

**Hamilton County Child Care Forum
February 17, 2010**

Provider Portal & Provider Rates: Answers provided by ODJFS	
QUESTION	ANSWER
Will we receive a state rate chart?	These rates are listed in the child care manual, 5101:2-16-41 at www.emanuals.odjfs.state.oh.us/emanuals
Where do you find the ceiling rates for Ohio's ceiling rates? Are they the same as the county's ceiling rates?	
Will the ceiling for rates increase or change?	Every two years ODJFS conducts a market rate survey and then examines the results against the state budget to determine if funding is available to adjust current rates.
Will we be able to increase our rates?	As a private business you are able to change your rates. Reimbursement will be either your rates established for private pay families or the county ceiling, whichever is lower.
Can we use this as an opportunity to update or change our rates?	
Is the already established rate the provider rate we put in portal?	No, you should be entering your private rates into the portal.
If you forgot your pay rate that you gave your specialist, how can you get your rate?	You should have a rate that you, as a business, have established for private pay families. Your specialist might be able to assist.
What is the timeframe if you change bank account information or rates?	Bank account changes are effective immediately, rate changes are effective the first Sunday following the date the change was entered through the portal.
Department of Education is our current provider ID. Is this satisfactory for use with ODJFS?	Yes, you should use the provider ID listed on your ODE license.
Does the county or state or even parents have access to providers Web site?	Information entered into the portal is transferred to the centralized payment system, it is not stored in the portal (web site). Counties will have access to rate information in the new system, not banking information. A select few state staff will have access to all information, these staff will have to sign security agreements. Parents will not have access to this website.
If we have previously completed DMA form do we need to submit a new one?	You should have a certification number and that same number can be used for our agreement.
Do we have to fill out form 4284?	This form is not necessary for the child care program. It is a children services form. Check with your county worker if you have children you are serving through children services.

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What about back up for computer or Internet system, such as Virus etc. Failed system etc ?	If you own your computer, you would be responsible for any maintenance, repair or software you feel is necessary.
What happens if computer is out of order?	
Who will pay for wires that are not in central location for machine hook-up?	The point of sale devices that will be used to read the attendance cards hook into a phone. Wiring to hook into phone will be provided.
If you already have a terminal can it be programmed for use?	Not sure, when we select a vendor we can examine this possibility.
Will there ever be a Web site where a provider can go on when they need children to fill a space?	We have not considered this, but will discuss. Currently families can research lists of providers that are available and they contact the provider.