

Area: Fiscal Systems

Subject: FS33 – Child Care Provider Payment Procedure

Reference: Title 5, 18074 – 18076.3; Funding Terms and Conditions VI; Management Bulletin 12-17 and 12-18

Policy: Claims are due by the 5th business day of each month. Failure of the provider to submit an attendance claim within thirty (30) days after child care services are provided shall constitute a waiver of the provider's right to receive reimbursement for child care provided and will become the obligation of the parent/guardian.

1. Data Technician shall print and mail attendance claims by the 22nd of each month.
 - a. White – Alternative Payment Program (CAPP)
 - b. Yellow – General Child Care Family Child Care Home (CCTR FCCH)
2. Data Technician shall set up a file for each family/provider
 - a. Label a letter and legal sized Pendaflex with provider name.
 - b. File Certificate for Child Care Services and Notice of Action in file at Data Technician desk.
3. Support staff scans claim into KinderTrack when received
 - a. On-time claims are placed in the corresponding Data Technician inbox.
 - b. Late claims are put in the corresponding Data Technician late claim folder located in their inbox.
4. Data Technician will match up claim with corresponding Certificate for Child Care Services.
5. Data Technician will process claim in the "Edit Child Care Payment" section of KinderTrack. CAPP on-time claims shall be processed by the 20th of each month. CCTR FCCH on-time and correct claims shall be processed by the 8th of each month. Late claims are processed after claims.
 - a. Processing a payment shall include reviewing the claim for completion, reviewing the "Rates" tab for accuracy and changing the claim status to "Authorized" and then "Paid"
 - b. If claim is not filled out correctly, Data Technician will process the claim based on certified care and then follow the following procedure:
 1. Incomplete claim
 - a. Data Technician will contact parent/guardian by telephone to educate them of the requirements to complete an attendance claim and inform them if it happens in the future, a termination will be issued.
 - b. Data Technician will mail an informational claim letter, claim policies and a copy of the claim highlighting the errors to the parent/guardian. A payment note will also be added to the provider section in KinderTrack.
 - c. First occurrence will constitute a warning; second occurrence the Data Technician will give copies of the past and current correspondence, including the letter and claims to the Child Care Specialist I
 - d. Child Care Specialist I will issue a termination NOA.
 2. Change in certified care

- a. Data Technician will make a copy of the claim, along with a note to the Child Care Specialist I that the parent/guardian is not using care as contracted.
 - b. Child Care Specialist I will contact the parent/guardian by telephone to educate the parent of the requirements to submit their changes within five calendar days and inform them if it happens in the future, a termination will be issued.
 - c. Child Care Specialist I will mail an informational change letter and policies for reporting changes to the parent/guardian.
 - d. First occurrence will constitute a warning; second occurrence the Child Care Specialist I will issue a NOA termination.
- c. All absences shall be recorded in KinderTrack.
- d. If provider invoices less than what is allowed, then under the rates tab in KinderTrack "Add" a negative amount reflecting the difference. Also, add a note stating "Provider invoiced less").
6. Data Technician will print out payment statements by family/provider and send to the Business Office Accounts Payable Technician via the daily Hot Box.
7. Accounts Payable Technician pays claim in QSS as a payment voucher. To avoid duplication, payments will be recorded in lowercase without spaces by parent last name, /, and month (Example: smith/oct)
 - a. Duplicate alert – Accounts Payable Technician researches payment to ensure it is not a duplicate
8. Accounts Payable Technician files payment statement electronically in Laserfiche.
9. Data Technician will file payment statement and claim in family/provider file.
10. Data Technician will file Certificate for Child Care Services, Notices of Action and/or other correspondence in paid file at claim's desk.
11. Data Technician will review outstanding certificates on the last business day of each month. If a claim is not received by the end of the month, Data Technician shall send a Case Manager Alert in KinderTrack to the Child Care Specialist I.
 - a. Child Care Specialist I will call parent/guardian.
 - b. Child Care Specialist I documents notes in KinderTrack.
 - c. Child Care Specialist I issues termination if child abandoned care
12. If claim is submitted after the thirty (30) day deadline from when child care services were provided, Data Technician shall send a Warning letter for the first occurrence and a "denied payment letter" for future occurrences.
 - a. Data Technician makes two copies: one for claim file and one to distribute to Child Care Specialist I.
 - b. Child Care Specialist I issues termination NOA of provider/parent, as needed.
 - c. Child Care Specialist I documents notes in KinderTrack.

Supervised by: Coordinator of Early Childhood Programs, Internal Accounting Manager

Performed by: Data Technician, Child Care Specialist I, Support Staff, Accounts Payable Technician

Forms needed: Claim, Certificate for Child Care Services, Denied Payment Letter, Warning Claim Letter

Frequency: Ongoing