

**MS Department of Human Services
Division of Early Childhood Care and Development
FAQ's about MS e-Childcare**

Will CCPP training be offered to providers and parents?

Yes, someone from DECCD will travel around the state to provide training to parents and providers about the program and usage of the policies and procedures associated with the program.

Will DECCD offer new certificates?

Yes, the plan is to offer more certificates as additional funds are saved in the program. Certificates will be issued from the waiting list first.

Do families receive 15 paid days while not in the center?

Yes, children can be out of the center for 15 days in the fiscal year and the care will be paid. After they child exceeds 15 days, parents are responsible for payment of care to the provider.

What does the MS eChildcare Provider Terminal provide?

This website provides information to providers about their accounts and the children's check in and out information. Providers should use this tool on a daily basis to check the status of check in and outs.

Will training be provided to providers about the terminal?

Yes, web based training will be provided on how to use this terminal.

Why is the contract with Xerox and not MDHS?

Xerox is processing the payments to providers through direct deposit, and so the contract has to occur between the provider and Xerox.

If the machine breaks, am I responsible?

Most business insurance policies will cover the expenses related to broken equipment. Contact your business insurance carrier and talk with them about the coverage you have.

Can teen parents pick up their children with MS eChildcare?

Yes, parents are the primary on each case. If the parent is a teen, they can check their children in and out.

Can I put the machine in another area of the program that is not at the entry way?

Yes, when the Forum 10 installers come to the center, they can assist you with the best place for the machines.

What will come with the machines?

The machines will come with a six foot internet connection cord. They can also be hooked up with a six foot telephone cord. The installers are equipped with splitters so you can plug the phone and the scanner in together to share the phone line.

If you wish to keep your internet connected to your computer and your scanning machine all of the time, you will need to purchase a switch. You can purchase an multi-port either net switch at Radio Shack, Best Buy or Wal Mart.

Will this system connect to other systems in the future?

No, this system is only connected to the childcare system. There is no intention to connect it to any other system in the future.

Is the paper for the machine reimbursed?

The costs of the paper are reimbursed on a quarterly basis.

Will more training be offered on the MS eChildcare?

Yes, information sessions will be offered by webinar. You can access the webinar on the DECCD website at www.childcareinfo.ms.

What are the benefits of moving to this new system for Providers?

- payments being made electronically via direct deposit twice a month,
- parents being more involved in their child(ren)'s care,
- possibility of adding more children to the CCPP from the waiting list.

Is the system connected to any other system?

The Mississippi eChildcare system is **not connected to any other system**. It is a **stand-alone system** used only for capturing child care attendance records.

How much money is this program going to cost the state?

For the 2013 Federal Fiscal Year MDHS will spend approximately \$1.6 million for Xerox operations and maintenance.

Will line splitters be provided with the equipment?

Phone line splitters will be provided at no additional cost when the equipment is installed.

What are the Xerox agreements for?

The Xerox agreement is to set up the direct deposit for funds to be transferred to the providers account and warranty information about the equipment.

Why does Xerox need a voided check?

In order for the direct deposit to be set up, Xerox will need a voided check as all entities do when direct deposit is offered.

What information does Xerox have and will it be private?

All information that Xerox holds in the database is confidential. CCPS and the Xerox database, EPPIC, will communicate electronically. The information in the system is confidential and is no different than any other data that is kept confidential.

Providers will have a web portal they will log into to view child attendance records and payment information. Providers will not have access to any family records.

What is the relationship between MDHS and Xerox?

Xerox is the state partner that provides EBT, debit cards and now e-child care services to the state of Mississippi.

What if parents cannot get a finger image because of no ridges on the finger?

Parents can try each finger to capture a scan.

What if a parent is an employee at a provider's center?

The parent can be the primary on the case file, but not a household designee.

What is the process parents go through to become registered?

Parents need to:

- view the video,
- complete the Household Designees on the Parent Registration site,
- and go to the MDHS county office or Child Care Resource and Referral office to complete the scan. Parents can go to www.childcareinfo.ms and go to the parent registration site to reduce their time spent at the MDHS county offices to complete registration. The letter sent to parents can be found at www.childcareinfo.ms under the parent page.

What if parents don't check in and out?

- Providers are paid from parent check in and outs. Parents will be taking more responsibility with the MS e-Childcare program. In the proposed changes to the Child Care Payment Program Policy manual, there is policy that holds parents responsible for checking in and out. **If parents fail to complete the process they will risk losing their certificate.** Please see the policy at <http://www.sos.ms.gov/ACProposed/00019085b.pdf> on page 68.

Are provider and parent policies going to be different and when are they in effect?

- The new Child Care Payment Policies will go into effect February 1, 2013.
- Children that attend licensed providers will still have 15 days of paid absences.
- Children's certificate hours will not be changed.
- **Providers will continue to be paid under the current attendance policies, NOT BY THE HOUR.**
- The policies for the CCPP Providers utilizing the Mississippi eChildcare system will be different, but the policy surrounding full time and part time children will remain the same. Children that receive care full time will continue to be full time. Licensed Providers will be reimbursed at the full time rate even if the full time child does not receive care for 6 hours or more on a given day. Licensed Providers will be reimbursed at the part time rate if a full time/part time child receives care for less than 6 hours; at the full time rate if a full time/part time child receives care for 6 hours or more based on specific date range maximums. The policy changes are posted with the Secretary of State's Office at this link <http://www.sos.ms.gov/ACProposed/00019085b.pdf>.
- Policies surrounding parent check in and out will be different. They will be responsible for checking their children in and out and risk the loss of the certificate if they do not.

Is training mandatory?

- **Training is a requirement for Providers and Household Designees.** See the attached chart for counties in each region. Training will be provided on the DECCD website and in person for Household Designees.
- **Provider training will be provided throughout the state in person.**

Will providers have to complete e-ledgers after implementation?

- Mississippi eChildcare will **ONLY** take the place of electronic ledgers (i.e., e-ledgers). **All Providers will need to continue to have sign in/out sheets in order to follow the State Department of Health licensure requirements and as required for CCPP monitoring visits.**

Will parents receive training?

- Household Designees and Providers will receive training on how the new system works and what is required. **Training attendance will be mandatory for Household Designees and Providers in order to participate and receive payments from the CCPP.**

- Household Designees have been instructed to visit the local MDHS Economic Assistance County Office or Child Care Resource & Referral Network center to view the training materials and have their finger image registered.
- Household Designees will also be able to access the training video on the DECCD website at www.childcareinfo.ms. They are encouraged to watch the video online, if possible.
- Parents will need to have their Household Designees' legal names and their children's legal names available to enter them after watching the video.
- Household Designees will need to enter their personal identification number into the system as an identification number to check in and out the children.

Will parents receive information from DECCD?

- Parents have received a letter providing information about training. **Parents must receive training and enter the requested information before the implementation date; Provider reimbursement is based on the Household Designees' ability to record their child's attendance in the Mississippi eChildcare system.**

What if someone who is not a Parent or Household Designee checks the child in or out?

If the child is checked out by someone, who has not been registered, the parent or Household Designee will need to complete a previous check in or out on the child to complete the next transaction. So, if someone that is not a parent or Household Designee picks up the child at 5:00pm, the parent brings the child to the center the next morning, the parent will have to complete a previous check out for the evening before and a check in for the morning.

Does the provider have to pay for the device?

- No, providers will receive additional information from Xerox, our business partner, regarding the Mississippi eChildcare (ECC) Program, Point-of-Service (POS) Device installation/training and document requirements for participation.