



USAR TPU PAYMENT POLICIES

Need to make an update or change to your application? Please visit

<https://www.childcareaware.org/fee-assistancerespite/military-families/army/usar-tpu/> for a list of frequently requested forms or contact Child Care Aware® of America by sending a message through your application portal, emailing us at USARTPU@usa.childcareaware.org or calling us at 1-888-270-1086.

Understanding the Approval

- Families are only eligible for care during the dates listed on the line containing the certificate period of the approval letter, not the recertification date. Please check the box on the Approval Certificate for important notifications.
- Families must make a new reservation for care each month, no later than the first of the month prior to the scheduled drill period.

Reporting Errors

- Make sure all information on the Approval Certificate is accurate.
- Ensure the child is attending the provider listed on the certificate during approved reservation period.
- Ensure that the address of the provider on the approval letter is the location where the child attends.
- Verify that the days and hours of attendance are correct. If you discover an error, please contact Child Care Aware® of America by sending a message through your application portal, emailing USARTPU@usa.childcareaware.org or calling us at 1-800-270-1086.

Failure to report cancellations or errors could result in charges to the USAR Soldier.

How to complete attendance

- One attendance sheet must be used per month.
- On each attendance sheet, indicate the month and year of attendance being reported. Attendance sheets with no month and year will delay payment.
- Attendance sheets must have signatures from the child care provider and the sponsor/parent. Attendance sheets that have been altered in any way, missing signatures, or not having original signatures will not be processed. The attendance sheet verifies that the child(ren) attended care during that period.



- Complete all blocks in the attendance sheet by entering the start and end times for care and calculating the total hours of care provided.
- Please report the exact hours of care provided during the certificate period.

The child is only eligible for the scheduled days included on the reservation approval letter. Any care coordinated outside of the approved times between Soldier and child care provider will be the responsibility of the USAR Soldier.

Payment Submission

- Attendance sheets can be submitted as soon as care has been completed but no later than five (5) days after care has been provided.
- Providers are responsible for submitting attendance sheets to CCAoA after obtaining the parents' signature.
- Completed attendance sheets can be sent by the following methods:

Email: NTCpayment@usa.childcareaware.org

Fax: 571-210-2896

Mail: 1515 N. Courthouse Road, 3rd Floor, Arlington, VA 22201 ATTN: Payment Department

Submissions via email receive automated receipt confirmation for record keeping

Reporting Changes

- 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 NTCprovider@usa.childcareaware.org or by phone at 1-800-270-1086, option 3 and include the child care provider's name and provider ID number.
- If care is no longer needed Soldiers should notify Child Care Aware® of America by submitting submit a completed copy of the Cancellation of Child Care Request Form to CCAoA at USARTPU@usa.childcareaware.org and copy the USAR Weekend Drill Care central email box at usarmy.usarc.usarc-hq.mbx.family-programs@army.mil. within ten (10) calendar days prior to the scheduled reservation.



When to Expect Payment

- Accurate and complete attendance records are processed no later than five (5) business days from the date received by Child Care Aware® of America if the family has an active approval and the provider account is current.
- Direct deposit is the preferred way for providers to receive payment. To request direct deposit, the provider must email providerservices@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.
- Payment will be rendered once a reservation is approved, care is provided, and an attendance sheet is received by Child Care Aware® of America. Attendance sheets must be received monthly in order to make payment to a child care provider. Under no circumstances can a child care provider be reimbursed without first submitting a complete attendance sheet. If another copy of the attendance sheet is needed, please contact Child Care Aware® of America at NTCpayment@usa.childcareaware.org or call 1-800-270-1086 to make the request.
- Express mailing of attendance sheets 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 five (5) business days from the date received by Child Care Aware® of America.

Fees That Will Not Be Covered

- Charges incurred by the provider for failure to notify the program ten (10) calendar days prior to the approved reservation.
- Fees charged to the Soldier for care used outside of the authorized registration date and times.

Payment Policies

- Both parents and providers must remain eligible for fee assistance to receive payment.
- Upon receipt of the Fee Assistance payment, providers will have 15 days to reconcile any payment issues or disputes, granted that the provider submitted the attendance sheets within five (5) days of services rendered.
- Incomplete attendance sheets must be corrected and resubmitted within five (5) days from notification from CCAoA.
- All child care payments are made directly to the child care provider. Payments are made within five (5) business days of Child Care Aware® of America's receipt of a complete and accurate attendance sheet. If payment has not been received, please contact the payment department at NTCpayment@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.
- All payments will be processed based on the start/end date of the approved certificate period.
- 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.
- Additional information may be requested if attendance is limited and/or does not correlate with the normal schedule of care reported on the Provider Cost Verification form. CCAoA may request information including, but not limited to, a copy of a billing statement, a receipt, or written confirmation.
- Care provided less than one (1) hour will be paid as a full one (1) hour of care.

Missing Payment

- If a payment has been issued but not received within 15 business days, the child care provider should call the Payment Department at 1-800-270-1086 option 4. Please note, this process can only be initiated by the child care provider as all child care payments are made directly to the child care provider.
- Families: Payments are made directly to your child care provider. Please check with your provider prior to contacting CCAoA for status of a payment. Payment may have been sent to your provider, but not applied to your family's account. Prior to contacting CCAoA for a payment status, verify the attendance sheets have been submitted to the correct email or fax number and check your approval to confirm you were eligible to receive full payment during that month of service. If your approval confirms coverage, verify with your provider if they have received your payment and have not applied it to your account. If you do not have an approval for that month, please review your approval to verify what is needed to extend your eligibility for fee assistance.

Child Care Aware® of America reserves the right to randomly check the accuracy and validity of attendance records at any time.