child Payment Detail Report

Authorization Information

Person Information	
Absent Days Remaining:	10
Case #:	6000441800
Child ID :	100120412077
Child Name:	IMES TESTYPXA
DOB:	04/09/2010

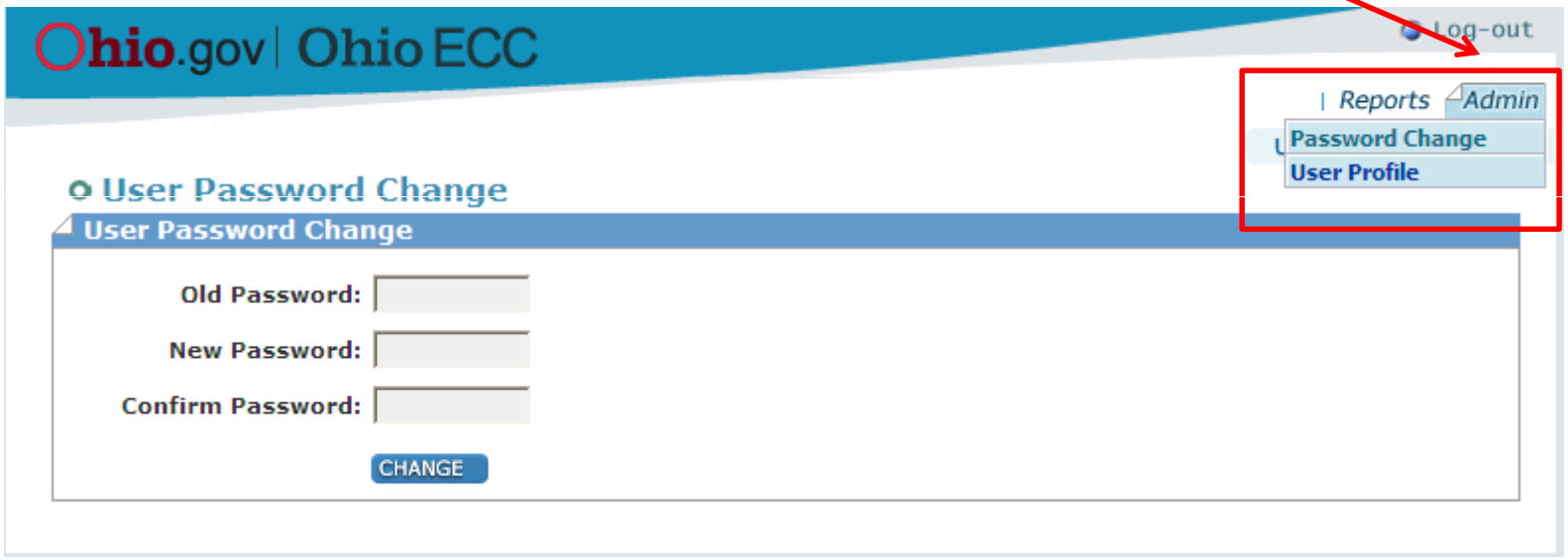
Authorization Information	
Authorization #:	132726
Authorization Category:	FT
Begin Date:	01/01/2011
End Date:	12/31/2011
Co-Pay Amount:	$0.00
Pay Source Code:	312
Provider Name:	TESTYvW
Provider #:	503055

Child Payment Information

Rate Determination		Additional Factors	
Weekly Attendance Hours Total	22:00	Special Needs Waiver Amount	0.00
Authorization Category	FT	Special Needs Amount	0.00
Absent days	0.0	Non-Traditional Amount	0.00
Provider Type	C	Accreditation/SUTQ Amount	11.74
Provider County	48-Lucas		
		Adjustments/Deductions	
Age Category	INFANT	Registration Fees	0.00
Rate	134.96	Transportation Fees	0.00
Rate Used	CUST	Activity Fees	0.00
Multiple-Case Pro-Rate Factor (display amount as percentage)	1.00	Co-pay Amount	0.00
Special Needs Waiver	No	Misc. Adjustment Amount	$0.00
		Total Attendance Amount	**$146.70**

PWeb – Admin

Use Admin option to change your password or profile information. Steps found in PWeb User Manual



Help Information

- Caretaker Helpline
  - 1-888-796-4322
- Provider Helpline
  - 1-888-516-4776
- CCIDS Help Desk
  - 1-877-302-2347, option 2
  - CCIDS_Help_Desk@jfs.ohio.gov
- CCIDS Website
  - http://www.jfs.ohio.gov/cdc/childcare.stm

Ohio ECC Roll Out

- Pilot counties go live - August 28, 2011
  - Champaign
  - Logan
  - Marion
  - Ross
  - Union
- Hamilton Co Pilot – October 30, 2011
- Statewide go live – January 1, 2012

Thank you!

Thank you for your attention and thank you for viewing.