



# Fee Assistance Payment Policies & Procedures

# Agenda



- Fee Assistance
- Child Care Fees
- Attendance Sheets
- Completing & Submitting Attendance Sheets
- 30-Day Deadline
- Receiving Payments
- Payment Calendar
- Reconciling Payments
- Retroactive Payments
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# Fee Assistance



- ▶ Families and providers wishing to receive fee assistance must apply to the fee assistance programs.
- ▶ Once approved, the family and provider will receive an Approval Certificate with the fee assistance amount granted by Child Care Aware® of America.
- ▶ The Approval Certificate includes Attendance Sheets that must be completed and submitted each month in order for the provider to receive fee assistance payments.



# Child Care Fees



- ▶ The Reduced Fee listed on the Approval Certificate is the fee that will be paid monthly to the child care provider.
  
- ▶ Families are only eligible for payment based on the dates listed on the Approval Certificate.
  - In cases where the first and last month of care are not a full month of service, the fee assistance amount will be prorated based on the 4.33 calculation.
  
- ▶ The provider rate should be the rate charged to any family, regardless of whether they are military or not.
  - The rate should include any discounts that the family is eligible for, as well as any other subsidies/fee assistance programs the family is enrolled with.
  - In order for fee assistance calculations to be accurate, all rates, discounts and additional subsidies must be reported up front.



# Child Care Fees



- ▶ 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 eligible for reimbursement.
- ▶ Tuition for school-aged children is NOT covered. Only before and after care rates may be used in processing fee assistance amounts. Summer care for school-aged children may be covered by fee assistance.



# Attendance Sheets



- ▶ You will receive an attendance sheet with the Approval Packet via email each time a family is approved for fee assistance.
- ▶ Once you receive the email with the approval for each child, make copies of the blank attendance sheet for each child for each month the child is approved for care.
- ▶ Attendance sheets included with the Approval Certificate are the ONLY acceptable form for invoicing fee assistance payments.
  - You may not use any attendance sheet or write the family's name on the attendance sheet.



# Attendance Sheets



- ▶ One attendance sheet must be used per child per month. This includes the signature and calendar page per child.
- ▶ The month and year of attendance must be indicated on the attendance sheet. Attendance records with no month and year will delay payment.
- ▶ Complete all blocks in the attendance record using the appropriate attendance codes. Do not leave any blocks blank or use codes other than what is indicated on the attendance sheet.



# Completing Attendance Sheets



- ▶ Check the Approval Certificate and confirm that the family's certificate has not expired.
  
- ▶ Enter the attendance codes on the calendar page of the attendance sheets.
  - Each day of the month should have the appropriate code. The codes are listed on the calendar page.
  
- ▶ Sign the attendance sheet.
  - Both the parent/guardian AND provider must provide an original signature on the attendance sheet.
  - Copied signatures will NOT be accepted.





# Submitting Attendance Sheets



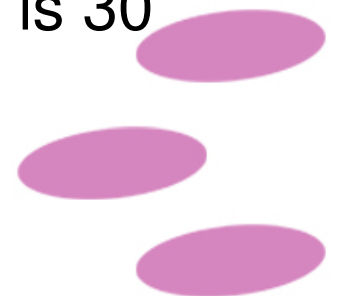
- ▶ Either the parent or the provider may submit the attendance sheets, but they must be signed by **BOTH** parties.
  
- ▶ Attendance Sheets may be submitted via email, fax, or mail to the Payment Department.
  - Email: [paymentdept@usa.childcareaware.org](mailto:paymentdept@usa.childcareaware.org)
  - Fax: 703-341-4199
  - Mail:
    - Child Care Aware® of America
    - ATTN: Payment Dept.
    - 1515 N. Courthouse Rd., 3<sup>rd</sup> Floor
    - Arlington, VA 22201



# 30-Day Deadline



- ▶ All attendance sheets must be submitted within 30 days of services provided for families in the Navy, Air Force, Army, and National Geospatial-Intelligence Agency.
  - ▶ Attendance sheets for families in the **Marines** must be submitted by the **15<sup>th</sup> of each month.**
- ▶ The earliest date attendance sheets may be submitted is the 25<sup>th</sup> of the month for the same month of care.
- ▶ The latest attendance sheets may be submitted is 30 days after the last day of service is provided.



# Receiving Payments



- ▶ Child care providers will only be paid for children listed on the Approval Certificate.
- ▶ If a military sponsor 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 indicated on the Approval Certificate.
- ▶ If the 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.



# Receiving Payments



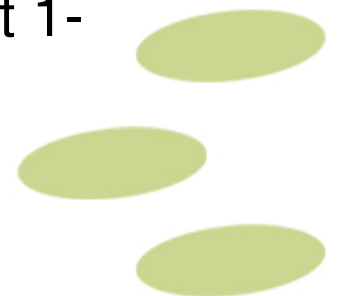
- ▶ Payments are made directly to the provider, no exceptions. Payments are NEVER made to the family.
- ▶ Payments are processed within 7-10 business days of Child Care Aware® of America receiving the completed attendance sheets.
- ▶ Please allow another 2 business days to receive the payment.
- ▶ Check the Payment Calendar for approximate dates.



# Receiving Payments



- ▶ It is the responsibility of the provider to notify Child Care Aware® of America of overpayment. Any fee assistance received that exceeds the amount of the family's total child care cost must be reported in 5 business days and refunded to CCAoA.
- ▶ Failure to report overpayment will result in termination from the fee assistance programs and may be punishable by law.
- ▶ If a payment has been issued but not received, the provider should contact the Payment Department at 1-800-793-0324, extension 365.



# Payment Calendar



- ▶ Each group participating in the fee assistance program has their own payment calendar which outlines when to submit attendance sheets and when payments will be released.
- ▶ Please visit the following page on our website, and click on your employer to find the payment calendar and policies for your branch of service or employer.  
[www.usa.childcareaware.org/fee-assistancerespite](http://www.usa.childcareaware.org/fee-assistancerespite)



# Reconciling Payments



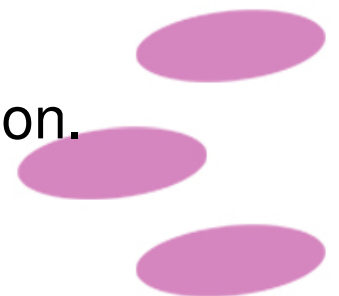
- ▶ Upon receipt of a fee assistance payment, providers will have 45 days to reconcile any payment issues or disputes.
- ▶ In order to reconcile payments, the attendance sheets must have been submitted within 30 days of services rendered.
- ▶ To reconcile payments, contact the Payment Department.



# Retroactive Payments



- ▶ Payments can be retroactively paid based on the application date for the initial application and recertification time period.
  - For example, if a family begins an application on March 1 and finishes it on May 1, the provider may be retroactively paid for services rendered in March and April.
  - Applications **MUST** be completed within the 90-day application period in order to receive retroactive payments.
  
- ▶ If a family is approved for backdated payments, they **MUST** submit the attendance sheets for the backdated months no later than 30 days from the receipt of the Approval Certificate.
  
- ▶ Families and providers have 90 days to submit all documents before they must resubmit their application.





# Provider Agreement Form



- ▶ A Provider Agreement Form must be signed by ALL providers that are approved to participate in the fee assistance programs.
- ▶ The form is included in the application.
- ▶ Payments will not be released until all boxes are checked on the agreement and it is signed and dated.



# Contact Information



For any questions, please contact the Payment Department.

- Email: [paymentdept@usa.childcareaware.org](mailto:paymentdept@usa.childcareaware.org)
- Phone: 1-800-793-0324, extension 365
- Fax: 703-341-4199
- Mail:
  - Child Care Aware® of America
  - ATTN: Payment Dept.
  - 1515 N. Courthouse Rd., 3<sup>rd</sup> Floor
  - Arlington, VA 22201





Thank you for providing quality  
child care to our families!

