



# Navy and Air Force Child Care Fee Assistance Attendance and Invoice

Thank you for choosing to serve Navy and Air Force 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 have the 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](mailto:Paymentdept@usa.childcareaware.org)

**Mail:** 1515 N Courthouse Road 11<sup>th</sup> Floor Arlington, VA 22201 Attn: Payment Department

## Is There a Time Limit on Reconciliation?

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.

## 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 Approved 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:

- **No signature**—the attendance sheet must be signed by the child care provider and the parent.
- **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.*
- **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.
- **Incorrect Attendance Sheet code.** Check the attendance sheet for the appropriate codes.

## When Will I Receive Payment?

Payment 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.