



Army Fee Assistance Payment Policies and Procedures

Please read carefully.

These policies will assist you in completing and submitting your monthly attendance records. Our staff is available to answer any questions you may have. You may contact us at 1-800-793-0324 ext. 365, Monday through Friday from 8:00 AM - 7:00 PM (EST). Please keep this document in your records for easy reference.

Next Steps:

1. Review Approval Certificate to ensure **all** information is correct.
2. Parent and provider should completely fill out and sign attendance sheet each month. (Photocopied signatures from previous months will not be accepted.)
3. Submit the attendance sheets as soon as possible and as early as the 25th of the month for the same month and no later than the last day of the next month in order to receive payments.
4. Payment will be made directly to the provider. No exceptions.

ATTENDANCE SHEETS

PLEASE MAKE COPIES OF THE ATTENDANCE SHEET FOR YOUR RECORDS; YOU WILL NEED ONE FOR EACH MONTH OF SERVICE.

- One attendance sheet must be used per child per month. This should include the signature and calendar page per child.
- Attendance sheets can be submitted as early as the 25th of the month for the same month.
- Attendance sheets must be submitted within 30 days after the last day of service provided. Please refer to the payment calendar attached. This excludes the initial/recertification application time periods, (i.e. 90-day application period). The family has 90 days to complete the application, including a complete provider application. Payments can be retroactively paid based on the application date for the initial/recertification time period and submission of Attendance Sheets.
- Upon receipt of Fee Assistance payment, providers will have 45 days to reconcile any payment issues or disputes, granted that the provider submitted the attendance sheets within 30 days of services rendered.
- Indicate the month and year of attendance being reported. Attendance records with no month and year will delay payment.

- Attendance records must have signatures from the child care provider and the sponsor/parent.
- Attendance records missing signatures or not having original signatures will not be processed. This verifies that the children attended care during that period.
- Information change: If the provider needs to make any changes to their account, including but not limited to address, phone number, email, tax ID#, business name, etc., they will need to submit a provider change of information form and notify us immediately via email at providerservices@usa.childcareaware.org or by phone at 1-800-424-2246, option 7 and include the child care provider's name and provider ID number.
- Complete all blocks in the attendance record, using the appropriate attendance codes. Please do not leave any blocks blank or use any other codes than what is indicated on the attendance sheet, as this may delay payment. A list of acceptable attendance codes are listed on the attendance record.
- Payment will be rendered once an application is approved and an attendance sheet is received by Child Care Aware® of America. Attendance records must be received monthly in order to reimburse a child care provider. Under no circumstances can a child care provider be reimbursed without first submitting a complete attendance record. If another copy of the attendance sheet is needed, please contact Child Care Aware® of America at misp@usa.childcareaware.org or call 1-800-424-2246 to make the request.
- Express mailing of attendance records does not guarantee faster processing. In addition, we do not express mail child care provider reimbursement checks. Accurate and complete attendance records are processed no later than ten (10) business days from the date received by Child Care Aware® of America.

CHILD CARE AWARE® OF AMERICA RESERVES THE RIGHT TO RANDOMLY CHECK THE ACCURACY AND VALIDITY OF ATTENDANCE RECORDS AT ANY TIME.

ALTERING AND/OR FALSIFICATION OF ATTENDANCE SHEETS WILL RESULT IN PROVIDER/PROGRAM BEING REQUIRED TO REFUND OVERPAYMENTS AND CANCELLATION OF THIS AND FUTURE PAYMENTS FROM CHILD CARE AWARE® OF AMERICA FEE ASSISTANCE PROGRAMS.

CHILD CARE FEES

- The reduced fee listed on the child care Approval Certificate is the fee that will be paid monthly to the child care provider. If a child terminates child care and/or switches to a new child care provider, the monthly reduced fee is pro-rated. In either case, the sponsor/parent is responsible for any balance.
- First and last month payments are pro-rated based on the start and end date of the certificate.
- Families are only eligible for payment based on the dates listed on the certificate period line of the approval letter, not the recertification date. Please check the note box on the Approval Certificate for important notifications.

- Provider rate should be the rate that is charged to any family regardless of whether they are in the military or not. The rate should include any discounts prior to receiving military fee assistance (i.e. multiple child discounts, employee discount, state and county child care fee assistance, etc.).
- If only the weekly rate is provided, it will be multiplied by 4.33 to determine the monthly rate.
- Late fees, early withdrawal fees, transportation fees, activity fees, snack fees and all other miscellaneous fees are not covered and should not be included in the provider rate.
- Tuition for school-aged children (Kindergarten- age 12) is not covered. Only before and after care rates may be used in processing fee assistance amounts.

CHILD CARE PAYMENTS

- All child care payments are made directly to the child care provider. Payments are made within seven (7) to ten (10) business days of Child Care Aware® of America's receipt of a complete and accurate attendance records. If payment has not been received within the previously stated timeframe, please contact paymentdept@usa.childcareaware.org for the status of the payment.
- Child care providers will only be paid for children listed on the Approval Certificate.
- Under no circumstances will child care payments be made to military sponsors. Military sponsors should make clear and concise arrangements with their child care provider related to account credits or reimbursements. Child Care Aware® of America will not facilitate payment disputes between parents and providers.
- If a military sponsor/parent needs to submit documentation to remain eligible, it will be listed on the Approval Certificate. If this documentation is not received, payment will not be rendered past the date(s) indicated on the Approval Certificate.
- If a provider needs to submit documentation to remain eligible, they will be contacted via email. If this documentation is not received, payment will not be rendered past the expiration date of the missing documentation.
- Once the provider/program receives the approval packet, containing the Approval Certificate with monthly fee assistance amount, it is the responsibility of the provider/program to notify Child Care Aware® of America of overpayment. The monthly fee assistance amount plus the parent co-pay must equal the family's total cost of child. Any fee assistance received that exceeds the amount of the family's total child care cost must be reported within 5 business days and refunded to Child Care Aware® of America. Failure to adhere to this policy will result in immediate termination from the program and may be punishable by criminal law.
- If a payment has been issued but not received, the child care provider should call the Military Child Care Payment Department at 1-800-793-0324, extension 365.

IMPORTANT NOTES

- Make sure all information on the Approval Certificate is accurate.
- Ensure that children are attending the provider listed on the certificate during the certificate start and end date.
- If the child no longer attends the provider listed in the Approval Certificate, the sponsor should notify Child Care Aware® of America by submitting a change of provider form.
- Please make a note of the recertification date. Necessary documentation should be submitted by that date to prevent a disruption in payments.
- If there are any changes to the approval, such as schedule changes, rate changes, discounts, etc, those are to be reported to Child Care Aware® of America prior to submitting the attendance sheet for the month the change takes effect.
- Direct deposit is the preferred way for providers to receive payment. To request direct deposit, the provider must email paymentdept@usa.childcareaware.org with their provider ID and provider name. For new providers, a check will be sent for the first payment and direct deposit will start with the second payment.
- The sponsor/parent is responsible for all child care fees prior to approval for fee assistance and after the expiration of a valid fee assistance certificate. Approval for parents and providers is not guaranteed for Child Care Aware® of America fee assistance programs.
- Both parents and providers must remain eligible for fee assistance in order to receive payment.



Army Child Care Fee Assistance Attendance and Invoice

Thank you for choosing to serve Army Families. These Families rely on quality child care services that support their mission requirements. As a child care provider, you are an important part of the success of the Families you serve. This brochure will introduce you to the frequently asked questions about payment processing.

When Will I Receive the Attendance Sheet?

An Approval Certificate will accompany the attendance sheet each time a family is approved via email. Make note of the approval period as payment will only be made during the period of approval. A copy of the Approval Certificate and the attendance sheet is sent to the family and to the provider at the same time.

How to Complete the Attendance Sheet

1. **Check the Approval Certificate.** Make sure the family fee assistance certificate has not expired, not to be confused with the recertification date. Fee Assistance will not be paid for expired certificates.
2. **Make copies of the blank attendance sheet once you receive the email approval for each child.**
3. **Enter the attendance codes on the calendar page of the attendance sheets.** Each day of the month should have the appropriate code. A list of the description of each code is in the calendar page.
4. **Sign the attendance sheet.** Both parent/guardian and provider should provide an original signature.

How Do I Submit My Attendance Sheets?

Attendance sheets may be sent to Child Care Aware® of America in any of the following methods:

Fax: 703-341-4199

Email: Paymentdept@usa.childcareaware.org

Mail: 1515 N Courthouse Road 3rd Floor Arlington, VA 22201

Attn: Payment Department

Is There A Time Limit on Reconciliation?

Upon receipt of a Fee Assistance payment, providers will have 45 days to reconcile any payment issues or disputes, granted that the provider submitted the attendance sheets within 30 days of services rendered.

Can I Use Any Attendance Sheets and Write the Family's Name on the Attendance Sheet?

No. Providers must make copies of the blank attendance sheets provided with the Approval Certificate by Child Care Aware® of America. Monthly attendance sheets will serve as the monthly invoices. Attendance sheets included with the Approval Certificate will be the only form acceptable for invoicing Fee Assistance payments.

How Can I Ensure Prompt Payment?

Child Care Aware® of America will not process invoices that are not properly submitted. Reasons may be:

- lv **No signature**—the attendance sheet must be signed by the child care provider and the parent.
- lv **Submitted too late**—the attendance sheet must be submitted within 30 days of services rendered. This excludes the initial/recertification application time periods, (i.e. 90-day application period). Parent and providers must complete their applications within 90 days of submission; otherwise the application will be deactivated. Families will only receive a retroactive payment for their initial application submission date or recertification date if all parent and provider documents are received within 90 days.
- lv **Attendance sheets not from the initial email approval for the specific family**—providers must make copies of the blank attendance sheets upon receipt of the email approval.
- lv **Incorrect Attendance Sheet code.** Check the attendance sheet for the appropriate codes.

When Will I Receive Payment?

Payments will be processed within 7-10 business days of receipt of attendance sheets. Please allow another 2 business days to receive payment. Check the payment calendar for approximate dates.

Contact Information: 1-800-793-0324 extension 365 or paymentdept@usa.childcareaware.org