



Child Care Aware® of America Fee Assistance Programs



Fee Assistance Program Payment Webinar FAQs

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Application Process

- 1. How do we know if we have submitted everything needed and will be receiving notification of approval?**

Once you are an approved provider with us you will be notified by our Provider Services department and receive an email that details the program you qualify for based on whether you are state licensed, or state licensed AND nationally accredited. Once a family is approved to receive fee assistance with your facility, you will receive another email notification with the family's approval certificate that provides the amount of fee assistance the family is eligible for, as well as attendance sheets to submit for payment.

- 2. A parent has said that when they submitted info, they were then told that we are not a provider but when I called I was told that everything is good. I have a provider ID... is there a certain place they should put this number on their application to help match us up?**

There is not a certain place on the family application to enter the Provider ID Number. However, when filling out the provider information on the family application, the family may fill in the provider ID# next to the provider's name if they have it available.

- 3. How do families initiate care? Are we responsible for notifying CCAoA or is the family?**

The family will need to call into our hotline, 800-424-2246 option 6, and speak with a Parent Services representative to determine their eligibility. Once eligibility is determined, the family can choose a provider or let us know if they are already attending the provider of their choice. If the provider is not in our system, the family should reach out to the provider about the application process, and CCAoA can contact the provider as well. The family is responsible for notifying CCAoA that they are attending a provider if they wish to receive fee assistance. The family and provider are both responsible for notifying CCAoA of a family terminating care.

- 4. Which ranks of military families qualify for this assistance?**

Active duty personnel without access to an on-base child care provider are encouraged to apply. Eligibility for the programs available through CCAoA may vary for each family. Specific eligibility by branch is available on our website at www.usa.childcareaware.org

- 5. Up to what age is allowed? Kindergarten or up to Kindergarten?**

Children of eligible Military Sponsors are able to receive fee assistance for care provided up to age 13. Tuition for Kindergarten and School-Age children is not covered by fee assistance, but Before and After care may be covered.



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6. Does the provider agreement have to be renewed annually?

The provider agreement form must be renewed when a new version is released. This occurs on an as-needed basis depending on changes to the fee assistance program and eligibility requirements. If you need to submit a new provider agreement form, you will be notified by the Provider Services Department.

7. Are there any qualifications that a center needs to have to become an approved CCAoA participant?

Child care centers and family child care homes wishing to participate in the fee assistance program must be state licensed, in addition to meeting other requirements provided by the DoD and military branches. Providers that are state licensed are eligible to serve families in the Operation Military Child Care (OMCC) program. Centers and homes that are both state licensed AND nationally accredited through one of the approved agencies are eligible to serve more families. These providers may serve families in the OMCC program and the Military Child Care in Your Neighborhood (MCCYN) program. For a complete list of eligibility requirements, please visit <http://usa.childcareaware.org/feeassistancerespitproviders/feeassistance/>.

8. Can we email the new license to the same email as the payment department?

Any updated documents or information for the provider (such as a license) should be sent to the Provider Services Department via email, fax, or mail.

Email: providerservices@usa.childcareaware.org

Fax: 703-341-4146

Mail: 1515 N. Courthouse Rd., 2nd Floor
Arlington, VA 22201
Attn: Provider Services

9. If a provider is not accredited but the military family has been in care with the current provider for years will they have to find another provider? Or can they ask for a case review?

The family will need to call CCAoA to determine their program type, and then their eligibility for a case review can be determined.

10. How can a parent apply to the fee assistance program?

Parents may apply for the fee assistance program by visiting <http://usa.childcareaware.org/fee-assistancerespit/> or by calling the Child Care Aware® hotline at 1-800-424-2246.



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Approval Certificates

1. I have two different certificates for the same child for June. One is from June 22-25 and the other is from June 26-August. Do I need to use two different attendance sheets for June?

One attendance sheet can be used per child per month. This should include the signature and calendar page reflecting the appropriate attendance codes for the entire month.

2. Will providers receive notification if there is a change in amount paid or if family no longer receives subsidy?

Families are only eligible for payments based on the dates included on the approval letter which is listed on the certificate period line, not the recertification date. Please refer to the note box on the certificate approval for important notifications.

3. How can we get an accounting calendar?

A payment calendar is included with the certificate approval. Copies of the attendance sheet payment calendar are also available on the Provider Services webpage here:

<http://usa.childcareaware.org/feeassistancerespiteproviders/feeassistance/#payment>.

4. Is there an electronic PDF to populate data? Can the provider convert the attendance sheet document to avoid handwriting attendance data?

Providers and families must make copies of the blank attendance sheets provided with the Approval Certificate by CCAoA. Each day of the month should have the appropriate code. Both the parent/guardian and provider must provide handwritten signatures.

5. How do I know if the parent resubmitted their certificate for the next year?

An approval certificate covering an allotted time frame is sent each time a family is approved for fee assistance. Families are only eligible for payments based on the dates included on the approval which is listed on the certificate period line, not the recertification date. Please refer to the note box on the certificate approval for important notifications. If a family has recertified and is again approved for fee assistance, both the family and provider will receive a new Approval Certificate indicating the new timeframe the family is eligible for fee assistance.

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Attendance Sheets

1. On attendance sheets, if a child does not attend but was scheduled to attend and charged for the day, we charge weekly regardless of attendance. What do you want marked: actual attendance of days or days of use children are scheduled to be in care.

When completing the attendance calendar each month the actual days of attendance must be filled in for the child.

2. If a child terms the center in the middle of the month how early can we send their attendance form to CCAoA?

The earliest an attendance sheet can be submitted is the 25th of the same month.

3. What do you enter on a day of the month that doesn't exist? Example June 31.

When completing the attendance calendar for a given month the codes should correlate with the actual days of the month. A code is not required for days outside of the allotted time frame.

4. If a family has a free vacation week during the month how do we figure out the bill for that month?

If there are any changes to the rate charged for a child/family, those changes must be reported to CCAoA. Such changes may affect the amount of fee assistance the family is eligible for.

5. If you submit attendance sheets on the 25th of the month, can you include the rest of the month if you know the child will or will not be attending?

For early submission, attendance should be filled in as expected for the remainder of the month.

6. If a child starts mid-month, what mark do I use until they start attending? NC?

On days of non-attendance the NC code should be used to reflect no care was provided.

7. If the military sponsor is unavailable, who is allowed to sign?

Attendance sheets can be signed by the Military Sponsor, Spouse or legal guardian.

8. On the attendance sheet it states that the signatures cannot be copied. If a parent is out of the state on active duty what do we do then?

Attendance sheets must be submitted to CCAoA within 30 days of services rendered. Incomplete attendance sheets submitted on-time will not be processed until all required information is



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completed. Please discuss with your families beforehand who will sign the attendance sheets to ensure that they are signed and submitted on time.

- 9. We have a family that is attending several of our locations. Should we do one attendance sheet and move from camp to camp for each month?**

Each provider must submit an attendance sheet with their unique provider ID #, regardless of the schedule for the month of care. If the family is attending different locations, each location must submit an attendance sheet indicating the care provided for that month.

- 10. Our entire check in-check out system is not manual-based, but parents sign in with a biometric (fingerprint). Did I hear correctly that this will not suffice?**

Attendance sheets included with the Approval Certificate will be the only form acceptable for invoicing Fee Assistance payments.

- 11. Do you prefer each family's attendance sheets to be sent in individual e-mails or can multiple families be put in one e-mail.**

Attendance sheets may be sent to CCAoA in any of the following methods: fax, email or mail. You may submit all attendance sheets in one email, as long as it is clear which attendance sheet belongs to which child/family.

- 12. How will I know that my attendance sheets are received?**

If attendance sheets are submitted by email, the sender will receive an auto –reply email from us confirming receipt.

If attendance sheets are submitted via fax or mail, the sender will not receive any notification from us. In these instances we advise those that submit via fax or mail to call the Payment Department to confirm submission.

Ultimately, if payment has not been received with 7 – 10 business days we strongly encourage that you call and confirm submission.

- 13. Is it the provider's responsibility to submit attendance sheets each month?**

Child Care Aware® of America does not limit submission to one party. It is our expectation that both parties have a responsibility of submitting in a timely manner as the Certificate Approvals are sent to both the family and the provider.

- 14. What do we do in cases where we aren't able to obtain a parent signature in time?**



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Attendance sheets can be submitted without a parent/provider signature. Payment would not be processed but doing so will ensure that the 15 day deadline for Marines or the 30 day submission deadline for all other branches is met.

15. Will attendance sheets be sent to providers every month?

We do not send attendance sheets each month. A blank attendance sheet is sent with the certificate approval for each child. You should make copies of this attendance sheet to fill out for each month of fee assistance. If at any time another copy is needed please contact us to make a request.

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Calculating & Processing Payments

1. How do you figure the amount our center would receive if a child is only going to be here until August 14th of August? They will be going off to Kindergarten and will be withdrawing from our program.

In cases of termination of care, the monthly fee assistance amount will be prorated by calculating the daily rate multiplied by the number of eligible days.

2. What is the 4.33 calculation?

The 4.33 calculation estimates the weekly rate for an approved monthly Fee Assistance amount.

3. Does the family have a certain number of absent days? At what point do we not receive the full benefit?

To receive fee assistance for a given month the child must attend during the month AND the tuition must be charged at full amount as listed on the certificate approval. If there are any changes to the rate charged that information must be reported to CCAoA.

4. On one slide it said that you pay for summer programs do you also pay for Fall session for school terms?

Tuition is not covered for school-age children eligible for fee assistance. Before and after care may be covered, as well as summer/winter breaks, pending that the provider is eligible for fee assistance. Eligibility for children who are NOT school-aged but attend a program within a school will be determined on a case by case basis.

5. During the summer months the child only comes one day per week. Is payment amount the same, will it be adjusted, or will there be no payment?



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CCAOA does not reimburse for drop in care. If there are any changes to a child/family's schedule of care CCAOA must be notified before an attendance sheet is submitted. Such changes may affect the amount of fee assistance the family is eligible for.

- 6. You mentioned that fees are not included. We charge a \$150 annual registration fee. Is this included?**

Reimbursements for annual registration fees are specific to the branch/program.

- 7. In the event that a timesheet is deemed not received and resubmitted, how long before payment is submitted?**

Payments are processed within 7 – 10 business days of receiving the actual attendance sheet.

- 8. The previous paperwork I have states we have 60 days to submit an invoice, I sent one in yesterday for May, will I be paid for that month?**

Attendance sheets can be submitted as early as the 25th of the month for the same month but must be submitted no later than the last day of the following month. Any attendance sheets submitted outside of this time frame will not be reimbursed.

- 9. If a child does not attend for a full week, KinderCare Learning Centers charge a Reservation fee, which is 1/2 of their normal tuition. In that case, their normal monthly tuition would be less. How does that effect payment?**

If there are any changes to the rate charged for a child/family those changes must be reported to CCAOA. Such changes may affect the amount of fee assistance the family is eligible for.

- 10. We have not received a packet yet we have a family that is in the process of becoming eligible. Do we have to pay back any payments that have been paid by the family?**

Account credits or reimbursements are decided between the Military sponsor and the child care provider. CCAOA will not facilitate payment disputes between parents and providers.

- 11. How should we charge the family?**

Payments are rendered based on the amounts listed on the Certificate Approval. Once the Certificate approval is sent out all billing arrangements regarding account credits or reimbursements are to be worked out between the family and the provider. We do not facilitate payment disputes between parents and providers.

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Rate & Tuition Changes

1. When tuition rate changes how do we notify CCAoA?

You may notify the Provider Services Department of any rate changes by submitting the new rate sheet via email or fax to providerservices@usa.childcareaware.org or 703-341-4146.

2. Who is responsible to report schedule or fee changes? Provider or parent?

If there are any changes to the approval such as schedule changes, rate changes, discounts, etc., those are to be reported to CCAoA by either party prior to submitting the attendance sheet for the month the change takes effect.

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Remittances

1. Is there a way to have a remittance statement emailed to us, instead of being sent in the mail?

Remittance advices are mailed to the Billing Address on file for the child care provider. If a remittance advice is not received within 15 business days of a deposit the provider can request to have the remittance resent.

2. Can a breakdown of all payments be sent to me?

A payment history for a given period can be sent to a family or a provider upon request.

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Website & Resources

1. Is the website you are referring to the main www.childcareaware.org site? Or is there a provider specific web page?

For information on the fee assistance program and resources for providers, you may visit <http://usa.childcareaware.org/feeassistancerespiteproviders/feeassistance/>.

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