

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.

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What if the caretaker does not swipe the card on a day the child is in care?

Caretakers can record missing attendance during the back swipe period by using the “Previous Check In” and “Previous Check Out” process on the POS device.

What is the back swipe period?

The back swipe period is the time period that includes the current week of service plus the previous two weeks. This is the period when all transactions, including check ins, check outs, voids, and absences must be recorded in order for payment to be made to the provider.

What happens if transactions are not recorded during the back swipe period?

The provider must submit a manual claim. Manual claims will be reviewed on a case-by-case basis.

If a child is not authorized by the county, can they still receive care?

This is a provider decision. If the provider accepts the child and the child is later authorized for child care, the caretaker can use the back swipe function to record the previous attendance. If the county does not authorize care and services have been provided, the provider will not be paid by ODJFS. Providers will have access to authorization information, for children who have been authorized to them, via the Ohio ECC Provider Website (PWeb). Authorization information is processed overnight and is available on the PWeb the next day.

What happens if a caretaker loses the swipe card?

Caretakers can call the Ohio ECC Caretaker Helpline at 1-888-796-4322 to request a replacement card.

Ohio ECC PWeb

What is the Ohio ECC PWeb?

The Ohio ECC Provider Website, or PWeb, is a website for providers to view, download and print authorization, attendance and payment information. Providers can also use the PWeb to claim absent days.

How are absent days reported?

Providers will record absences on the PWeb or through the Ohio ECC Provider Helpline. Instructions for reporting absent days are available in the Ohio ECC Provider User Manual.

How do I see who is checked in and checked out?

You can view real-time transaction information on the PWeb. You can also view and print transaction reports, with check in and check out details, on the PWeb and the POS device.

Other Questions

Will I still use the CCIDS Provider Portal?

Yes. You will continue to manage your ODJFS Provider Agreement, customary rates, accreditation and banking information using the CCIDS Provider Portal.

What happens if the power goes out?

The POS device cannot be used without power. Caretakers will have to do previous check ins and previous check outs within the back swipe period. Any transactions recorded in the “Store and Forward” mode will be transmitted when power is restored and the phone line is connected. There is no battery backup on the POS device. However, it can be connected to an alternate power source.

How will caretakers record attendance if I am using my phone?

As long as there is a power source, the POS device will store the information and forward it automatically when the phone line becomes available.

If I receive a phone call or fax while the POS is being used, what will happen?

The phone call or fax will come through and the POS device will go into “Store and Forward” mode. Once the phone line is available, the POS device will send all of the stored swipe card transactions.

What is the “Store and Forward” mode?

Store and Forward (SAF) is an automatic feature of the POS device for use when your phone line is unavailable. In SAF mode, caretakers can continue to use their cards and the POS device will store all swipes. When the phone line becomes available, the POS device will automatically transmit the stored transactions. In SAF mode, the provider and caretaker will not be able to view authorization information (approval/denial) when the card is swiped.

How do I get a copy of all swipe card transactions?

The POS Device prints receipts and transaction reports for each transaction that has been transmitted. Transactions can also be viewed and printed from the PWeb.

What training is available for providers?

Prior to the installation of the POS device, providers can attend a live training session online or view a recorded session of the online training. Providers also receive face-to-face instruction during POS device installation, along with an Ohio ECC Provider User Manual and other printed reference materials.