

Hero Pay Phase 2 User Guide

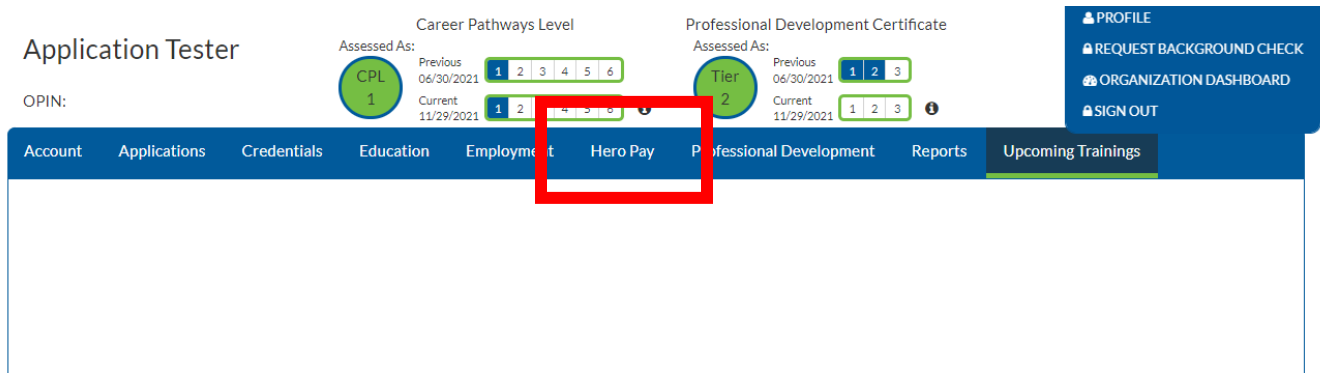
Eligible program types: ODJFS Centers, Type A Homes and Type B Homes

To review Hero Pay eligibility and enter payment information, you will need to sign in to your Ohio Professional Registry (OPR) profile. If you need assistance with signing into your OPR profile, please review the resources available on our website: [OPR Profile Assistance](#).

Hero Pay Eligibility

On March 16th, 2023, professionals will be able to sign in to their Ohio Professional Registry (OPR) profile and view their eligibility. To determine Hero Pay eligibility, please review the [Manual Procedure Letter](#) issued by Ohio Department of Job and Family Services (ODJFS).

If there is a Hero Pay tab in your OPR profile, that means you are eligible for at least one of the two (2) payment periods.



If you do not have a Hero Pay tab, the employment in your OPR profile (employment tab), did not qualify you for Hero Pay. There are no exceptions to eligibility and the OPR staff does not have a way to alter or manage your eligibility. **To be eligible for Hero Pay, eligible employment needed to be added to your profile prior to the employment period ending (February 28th, 2023). If you are not eligible, there is nothing additional for you to complete.**

Please review the following resources for additional Hero Pay information:

[Hero Pay Eligibility At-A-Glance](#)

[All Hero Pay Resources](#)

Eligible professionals

Eligible professionals will see a Hero Pay tab displayed in your OPR profile on March 16th, 2023. To receive payment, an action **MUST** be taken. Even if you have entered payment portal information before, it must be entered for this Phase by March 31st, 2023.



The Hero Pay tab will display all the information needed to complete the payment portal and monitor your payment status. Please review this information to determine when payment will be made and monitor the progress of your payments. **The OPR staff does not have any additional information besides what is shown in your OPR profile. Complete processing of payments may take up to eight (8) weeks.**

Hero Pay

Welcome to the Hero Pay section of the Ohio Professional Registry.

You have been employed in an eligible role in an open program (open for the entire period with no more than a 10-day closure gap) licensed by the Ohio Department of Job and Family Services and you have no employment gap greater than 10 days in a qualifying period. You are eligible for Hero Pay for Period - 09/01/2022 - 02/28/2023.

To receive Hero Pay, complete the Payment Portal by March 31st, 2023.

You will need to set up your payment method (regardless of any previous Hero Pay payments). You can only enter payment information one time. If it is incorrect, you will receive a paper check. Please note: Hero Pay processing may take up to 8 weeks before you receive your payment.

Add Hourly Wage

To support statewide workforce initiatives, you must enter your accurate hourly wage for each qualifying hero pay roles. This information is only used for reporting purposes. A professional's individual data will never be identified or reported.

To calculate your accurate hourly wage if you are a salaried employee, divide your annual salary by the number of hours worked.

If you are a Family Child Care provider and you are unsure how to calculate your hourly wage, please use [Statement of Income for Type B professionals](#) form to assist you.

Wage Information ^

To support statewide workforce initiatives, please enter your current hourly wage for each qualifying Hero Pay role below. This information is only used for reporting purposes. A professional's individual data will never be identified or reported.

If you are a salaried employee, divide your annual salary by the number of hours worked to determine your hourly wage.

If you are a Family Child Care provider and you are unsure how to calculate your hourly wage, please use [Statement of Income for Type B professionals](#) form to assist you.

Program Name	License Number	Role	Start Date	End Date	Hourly Wage
Program A	0000001	Lead Teacher	2013-05-28		<input style="width: 100%; height: 20px;" type="text"/>

Review Eligibility

This section will display the payment periods you are eligible for. You will either be eligible for one period or other, not both.

Period 09/01/2022-02/28/2023 = \$3,000

Eligibility ^

Click the Setup Payment Method button below to begin processing your Hero Payment(s) for the eligible periods below.

Period	Eligibility
Period - 09/01/2022 - 02/28/2023	Eligible

Period 12/01/2022-02/28/2023 = \$1,500

Eligibility ^

Click the Setup Payment Method button below to begin processing your Hero Payment(s) for the eligible periods below.

Period	Eligibility
Period - 12/01/2022 - 02/28/2023	Eligible

Notifications

You will see all updates to Hero Pay under the notifications flag in your profile AND displayed here in the Hero Pay tab. The OPR staff does not have any additional information besides what is shown in your OPR profile. Your eligibility notification will be displayed here for review, as well as any payment updates and portal submissions that have been completed. Check this section often to keep up to date on your Hero Pay status.

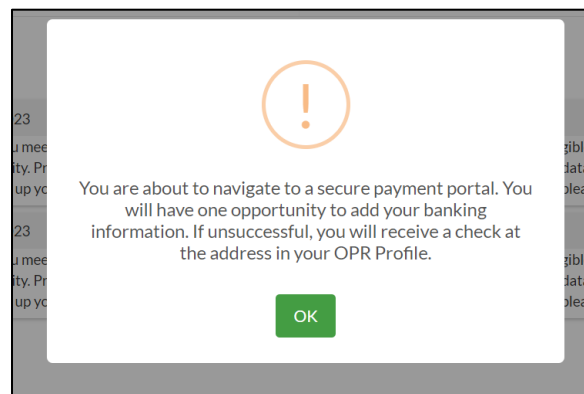
Once you have entered your hourly wage for all qualifying roles, the Setup Payment Method will turn green and allow you to select to proceed to the Payment Portal.

Hero Pay Eligibility for Period - 09/01/2022 - 02/28/2023 March 8th 2023, 7:40:08 am

The Ohio Professional Registry has determined that you meet the requirements to receive Hero Pay for Period - 09/01/2022 - 02/28/2023. Eligible professionals will see a Hero Pay tab in their OPR profile. Click on the Hero Pay tab to review your eligibility. Prior to completing the payment portal, you will be required to enter accurate wage data for all eligible roles. Click on the Setup Payment Method button to be taken to the secure website to set up your account in order to receive payment. For additional information and for FAQ's, please visit <https://occrra.org>.

[Setup Payment Method](#)

You will receive a warning notice that states the following. You should be certain you have all the proper documents to continue.



You will need the following items to continue:

1. Your social security number
2. Your bank routing number
3. Your bank account number

You only have one opportunity to add your banking information. If unsuccessful, you will receive a paper check at the address in your OPR profile. Click OK when you are ready to proceed. You have now entered the secure payment portal.


Completing the Payment Portal


The summary form is a chance for you to review your OPR Profile Information that is relevant to your Payment Portal submission. If this information is not correct, please select the Edit Profile button to update it in your OPR profile. If you wish to return to your profile without completing the Payment Portal, you may hit the cancel button to exit.

Review the information on this screen. Please note: if for any reason you are to receive a paper check, it will be mailed to the address below. **Please be sure this address is a correct mailing address for you.**

You must attest that the information on this screen is correct and then hit Start Request.

Payment Portal - HERO Summary Form



You have entered a secure Payment Portal used for processing Hero Pay. 

Please review the information below for accuracy. If any information presented is not accurate, please select the Edit Profile button, update your OPR profile and re-enter the Hero Pay Payment Portal. Name needs to match banking information. If your payment is a check, it will be mailed to the address below.

OPR Profile Information

First Name	Last Name	OPIN Number	Email Address	Phone Number
Hero	Pay		heropay2time@gmail.com	(111) 111-1111
Address	City	State	County	Zip Code
2469 Stelzer Rd.	Columbus	OH	Franklin	43219

By selecting this checkbox, I acknowledge that all information on this screen is accurate.
(Please note your name must match your bank account information, if not please edit your OPR Profile)

[Cancel](#) [Edit Profile](#) [Start Request](#)

OPR Profile Information is carried over to the submission form and cannot be edited.
Enter your social security number into the boxes provided under the Personal Information header.

Payment Portal - HERO Submission Form

You have entered a secure Payment Portal used for processing Hero Pay.

OPR Profile Information

First Name	Last Name	OPIN Number	Email Address	Phone Number
Hero	Pay		heropay2time@gmail.com	(111) 111-1111
Address	City	State	County	Zip Code
2469 Stelzer Rd.	Columbus	OH	Franklin	43219

Personal Information

Social Security Number	Social Security Number (Please re-enter)
<input type="text"/>	<input type="text"/>

Check either checking or savings account and enter the routing and account number. If you do not have a bank account, select the 'No bank account available' button to receive a paper check.

Bank Account Owner Information

It is the professional's responsibility to enter banking information correctly. Professionals have one opportunity to successfully enter bank account information. GIACT is being used to review the information entered by the professional to approve ACH requests.

Please Select Account Type:

Checking Account Savings Account

Your name must match your bank statements.

First Name	Last Name
Hero	Pay

Routing Number	Routing Number (Please re-enter)
<input type="text"/>	<input type="text"/>
Account Number	Account Number (Please re-enter)
<input type="text"/>	<input type="text"/>

No bank account available. (If selected the payment will be made via check)
Please note: Hero Pay processing may take up to 8 weeks before you receive your payment.

You must attest to your confirmation of the Hero Pay and IRS information by entering an electronic signature with a name that matches your bank statements. Click Submit Form to complete the Payment Portal process.

By signing this form Electronically, I attest to the following:

Hero Pay

- I understand that these payments are based upon continued employment of a child care program in an eligible role which will be confirmed for each payment.
- I understand that these are temporary payments and do not affect any other state of Ohio benefits I may receive.
- I understand that providing this information will result in the professional receiving an electronic IRS Form 1099. This will be available in the professional's Ohio Professional Registry profile the following calendar year and will be labeled with the tax year.
- The following Substitute W-9 is being completed by an individual.

Internal Revenue Service (IRS)(<https://www.irs.gov/instructions/iw9>)

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I'm subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S citizen or other U.S. person; and
4. The FATCA code(s) entered on the form (if any) indicating that I am exempt from FATCA reporting is correct.

Please enter your name as it is shown in your bank statements.

Electronic Signature

Date 3/9/2023

Submit Form

Once you hit the Submit Form button, the system will send your bank account information through a secure system called GIACT. GIACT checks immediately with your banking institution to be sure you've entered information that matches a bank account. If all information is correct, you will receive this success message and you can click OK to return to your OPR profile.

This message means you will receive an Electronic Funds Transfer (EFT) payment:

Your request has been submitted successfully on 03/08/2023 at 12:57:52 PM with request ID 55495.


Based on the information entered by the professional, your account has been verified and the ACH submission is successful.

Please keep this information for your records and check the Hero Pay tab in your OPR profile for payment status.

OK

If your name, routing number, or account number did not match, you will receive an error from GIACT stating the reason it was not verified. You will receive a paper check to the address you reviewed on the previous screen. An example of one of those errors is below.

This message means you will receive a paper check mailed to the address in your OPR profile:

✕

We were unable to set up your account to receive payment benefits due to invalid banking information provided.

Your payment will be processed as a check and sent to the address in your OPR Profile.

OCCRRA staff do not have any information on your banking information or why it was not accepted.

Our determination was based in whole or in part, on information from a consumer report received from GIACT Systems LLC. As a Consumer Reporting Agency, GIACT did not make this decision and is unable to supply the specific reason(s) for our determination.

Under the Fair Credit Reporting Act, you have the right to obtain a free copy of your consumer report from GIACT if you request it within 60 days after you receive this notice. Should you receive your consumer report and determine that any information in your report is incomplete or inaccurate, you may dispute that information with GIACT.

You can obtain a free copy of your report from, or initiate a dispute with, GIACT by visiting their website at <https://www.giact.com/consumer-inquiries/> or by notifying GIACT directly at: GIACT Systems, LLC. Attention: Consumer Resolutions P.O. Box 1116 Allen, Texas 75013 Phone: 833-802-8092

Please keep this information for your records and check the Hero Pay tab in your OPR profile for payment status.

The OPR staff do not have any information on why you received this unable to verify message. All questions should be directed to GIACT at the contact information provided. A paper check will be sent may take up to 8 weeks to process.

You have successfully completed the payment portal. Click OK to return to your OPR profile.

Review Payment submission and status

When you click OK, you will be taken back to your OPR profile. Select the Hero Pay tab to view the submission. You will receive a notification letting you know your Hero Pay payment information has been updated.

You can also view your payment status here as well. The OPR staff does not have any additional information besides what is shown in this section of your profile. Complete processing of payments could take up to 8 weeks.

Payments ^

Click the Edit Payment Method button below to make changes to your payment information. If any payment(s) are currently being processed you will not be able to edit your payment information.

Period	Eligibility	Payment Status	Payment Type	Payment Process Date
Period - 09/01/2022 - 02/28/2023	Eligible	Submitted	Check	N/A

Notifications ^

Hero Pay Activity	March 9th 2023, 3:30:44 pm
Your Hero Pay payment information has been updated	

Return to the Hero Pay tab often to view payment status updates. Once the Payment Status has been moved to 'Paid', you will receive another notification indicating the processing time.

If the payment status says Paid and the payment type says EFT: The Hero Pay payment has been submitted to your banking institution. You must allow 5 to 7 business days for the transaction to process and appear in your bank account. If you have not received the EFT payment in your bank account **after waiting the seven (7) business days**, please contact us at support@occrra.org letting us know you did not receive the payment.

Payments ^

Click the Edit Payment Method button below to make changes to your payment information. If any payment(s) are currently being processed you will not be able to edit your payment information.

Period	Eligibility	Payment Status	Payment Type	Payment Process Date
Period - 09/01/2022 - 02/28/2023	Eligible	Paid	Electronic Funds Transfer Please allow 5 to 7 business days from Payment Process Date to receive payment.	2023-03-09

If the payment status says Paid and the payment type says Check: A paper check has been sent to the address in your OPR profile. Please allow ample time for the postal service to deliver this paper check to you. If you have not received the check **after waiting the 30 days**, please contact us at support@ocrra.org letting us know you did not receive the paper check.

Payments ^

Click the Edit Payment Method button below to make changes to your payment information. If any payment(s) are currently being processed you will not be able to edit your payment information.

Period	Eligibility	Payment Status	Payment Type	Payment Process Date
Period - 09/01/2022 - 02/28/2023	Eligible	Paid	Check	2023-03-09

Please note: The OPR staff does not have any additional information besides what is shown in your OPR profile. Payment processing could take up to 8 weeks from the payment portal submission.