

Provider Guidance Letter No. 6

Subject: Unmatched Check-ins and Check-outs

Date: February 10, 2012

Providers have two options for resolving unmatched check ins/check outs:

1. If the check-in/out was entered in error, void the check-in/out. Instructions for voiding a transaction on the POS device are on page 21 of your **Ohio ECC Provider User Manual**.
2. If the check-in is correct, the caretaker must perform a back swipe to record the matching check-out and close the transaction. Instructions for performing previous check-out are on page 12 of your **Ohio ECC Provider User Manual** and also on the **POS Device Quick Reference Guide**.

There are two options for viewing information about unmatched check-ins/outs.

1. The details regarding unmatched check-ins/outs can be viewed on the Provider Website (PWeb) by accessing the **“Unmatched Check In/Out” report** under the **Reports** menu. There are two options for reviewing unmatched check-ins/outs. The provider may view unmatched check-ins/outs for the current day OR for the previous ten days. Detailed instructions for accessing the **“Unmatched Check In/Out” report** on the PWeb are in the **PWeb Manual** on pages 40-41.
2. Information regarding unmatched check-ins/outs is also available on the Provider POS device as an **“Exceptions Report.”** A provider can print this report for today and the previous 20 days. To print this information from the POS device, you will need to enter each date of the back swipe period you wish to view one day at a time. Step-by-step instructions for accessing the **“Exceptions Report”** on the POS Device are in the **Ohio ECC Provider User Manual** on pages 19-20.

Each week, ODJFS runs a report based on the attendance that was swiped as of the previous Saturday night at 11:59 p.m. ODJFS sends this information to providers every week in an email to help identify their unmatched check-ins/outs. Any swipes completed after the report is run do not appear on the report, so some check-in/outs shown may already be corrected. Providers who care for children overnight on Saturday night will always have unmatched check-ins/out appearing on this since the caretaker has not yet performed the back swipes to close out their child’s attendance.

If these unmatched transactions are not corrected during the back swipe period, the attendance for that child, for that day, will not be included in the hours used for payment calculation for that week.

One of the most important things a provider can do to insure accurate and timely payment for services is to use the available reports regularly to ensure all unmatched transactions are resolved before the date payments are processed.