



## Navy MCCYN Fee Assistance Transition FAQs

### Family Questions:

- 1) Why is the Navy Military Child Care in Your Neighborhood (MCCYN) Program transferring to Navy CYP?**  
*This transition will provide a new way to manage your MCCYN registration 24/7 from anywhere in the world in MilitaryChildCare.com (MCC), the Department of Defense's single gateway for comprehensive information on military-operated or military-approved child care programs worldwide.*
- 2) How will this impact me and my children's fee assistance?**  
*No impact! The process for calculating fee assistance has not changed. Fee assistance benefits are set by DoD annually.*
- 3) Will my fee assistance payment amount change from what I was receiving with Child Care Aware of America (CCAoA)?**  
*Your fee assistance payment was calculated by CCAoA using the Navy CYP Parent Fee Policy. This is the same Policy that Navy CYP will use to calculate fee assistance payments.*
- 4) Will my fee assistance payments be issued to my child care provider at a different time than when payments were issued with CCAoA?**  
*Navy CYP will begin processing fee assistance payments as soon as the required documentation is submitted at the end of each month. Payments can take 10 business days to process.*
- 5) I have been notified that the administration of the Navy Military Child Care in Your Neighborhood (MCCYN) Program under Child Care Aware of America (CCAoA) will completely transfer over to Navy Child and Youth Programs (CYP) for full administration by 10/1/2022? Can you provide additional information?**  
*By October 1, 2022, Navy CYP will have completed the transition of all Navy MCCYN families. At that time, all fee assistance payments will be made by Navy CYP.*
- 6) How and when will participating Navy MCCYN families transition over to Navy CYP? What is the transition process?**  
*If your family is due for recertification prior to 28 February 2022, please follow the current process through Child Care Aware® of America (CCAoA). If you are due for recertification in March or later, your information will be transferred to MCC and you will receive an email from MCC with information on how to renew using the new processes.*
- 7) How will I know when my family's fee assistance has been transferred over to the Navy Fee Assistance Program with Navy CYP? Will I receive a notification or a new approval certificate from Navy CYP?**  
*You will receive notifications from MilitaryChildcare.com when you are being transferred. Please add [do-not-reply@militarychildcare.com](mailto:do-not-reply@militarychildcare.com) and [FamilySupport@MilitaryChildCare.com](mailto:FamilySupport@MilitaryChildCare.com) to your safe sender list to ensure you receive all MCC correspondence.*
- 8) What happens if I haven't been transferred over to Navy CYP yet, and I need to submit updated documentation to extend my eligibility from now until 9/30/2021? (e.g., school schedule, looking for work, spouse's paystubs, active-duty orders, change of provider request, updated child care tuition, change in child care schedule, etc.)**  
*Please continue to use the current process through CCAoA if you have not been transitioned over.*
- 9) What will I have to do since I am currently in the process of recertification or applying?**  
*Starting 1 January, all new applicants will apply through MilitaryChildCare.com. If you are in process or in recertification with CCAoA, please continue that process until notified by Navy CYP.*
- 10) Is there a deadline for getting my application initially approved or recertified with CCAoA? If so, what will happen to my new or recertified application if it is not completed with CCAoA by the established deadline?**

*Throughout the transition process, Navy CYP and CCAoA will communicate about the status of incomplete applications and recertifications and make determinations on a case by case basis.*

**11) What happens if I haven't been transferred over to Navy CYP yet, and I have an active approval certificate for fee assistance that goes beyond 9/30/2022?**

*Navy CYP will communicate any adjustments to the transition schedule, however, Navy CYP will assume all payments for childcare services received in Oct 2022 and later.*

**12) I have two children in my household and my older child is currently enrolled in the Navy MCCYN program with CCAoA, but I just received an offer for community child care fee assistance from MCC for my younger child. Will my family's fee assistance be split apart between two agencies for a period of time? Which agency do I apply to for my younger child?**

*Families will transition as a whole to avoid being managed by the two agencies.*

**13) Who do I contact in Navy CYP about my application status?**

*If you need assistance with your application, please use the message center within "My MCCYN", call the Navy MCCYN Help Desk at 901.512.2565, or email [familysupport.fct@navy.mil](mailto:familysupport.fct@navy.mil). If you have any questions about your MilitaryChildCare.com account or require assistance using MilitaryChildCare.com, please call the MilitaryChildCare.com Support Desk at 855.696.2934 (select Option 1 for Family Support), or email [FamilySupport@MilitaryChildCare.com](mailto:FamilySupport@MilitaryChildCare.com).*

**14) Where do I send my supporting eligibility application documents to in Navy CYP?**

*You will upload all supporting documents directly to your MCC account!*

**15) Does Navy CYP have a website for their Navy Fee Assistance Program?**

*Yes, please visit [www.MilitaryChildCare.com/NavyFeeAssistance](http://www.MilitaryChildCare.com/NavyFeeAssistance) to learn more about the program after 1 Jan 2022.*

**16) When is the last day to submit attendance sheets to CCAoA?**

*If your family has not transitioned yet, the last date to submit an attendance sheet to CCAoA for fee assistance reimbursement is October 31<sup>st</sup> 2022 for child care provided in the month of September 2022.*

**17) When is the last day that payment will be issued by CCAoA? When is the last day to reconcile payments with CCAoA? When will payments by Navy CYP begin?**

*If your family has not transitioned yet, the last date that payments will be issued by CCAoA will be November 15<sup>th</sup>, 2022 for child care provided in the month of September 2022. The last date to reconcile any payment issues with CCAoA for payments issued on November 15<sup>th</sup>, 2022 will be December 30<sup>th</sup> 2022. Payments from Navy CYP will begin only after you have received communication from Navy CYP and a Benefit Form with instructions on how to submit for payment.*

**18) I currently have an active request for Navy MCCYN on MilitaryChildCare.com (MCC) and have not received an offer yet. What does this transition mean in regard to how long it will take for my family to receive an offer for community child care fee assistance?**

*The transition will not affect your place on the Navy MCCYN waitlist. The waitlist is operated by MCC and will continue to be used during and after the transition.*

**19) I was offered Navy MCCYN fee assistance under CCAoA in the past, but did not complete my application in a timely manner, so my offer was cancelled and/or expired. My circumstances have recently changed, and I now require community child care services again. Since I have already received a previous offer, can I keep my space and automatically reapply to the Navy Fee Assistance Program with Navy CYP, or do I have to make a new active request for the program in my online MCC household profile?**

*This process has not changed. You would make a new request through your MCC account.*

**Provider Questions:**

**1) What does the Navy MCCYN child care fee assistance transition mean for me as a Provider?**

*It simply means you will receive fee assistance payments from the Navy directly.*

- 2) Will the fee assistance amount that my families are approved for change?**  
*No, the fee assistance amount that your family is approved for will not change.*
- 3) Will my checks/EFT slip continue to come to my home? On the same day of the month?**  
*EFT slips are delivered via email to your billing email address given to Navy CYP. EFT slips are sent when a claim is processed for payment.*
- 4) How long will we continue to submit attendance sheets to CCAoA?**  
*Please continue to submit attendance sheets until you receive communication from Navy CYP that we have transitioned your payment. You will receive detailed instructions about when to start submitting with Navy CYP.*
- 5) What happens if my credentials and eligibility documents expire before the transition is complete?**  
*Please continue to submit your eligibility documents with CCAoA until you are contacted by Navy CYP. We will not require you to submit a new application if you are currently enrolled with CCAoA.*
- 6) What information of mine will be shared with Navy CYP?**  
*Basic contact information will be shared, however banking information will not be shared and Navy CYP will reach out to collect that information.*
- 7) Who will be my POC at Navy CYP if I need assistance with my application?**  
*Providers may email [Providersupport.fct@navy.mil](mailto:Providersupport.fct@navy.mil) for application assistance or other questions.*
- 8) What happens if I missed the 30 day deadline to submit the signed attendance sheet for the last month of service?**  
*If you miss the 30 day attendance sheet submission deadline for the last month of service, then CCAoA will not be able to release the family's fee assistance reimbursement for that month.*
- 9) How do I apply as a provider to the Navy Fee Assistance program with Navy CYP?**  
*Please email us at [providersupport.fct@navy.mil](mailto:providersupport.fct@navy.mil) to request an application.*