



Army Fee Assistance Payment Policies and Procedures

Need to make an update or change to your application? Please visit <https://www.childcareaware.org/fee-assistancerespite/military-families/fee-assistancerespite-military-families-army-required-documents/> for a list a frequently requested forms or contact Child Care Aware® of America by sending a message through your application portal, emailing us at mSP@usa.childcareaware.org or calling us at 1(800) 424-2246.

Understanding the Approvals

- Families are only eligible for payment during the dates listed on the space in the approval letter containing the certificate period, not the recertification date. Please check the note box on the Approval Certificate for important notifications.
- The provider rate should be the rate that is charged to any family regardless of whether they are in the military or not. The rate should include any discounts prior to receiving military fee assistance (i.e. multiple child discounts, employee discount, state and county child care fee assistance, etc.). If only the weekly rate is provided, it will be multiplied by 4.33 to determine the monthly rate.
- The reduced fee listed on the childcare Approval Certificate is the fee that will be paid monthly directly to the childcare provider. If a child terminates childcare and/or switches to a new childcare provider, the monthly reduced fee is pro-rated. In either case, the sponsor/parent is responsible for any remaining balance.
- When a family receives an approval certificate with a monthly fee assistance amount of \$ 0.00 it means the provider rate is less than or equal to the installation rate. Instead of monthly fee assistance the family will receive a one-time payment equivalent to up to two weeks of fully subsidized care and be reimbursed the provider's annual registration fee upto **\$150**.
- Please make a note of the recertification date. Necessary documentation for family and provider should be submitted **PRIOR to that date to prevent a disruption in payments** or within 90 days of the recertification date to be eligible for back payment. If the family and provider
- information is not completed within 90 days, no back payment will be authorized. If additional documentation to remain eligible is required, it will be listed in the note section on the approval certificate. If this documentation is not received within 90 days of when your certificate has ended, payment will not be rendered past the date(s) indicated on the approval certificate.

Reporting Error

- Make sure all information on the Approval Certificate is accurate.
- Ensure the child is attending the provider listed on the certificate during the certificate start and end date.
- Ensure that the address of the provider on the approval letter is the location of where the child attends.
- Verify 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 [msp@usa.childcareaware.org](mailto:mSP@usa.childcareaware.org) or calling us at 1(800)424-2246.

Failure to report errors resulting in overpayment must be paid back to the Army Fee Assistance Program.

How to complete attendance

- One attendance sheet must be used per child 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 using the appropriate attendance codes. Please do not leave any blocks blank or use any other codes than what is indicated on the attendance sheet, as this may delay payment. A list of acceptable attendance codes is included on the attendance sheet.

The child must attend at least one day out of the month and the provider must charge the full rate for the month for ANY payment to be rendered.

Payment Submission

- Attendance sheets can be submitted as early as the 25th of the month for the same month of service. In instances of early submission, signature and signature dates for both parties cannot be completed prior to the 25th of the month for the same month of service. Submissions and signatures/signature dates prior to the 25th of the month will not be accepted.
- Attendance sheets can be submitted by family and/or provider and must be received within 30 days after the last day of service provided. Please refer to the payment calendar attached.
- Families and providers must make clear arrangements as to who will submit the attendand sheets. If you receive a retroactive approval and the month(s) of service has passed, please submit your attendance sheets within 30 days from receiving your approval
- Completed attendance sheets can be sent by the following methods:
Email: Paymentdept@usa.childcareaware.org
Fax: 703-341-4199
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 providerservices@usa.childcareaware.org or by phone at 1(800)424-2246, option 4 and include the child care provider's name and provider ID number.
- If the child no longer attends the provider listed on the Approval Certificate, the sponsor should notify Child Care Aware® of America by submitting an attendance sheet with the TM (Child Care services terminated) code. A Change of Provider Form can also be submitted to report a new provider along with an updated Provider Cost Verification form. Before changing providers, you need to verify they meet the program requirements. If you switch to an ineligible provider your account cannot be reprocessed for fee assistance payments.
- If there are any changes to the approval, such as schedule changes, rate changes, discounts, etc., those are to be reported to Child Care Aware® of America prior to submitting the attendance sheet for the month the change takes effect.

Failure to report changes resulting in overpayment must be paid back to the Army Fee Assistance Program.

When to Expect Payment

- Accurate and complete attendance records are processed no later than ten (10) 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 an application is approved 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 msp@usa.childcareaware.org or call 1-800-424-2246 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 ten (10) business days from the date received by Child Care Aware® of America.

Fees that will not be Covered

- First and last months' payments are pro-rated based on the start and end date of the certificate.
- Late fees, early withdrawal fees, transportation fees, activity fees, diaper fees, meal/snack fees, and all other miscellaneous fees are not covered and should not be included in the provider rate.
- Tuition for school-aged children (Kindergarten to age 12) is not covered. Only before and after care rates may be used in processing fee assistance amounts.

Payment Policies

- The sponsor/parent is responsible for all child care fees prior to approval for fee assistance and after the expiration of a valid fee assistance certificate. Approval for children and providers is not guarantee.
- Both parents and providers must remain eligible for fee assistance in order to receive payment.
- Upon receipt of the 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.
- Incomplete attendance sheets must be corrected and resubmitted within 45 days from notification from CCAoA. Failure to submit corrections within 45 days could result in loss of fee assistance for that month(s) of service.
- All child care payments are made directly to the child care provider. Payments are made within seven (7) to ten (10) 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 paymentdept@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 families and providers.
- All payments will be processed based on the start/end date of the approved certificate period except for the first and last month of attendance in which payment will be based on the first day of physical care and/or the last day of physical care. If the certificate approval for a child does not cover the entire calendar month, payment will be prorated for the applicable 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.
- Once the provider receives the approval packet, containing the Approval Certificate with the monthly fee assistance amount, it is the responsibility of the family and/or provider to notify Child Care Aware® of America of overpayment. The monthly fee assistance amount plus the parent co-pay must equal the family's total cost of child care. Any fee assistance received that exceeds the amount of the family's total child care cost must be reported within five (5) business days and refunded to Child Care Aware® of America. Failure to adhere to this policy will result in immediate termination from the program and may be punishable by criminal law.
- 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.



Army Child Care Fee Assistance Attendance and Invoice

Thank you for choosing to serve Army 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 provided on the calendar page.
4. **Sign the attendance sheet.** Both parent/guardian and provider must provide an 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

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

Is There a Time Limit on Reconciliation?

Upon receipt of a 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 Approval Certificate.
- **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 two (2) business days to receive payment. Check the payment calendar for approximate dates.