TAP County Webinar

November 8, 2019

1. What is the limit for the amount of time a client can backtap?

For pending cases, sponsors should track attendance in TAP as a private pay child. Once the authorization is sent via the interface from EA, the program has 28 days to merge the cases and submit attendance for payment procession. For ongoing cases the program can have sponsors backdate attendance up to four weeks after the end of the service week.

1. Can they use send alert if there is no payment made? For instance if there is lost of contact and the sponsor failed to complete any taps and they have lost contact, how does the provider recoup that money for the attendance.

If there is loss of contact, the provider should contact the county. The county will need to end the authorization and send an email to child\_care\_adjustment@jfs.ohio.gov indicating the authorization has been end-dated and there is attendance unpaid.

1. Are county agencies able to tell when a child's record and the PFCC record have been merged?

Once an authorization is sent from EA via an overnight interface, both the program and county agency staff will see the informtation in KinderConnect. County agency staff will only see the PFCC attendance; once the program merges the private pay attendance to the PFCC authorization then all attendance will be viewable for county agency staff.

1. Can School out of Session be used by a program for a day a child doesn’t attend school due to expulsion, suspension or illness and the program cares for the child all day?

No, School out of Session cannot be used in any of these situations. Federal language prohibits PFCC funding to be used for any care of a school age child when their school is in session. This would be treated as a private pay situation between the program and family.

1. We are still supposed to refer Programs to the help desk when they have problems with the TAP system, correct?

It is appropriate to send to the help desk. Programs can contact Controltec or CCIDS for system issues; however, if it is a request to make a change to the PFCC case, only county staff can make changes to a case and they must be made within five business days.

1. Who can be a sponsor to check a child in or out of care?

Each primary caretaker, as identified in the ODJFS eligibility system, can work with the program to indicate who they will allow to check their child in and out of care. The program must collect the name and ten-digit phone number of each sponsor, enter the name and phone number into KinderConnect and link those sponsors to the children of the caretaker.

1. Can the Program owner or staff be a sponsor?

No, this is not an allowable practice. Caretakers should be informed to never let their child care program or its staff be a sponsor, they could lose their PFCC benefits if they do.

1. Where is the new icon to log into KinderConnect?

County staff should log into MyOhio.ohio.gov using their state user ID (SUID). Click on MySpace, then Applications. You will see a tile/square labeled KinderConnect.