

LEARNING PROVIDER PROGRAM GUIDE

Welcome to LearningOhio.com and LearningOhioNE.com!

Please read this important information to find answers to frequently asked questions to help you navigate the site and program. Note: Providers in the Northeast Region of Ohio are published on LearningOhioNE.com.

→ QUICK TIPS TO GET STARTED

To login, view appointments and manage bookings:

- Use the re- set password email you received via AppointmentPlus to access and manage your booking calendar. If you did not receive this, check your spam, and email if you need it re- sent.
- You will be sent a booking email for any new appointments.
- Ensure that you can attend every session that has been booked by a family and check that it is on your provider calendar. If it is not on your AppointmentPlus calendar, we will not be able to pay you for that session.

→ SCHOOL YEAR & SUMMER PROGRAM DATES

Fall session: October 1, 2021 – January 15, 2022

→ CHANGE IN AVAILABILITY

If you need to change your availability, please send a request to support@learningohio.com.

If your schedule becomes full and you cannot take on new clients, please email support@learningohio.com so we can mark you as “Pre-established Clients Only”.

→ COMMUNICATION

All communication will now come from support@learningohio.com. Email us if you have any questions. Please allow us 24 hours to respond within normal business hours, M-F 9am-5pm.

→ PAYROLL

- You will be sent an invite to set up direct deposit via Square **after** your first paid booking is scheduled and before the next payday. This invite will be automatically generated and will come from no-reply@messaging.squareup.com. Please do not reach out prior, you will be notified when you need to complete this step.
- **Payroll dates are shown on the calendar at the bottom of this document.**

→ SCHEDULING

All bookings will be scheduled through AppointmentPlus (how to do that below).

- Use the re- set password email you received via AppointmentPlus to access and manage your booking calendar. If you did not receive this, check your spam and email support@learningohio.com if you need it re- sent.
- You will receive an email notifying you of any new appointments.
- **DO NOT take appointments that are not on your booking calendar or you will not get paid. This is the report we run for payroll, so the calendar must be accurate for your pay to be accurate.**

→ **BOOKINGS** You will get an email notification from AppointmentPlus when a family requests an appointment.

→ **Free introductory interview requests** with new families require you to contact the parent to discuss how and where you will meet and expectations prior to the interview date.

→ **All PAID appointments are booked by clients using their package in AppointmentPlus. If they do not have a remaining balance, they will not be able to complete a booking request.** To change or deny a request, login to your AppointmentPlus account and find the appointment on your calendar. If necessary, contact the client to find a more suitable time and ask them to reschedule on their account.

→ **Providers cannot book on behalf of clients.** Clients must book their own appointments.

NOTE: *At this time, Learning Aid Ohio requires that all learning providers offer in- person services and suggest you use video conference for your interview appointments to get acquainted with the client and their needs prior to paid bookings. Sessions can be virtual, only if requested by the family.*

→ **COMMON CLIENT BOOKING ISSUES**

- Families must book your services online using their own AppointmentPlus account. **Please DO NOT take appointments that are not on your booking calendar or you will not get paid. This is the report we run for payroll, so the calendar must be accurate for your pay to be accurate.**
- If a client wants to book you for hours that are not available, you or the client needs to email support@learningohio.com. We can usually add the appointment, but please allow a minimum of 24- hour notice.
- **Appointments cannot be booked with less than 24 hours in advance of the session time.** We do not permit clients to schedule within a 24- hour window to allow providers time to view the appointment and ensure they are available.

→ **REMOVAL FROM PROGRAM**

There are a few reasons Learning Aid Ohio will automatically remove your bio from the platform:

- BCI/FBI Background check or ODE Licensure expires with failure to send an updated copy to support@learningohio.com.
- If you miss two or more sessions, we reserve the right to remove you as a provider from the site without compensation for future bookings.
- Violation of the Attestation signed upon application. If you are charged with one of the offenses listed on the attestation you signed during application, you must alert Learning Aid Ohio by emailing support@learningohio.com.
- Please use common guidelines for health and safety to ensure you and your clients remain healthy. Should you fall ill, please notify your clients immediately and follow State protocols and guidelines for delaying all appointments until cleared by a physician or until quarantine durations are completed. Block your calendar until your physician clears you for in- person activity so no appointments can be made until that time.

October 2021

Pay is normally deposited in bank accounts 5 business days after payroll is run. This does not include weekends or bank holidays.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
26	27	28	29	30	1	2
3	4 Admin runs payroll for 9/25 – 9/30	5	6	7	8	9
10	11	12	13	14	15	16
17	18 Admin runs payroll for 10/1 – 10/15	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

November 2021

Pay is normally deposited in bank accounts 5 business days after payroll is run. This does not include weekends or bank holidays.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
31	1 Admin runs payroll for 10/16 – 10/29	2	3	4	5	6
7	8	9	10	11	12	13
14	15 Admin runs payroll for 10/30 – 11/12	16	17	18	19	20
21	22	23	24 Office closed for Thanksgiving	25 Office closed for Thanksgiving	26 Office closed for Thanksgiving	27
28	29 Admin runs payroll for 11/13 – 11/26	30	1	2	3	4

December 2021

Pay is normally deposited in bank accounts 5 business days after payroll is run. This does not include weekends or bank holidays.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
28	29	30	1	2	3	4
5	6 Admin runs payroll for 11/26 – 12/3	7	8	9	10	11
12	13	14	15	16	17	18
19	20 Admin runs payroll for 12/4 – 12/17	21	22	23 Office closed for winter break	24 Office closed for winter break	25 Christmas
26	27 Office closed for winter break	28 Office closed for winter break	29 Office closed for winter break	30 Office closed for winter break	31 Office closed for winter break	Jan 1

January 2022

Pay is normally deposited in bank accounts 5 business days after payroll is run. This does not include weekends or bank holidays.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
2	3 Admin runs payroll for 12/18 – 12/31	4	5	6	7	8
9	10	11	12	13	14 Admin runs payroll for 1/1 – 1/13	15
16	17 Office closed for MLK Day	18	19	20	21	22
23	24	25	26	27	28	29
30	31 Admin runs payroll for 1/14 – 1/28	1	2	3	4	5