Ohio ECC
Ohio Electronic Child Care

Ohio | Department of Job and Family Services

Provider Guidance Letter No. 5 **Subject:** Ohio ECC Provider Website (PWeb) Tips	**Date:** February 3, 2012

To access the Provider Website (PWeb) go to:

https://www.eccproviderweb.ohio.gov/eccpw/

PWeb Manual

An electronic PWeb Manual is available to all users on the home page of the PWeb. You can access the PWeb Manual by clicking the link:

Ohio ECC Provider Website (PWeb)User Manual

PWeb Self Service Password Reset

You do not have to contact the CCIDS Help Desk or Ohio ECC Provider Helpline for password resets. The **Forgot Password** option on the PWeb allows you to reset your own password, *even if you have disabled your account.*

Two security questions should appear at initial log in. If you answered these two security questions, you can click on the **Forgot Password** link if you forget your password or disable your account after three unsuccessful attempts to log in. Clicking on **Forgot Password** will bring up the security questions. If these questions are successfully answered, you can reset your password and do not have to call for log in assistance.

If security questions did not appear at initial log in, log in to the PWeb and click on "User Profile" under the "Admin" button at the top right corner of the home page. Two security questions will appear that allow you to answer initially or change previous answers.

For more information about resetting your password, see pages 7-12 in your PWeb Manual.

PWeb Browser Settings

ODJFS recommends using Internet Explorer 8 to access the PWeb. If you do not have access to IE8, then please familiarize yourself with the following Internet Browser information.

- Mozilla Firefox will work with the PWeb provided the following:

- o If a provider is using a Mac and Firefox, check the settings by going to the Firefox menu (near the File menu) and click "Preferences". This will open the browser settings. The provider must make sure that in the "Content" tab, these two check boxes are checked:
  - ▪ "Load images automatically"
  - ▪ "Enable JavaScript"
  - o Next, the provider needs to check the "Privacy" tab to make sure that they are accepting cookies. To do this, make sure these check boxes are checked:
    - ▪ "Accept cookies from sites"
    - ▪ "Accept third-party cookies"
- Google Chrome is not recommended for accessing the PWeb.
- Safari is also not recommended for accessing the PWeb.

Viewing Payment Detail Information

To view details about an individual child's payment, click the amount for that child under the "Total" column on "Provider Payment Detail" screen.

If you are viewing payment information in the PWeb and it appears to be incorrect, please check the following items:

1. **Is the DOB that displays on the PWeb accurate?** If not, contact the CDJFS to correct and an adjustment will need to be completed to correct any payment discrepancies.

2. **Is the age category that displays on the payment accurate?** If not, contact the CDJFS to correct and an adjustment will need to be completed to correct any payment discrepancies.

3. **Is the copay that was deducted accurate?** If not, contact the CDJFS to correct and an adjustment will need to be completed to correct any payment discrepancies.

4. **Does the child appear more than once in the payment detail report?**

   - **Were you recertified during the service week this payment is for?** If so, the co-pay may have been deducted twice from your payment for each of those children. Please notify the CCIDS Business Unit at CCIDS_Business_Unit@jfs.ohio.gov if this has occurred.

   - **Does the child have more than one authorization on the same case to your site?** If so, the total attendance swiped for the week for the child is added together from both cases. The final payment rate is determined from those total hours. The payment amount is then split between the authorizations to be equal to the percentage of the attendance swiped on each authorization. So if a child attended 30 hours total but 10 hours were swiped on one auth and 20 hours were swiped on the other, 33% of the payment will show on one and 67% will show on the other. If two copays were deducted from the payment an adjustment would be

necessary to correct the payment.

5. **Is the child authorized to the correct category of authorization for this service period?** If LT (less than part-time) the system will pay up to 6.9 hours of swiped attendance. If PT (part-time) the system will pay up to 24.9 hours of swiped attendance. If FT (full-time) the system will pay up to 60 hours of swiped attendance. If GT (greater than full-time) the system will pay up to the exact number of hours the county has authorized the child for during that service period. If the child is not authorized for the appropriate category based on the caretaker's need, the caretaker should contact the CDJFS to have the authorizations reviewed.

6. **The payment does not include payment "bumps" for rated programs, special needs, accreditation or non-traditional hours (when the child swiped for times after 7 PM, before 6 AM, and/or on the Saturday/Sunday). Why not?** If the rate used in the payment calculation was your customary rate, and your customary rate is higher than the ceiling/appendix rate, the payment "bump" that is _up to_ 5% for non-traditional hours, accreditation and special needs (and _up to_ 7% for rated programs) was used in the payment calculation. These additional "bumps" cannot exceed your customary rates. The only exception to this is when your program is a two or three star rated program.

7. **Why is the hourly rate that displays for each child that attended less than 7 hours different?** The rate used field tells which rate was used (CEIL or CUST). The rate that displays is the hourly rate used multiplied by the total hours, minutes, and seconds each child attended. Every child is different because it is rare that one child attends exactly the same time, down to the second, as another child.

8. **The child swiped for more hours than are authorized. How can this happen?** The Ohio ECC system is set up to allow a child to be successfully swiped for the entire number of hours the child is authorized. The system is also set up to require a check-out on any day that a successful check-in was completed. A child can be swiped in for more hours than the authorization if, on the last day swiped for the week, the child's total hours swiped were below the authorization category at the time of the check-in, but over the number of hours authorized at check-out. Since the system requires a check-out for each successful check-in, after that check out, the total hours for the week are now greater than the child's authorization category. The next attempt to check in the child will be denied with the error message "Max Hours Exceeded." In payment calculation the system will do a comparison of the swiped hours and the authorized hours and pay the lower of the two.

For more information on reviewing payment information, see pages 31-38 in your PWeb Manual.

Sorting and Filtering Transaction Information on the PWeb

Two of the most powerful features of the PWeb are the sorting and filtering tools. These features can be used to create custom reports for your use. We have heard providers are concerned they will

"break something." That is not likely to happen. The PWeb is primarily a "view only" system and is user friendly, so we encourage you to get on the PWeb and try various combinations of sorts and filters to see what works for you!

Examples of how to use the sort and filter tools to create reports are provided below. There are endless combinations of filters and sorts you can use to retrieve the information most useful for your site.

Absences recorded for the day/week/month
1. Complete a transaction search for the desired time frame
2. Click the grey box above "Trans Type" and choose "Absence"
3. Sort results by case number/child's name, etc.
4. Export to Excel or PDF for printing

Specific Child's Successful Swipes
1. Complete a transaction search for the desired time frame
2. Click the grey box above "Response" and type "00" to display transactions with a return response of Success/Approved (Note: You could also type in the word "success" here)
3. Click the grey box above "Child Name" and enter some portion of either the child's first name or last name
4. Export to Excel or PDF for printing

For more information about filtering, sorting and exporting see pages 18-19 in your PWeb Manual.