

**HOOSIER WORKS FOR CHILD CARE
WEBSITE TRAINING FAQ'S**

PARENTS QUESTIONS AND ANSWERS

- Q: If I continue to wait until Friday to complete my attendance, will that cause a problem?
A: While you are encouraged to swipe in and out on a daily basis, the POS device will still accept previous check in and outs (back swipes) for the same 13 day period using real time matching.
- Q: What does "late attendance" mean?
A: This is what was previously known as a discrepancy. Late attendance is an adjustment to attendance entered after the payment has occurred.
- Q: What happens if I forget to approve the late attendance?
A: After forty-two (42) days, the late attendance claim will be sent to State staff for review. They may request additional information from your provider.
- Q: How many hours will be added to my child's attendance for an inclement weather day?
A: Just like a personal day or a holiday, you child's attendance will be created for the service need hours indicated on your child's voucher. This information can also be found on the child's voucher detail screen at HoosierChildCareFamily.com
- Q: Do we swipe our cards (document electronic attendance) for the days the provider is closed?
A: No, you may not use a personal day if your provider was closed. Personal days may only be used if your provider was open for business, your child would normally attend the day but was not present for any part of the day.
- Q: Do I have to use the parent website?
A: No, you can still receive basic voucher information, as well as, approve late attendance by using the Hoosier Child Care Family automated phone system by calling 800-876-0487.
- Q: Will I be able to check in or check out on the parent website?
A: No, you are still required to use the POS device located at your provider's facility to document your child's attendance.
- Q: Will I be able to complete my reauthorization online?
A: No, you will still be required to complete reauthorization through your local intake office.
- Q: Will my provider still get the paper voucher when I reauthorize?
A: Yes, this process has not changed.
- Q: Will the reimbursement rate for my school-age child change when their required attendance time is decreased?
A: No, however, you may notice your provider's payment has increased because your child is now meeting the minimum required hours.
- Q: Do we have to change our PIN (Personal Identification Number) every 90 days?
A: No, only your HoosierChildCareFamily.com password will need to be changed.

- Q: How will new parents receive training on HoosierChildCareFamily.com?
A: The local intake agent will provide a tip card which includes the web address. YouTube videos and written materials are available on the home page of HoosierChildCareFamily.com.

PROVIDERS

- Q: What happens if a child no longer attends and you have to enter late attendance?
A: After selecting the reason for late attendance from the drop down menu, you will then be asked if the child still attends. If the response is “No”, you must enter the last date the child attended your facility. Remember, it is important to maintain back-up attendance documentation to support all of your child care claims. It is best if these also include a parent’s signature.
- Q: What is the time frame for entering late attendance?
A: Late attendance cannot be entered until the back swipe period has ended. Then you will be able to enter attendance for the remaining 351 days.
- Q: Can I enter late attendance through the POS device?
A: No, you must use the HoosierChildCare.com website. Paper claims or discrepancies will not be accepted after March 6, 2016.
- Q: What if I don’t have a computer?
A: You can access the HoosierChildCare.com website from any computer so you may use the computer at the library or one belonging to a friend or relative. Remember, late attendance may only be entered from the HoosierChildCare.com website.
- Q: How quickly will a late attendance claim be paid?
A: Once the late attendance has been approved by the parent, the payment will be received on the following regular CCDF payment date.
- Q: Does my POS device have to be replaced?
A: Xerox has been working for some time to prepare for this website launch. Your device should be ready to accept all the new features.
- Q: Do I have to report my inclement weather closure if parents have already met the required attendance?
A: No, you do not need to use an inclement weather closure day unless it effects your payment.
- Q: How long do I have to void a transaction?
A: Voids can be entered for the previous 13 days. Only transactions which can be voided will display this option.
- Q: Will transactions immediately display on HoosierChildCare.com?
A: Yes, transactions will show on this website as soon as they are approved.
- Q: Are voided transactions in real time to allow for entry of corrected attendance immediately?
A: Yes, voided transactions are recorded in real time to allow for re-entry of the correct attendance.
- Q: When entering late attendance for school-age children attending before and after school, will I need to use two (2) entry lines?

A: Yes, one row will be used for before school time entry and the other for after-school time entry.

Q: Can we use this training for our provider training hours? If so, how can I get a certificate of completion?

A: Certificates will not be issued for this training.

Q: Can we void transactions for thirteen (13) days on the POS device, as well as, the website?

A: Yes