

CHILD CARE PROVIDER REIMBURSEMENT GUIDE

**for
Relative Providers, In-Home Providers
and Informal Care Providers**

South Dakota Department of Social Services
Division of Child Care Services
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CHILD CARE PROVIDER REIMBURSEMENT GUIDE

for

**Relative Providers, In-Home Providers
and Informal Care Providers**

Division of Child Care Services

The Division of Child Care Services provides assistance to low income families who need help with child care costs while parents work or attend school. They also provide oversight, technical assistance and support in promoting safe, healthy and caring environments for children through licensing, registration and quality improvement activities. The availability of quality child care is not only important for maintaining a strong workforce; it is vital for the healthy growth and development of children.

The Division of Child Care Services provides:

- Child care assistance for families who need help in paying their child care costs
- Licensing and registration of child care programs
- Child Care facility development in response to local community needs
- Regional Early Childhood Enrichment training delivery system for child care providers
- Specialized training and technical assistance for Out-of-School-Time programs
- Pathways to Professional Development Program
- Child Safety Seat Distribution Program

To learn more about any of the programs mentioned above, contact the Division of Child Care Services at 1-800-227-3020.

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Introduction

Funding made available to South Dakota, through the Child Care & Development Block grant, helps qualifying families pay for their child care while they work, attend school or a combination of both.

In order to qualify for Child Care Assistance (CCA), a family must meet certain program eligibility requirements. Depending on household size and income, the family may be responsible for a portion of the Child Care Assistance; this portion is referred to as the copayment and is collected from the family by the provider.

Child Care Assistance Reimbursements are paid directly to the child care provider, at an hourly rate, depending on the number of hours of care provided for a child while the family is working and/attending school. The provider reports the hours of care to Child Care Services through a Request for Payment form, and the provider reimbursement payment is processed.

The following guide will provide you with the information you need to receive reimbursement from the Child Care Assistance program. The guide is also available on our website at the following web address: dss.sd.gov/childcare/childcareassistance

We do make changes to the guide on a regular basis, so we suggest that you occasionally review online to ensure you are using the most current guide. You may also request an updated guide by phoning Child Care Services directly.

Please contact the Child Care Services Office if you have any questions about the Child Care Assistance Program—we are here to help you!

Provider Eligibility

Child care providers receiving reimbursement from the Department of Social Services must be licensed, registered, or authorized as an unregulated provider by the Division of Child Care Services.

Unregulated providers are categorized as follows:

Relative Provider: Must be an aunt/uncle, grandparent, great grandparent, or non-resident sibling to the child for whom care is being provided and be at least 18 years of age.

In-Home Provider: Must provide care in the child's home and only for the child(ren) of one family, must be 18 years of age or older, and maintain a separate residence from the applicant.

Informal Care: A friend of the family, who is at least 18 years of age, maintains a separate residence from the applicant, and provides care only for the applicant's child(ren).

Unregulated provider requirements

In order to qualify as an eligible unregulated provider and receive reimbursement from the Child Care Assistance program, a provider must complete and return specific paperwork within designated timelines. If you would like more information on the paperwork requirements for unregulated providers, please contact Child Care Services at 1-800-227-3020.

A Child Care Licensing Specialist can speak with you about the benefits of becoming a regulated provider

Among the benefits of becoming a regulated provider include higher maximum reimbursement rates with the Child Care Assistance program and the ability to participate in the U.S. Department of Agriculture's Child and Adult Care Food Program.

To speak with a Licensing Specialist, please contact Child Care Services (CCS) at 1-800-227-3020 or visit the CCS website to find the phone number of the Licensing Specialist assigned to your county: dss.sd.gov/childcare/licensing/districts.aspx

Education and Training Opportunities

Education and training provides key information and skills needed to best support a child's growth and development. Informal and in-home providers are required to complete orientation training and ongoing annual training. Relative providers are not required to complete orientation or ongoing training, but are encouraged to take part in training opportunities.

Orientation training is required in the following topic areas:

- Prevention and control of infectious diseases
- Prevention of sudden infant death syndrome and use of safe sleep practices
- Administration of medication
- Prevention and response to emergencies due to food and allergic reactions
- Building and physical premises safety
- Prevention of shaken baby syndrome and abusive head trauma
- Emergency preparedness and response planning
- Handling and storage of hazardous materials and the disposal of bio-contaminants
- Appropriate precautions in transporting children, if applicable
- Recognizing and reporting child abuse and neglect
- First aid
- CPR certification—**required before payment can be made on behalf of the family.**

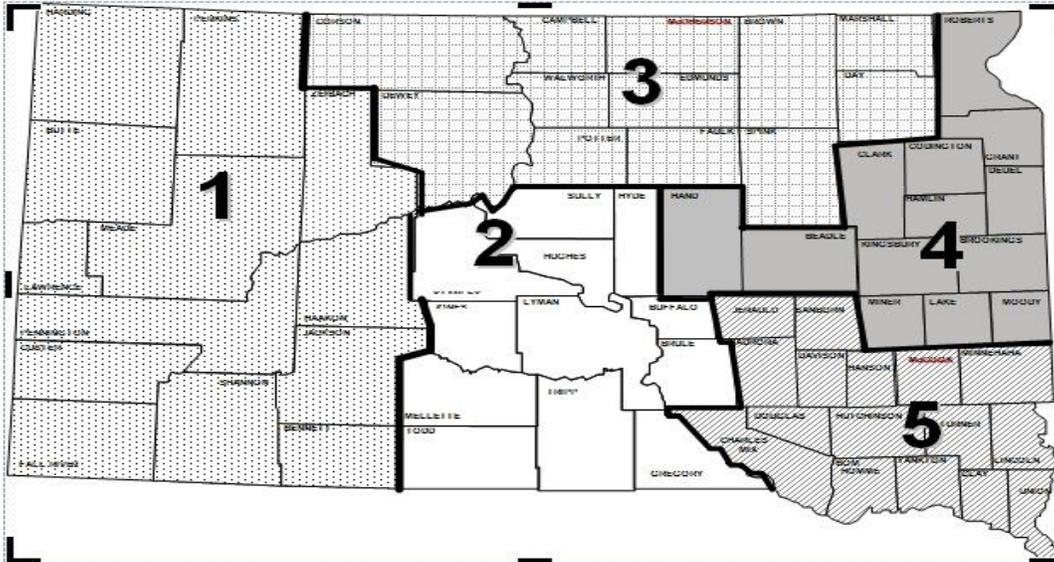
Orientation training is required within 90 days after the provider paperwork is completed , with the exception of CPR, which is required before payment can be made on behalf of the family. Be sure to register for a CPR class right away. Orientation training is a one-time requirement.

Informal and in-home providers are also required to complete 3 hours of annual ongoing training,

Orientation and ongoing training can be obtained through the **SD Early Childhood Enrichment (ECE) Programs**. The ECE's provide early childhood and school age training, education and technical assistance to adults who are involved in the day-to-day care of children and youth. They offer online and in person classes across the State.

To view regional and statewide training offered through the ECE's, visit the Child Care Services website at: www.dss.sd.gov/childcare/educationalopportunities/sites.aspx. Or you may contact your local ECE directly regarding available training opportunities. See map on next page for coverage areas.

Education and Training Opportunities



Region 1: Early Childhood Connections, 1-888-999-7759

Region 2: The Right Turn, Inc., 1-866-206-8206

Region 3: Sanford Children’s CHILD Services, 1-800-982-6404

Region 4: Family Resource Network, 1-800-354-8238

Region 5: Sanford Children’s CHILD Services, 1-800-235-5923

Additional Training and Resources

General Training Resources

www.dss.sd.gov/childcare/educationalopportunities/ - Visit the State of South Dakota, Child Care Services website for training and resources on a variety of topics for providers and parents.

First Aid and CPR

www.redcross.org - **American Red Cross** -The Red Cross provides a wide selection of CPR and First Aid trainings for infant and pediatric providers.

www.heart.org - **American Heart Association** - The American Heart Association offers a variety of options to learn lifesaving skills.

<http://dss.sd.gov/childcare/educationalopportunities/sites.aspx>— **First Aid**—contact your local Early Childhood Enrichment (ECE) program for information on upcoming training opportunities. In addition, first aid training is also available online at:

<http://www.firstaidforfree.com/free-first-aid-course>—**First Aid For Free**. An online training that provides a certificate after completion of this free training.

Family Eligibility Process

A family applies for Child Care Assistance (CCA)

There are several ways for a family to apply for Child Care Assistance.

- Pick up an application at any Department of Social Services local office
- Pick up an application at any Department of Labor and Regulation local office
- Request an application by calling Child Care Services (CCS) at 1-800-227-3020
- Request an application by emailing CCS at: CCS@state.sd.us
- Download an application or apply on-line by visiting the CCS website: dss.sd.gov/childcare

A Child Care Services (CCS) Caseworker determines family eligibility

CCS Caseworkers process applications within ten working days after receiving a completed application. An application received between the 1st—15th will have a start date of the 1st; an application received on or after the 16th will have a start date of the 16th.

If an incomplete application is received, the Caseworker will inform the family as to what is needed to complete the application process. Please note that an incomplete application will delay the processing time.

You may contact CCS to find out the status of an application. CCS will be able to provide you with limited information, unless the family has completed a Release of Information form, giving CCS permission to disclose additional information to you.

The amount of assistance is determined based on the number of hours the family is working or in school, plus supplemental time for travel. Depending on household size and income, the family may be responsible for a portion of the Child Care Assistance; this portion is referred to as the copayment. *(See page 18 for more information on family copayments)*

A Child Care Certificate is issued to the family and provider

Once a CCS Caseworker determines that a family is eligible for Child Care Assistance, the family and provider will each receive a copy of the Child Care Certificate in the mail; if we have your email on file, you will also receive an email copy. *(See page 7-8 to view a certificate example)*

The Child Care Certificate is proof to you that the family is eligible for assistance. You will need the information on this certificate to request payment for the child(ren).

Child Care Services cannot issue a reimbursement payment to a provider until the family is eligible for the program. The family is ultimately responsible for payment until you receive a certificate notifying you the family is approved.

Family Eligibility Process continued

A Child Care Certificate expiration and closure notice will be sent

Approximately six weeks before the end date of the certificate, a certificate expiration notice will be mailed to the family and provider as a reminder for the family to re-apply for continued assistance.

If the family does not re-apply in time or is no longer program eligible, their certificate will close. The provider will receive a closure notice. If CCS has your email on file, you will receive these notices by email only.

Please note that CCS does not send notification if an application is denied. If you have any questions about the status of a family's application, please call our office.

Family Reporting Responsibilities while on Child Care Assistance

In order to remain eligible to receive Child Care Assistance, a family must follow several guidelines, including the need to report changes to their Caseworker.

According to Administrative Rules of South Dakota 67:47:01:18, a household must report to the department when they experience any of the following changes:

- 1) A permanent change in employment or school status;
- 2) A change in child care provider;
- 3) An address change;
- 4) If the monthly income exceeds 85% of the state median income.

Changes can be reported in any written format that is convenient for the family.

Please continue to encourage families to report any changes in circumstance which may affect their eligibility; and if you suspect that a family is abusing their assistance, please contact Child Care Services to report the information.

Continued Assistance following a permanent change

If a current recipient of Child Care Assistance has a permanent change in employment or school status, 3 months of continued assistance can be granted from the last day of employment or school attendance. A permanent change is defined as a job quit or termination, a job ending due to the closing of a business, cessation of attendance or graduating from an educational or training program, or no longer participating in a TANF approved activity. Permanent changes must be reported in writing within 10 working days.

Child Care Certificate Example

Once a CCS Caseworker determines that a family is eligible for Child Care Assistance, the family and provider will each receive a copy of the Child Care Certificate in the mail. The Child Care Certificate is proof to you that the family is eligible for assistance, and has the information you will need to request payment.

(A) - Your provider number

You will use your state issued nine-digit provider number (located on the Child Care Certificate) to identify yourself when you complete your Request for Payment or contact Child Care Services.

(B) - The certificate number

The certificate number links the assistance to the correct family, provider and time period. This number will change with each certificate issued for the family, so it is very important that you enter the correct certificate number on your Request for Payment.

(C) - Eligibility Dates

The family is eligible for Child Care Assistance during this timeframe. You can request payment up to 60 days past the end date of the certificate.

(D) - Child Identification Numbers

Each child is identified by their own unique identification number. This number will always remain the same even if the child is not continually receiving Child Care Assistance.

(E) - Maximum Monthly Hours

This is the maximum monthly hours that CCS determined are eligible for Child Care Assistance based on the family work/school activity. Typically, supplemental hours are included in this total to cover travel time, etc. The child may attend child care for more time than the maximum monthly hours, but the family is responsible for covering that cost.

(F) - Hourly Rate

This is the hourly rate per hour you will be paid for the child.

(G) - Family Co-Payment Amount

This is the portion of Child Care Assistance the family is responsible to pay you toward their child care bill. The copayment will be automatically subtracted from your payment.

(H) - Payment Maximum

The payment maximum is not guaranteed and will vary depending on the actual hours of care the child attends, as well as your payment rates.

Child Care Certificate Example

CHILD CARE CERTIFICATE

South Dakota Department of Social Services

Division of Child Care Services

CHILD CARE CERTIFICATE (CCC)

A

Date

07/01/12

Provider Number

444444444

Provider Name

123 Main St

Anywhere, SD 50000-0000

Dear Provider:

Parent Doe has been approved to receive child care benefits through the Division of Child Care Services (CCS). You are listed as the child care provider. Keep this certificate for your records as you will need this information to request payment.

B

C

For billing purposes the certificate number for this family is 888888888 effective 7/1/12 to 12/31/12.

This assistance is being provided for the following children:

Child ID Number

Name of Child

Max Monthly Hours

Hourly Rate

123456789

Joe Smith

200.00

2.10

234567890

Jane Smith

200.00

2.00

G

The co-payment, or amount the family is responsible to pay you is \$50 twice a month or a total of \$100 once a month. Regardless of the co-payment, the assistance may not cover the entire child care bill. The family is responsible for any child care costs which exceed the monthly assistance amount.

H

The maximum amount Child Care Services can pay you, the provider is \$ 720 a month depending on the number of actual hours the child(ren) are in your care while the family is working and/or attending school and the type of payment rate you have established.

The max monthly hours are pro-rated by the number of days in the billing period and also pro-rated based on length of certificate.

Reimbursement Rates

How does CCS determine the reimbursement rates?

Every two years, CCS conducts a survey to find out what South Dakota providers are charging for their services. The questionnaire is sent to every registered and licensed child care provider. The information provided is used to set the hourly reimbursement rates. Unregulated provider rates are established at 75% of the statewide average for family child care providers.

How to receive a copy of the reimbursement rates

You will receive a copy of the current reimbursement rates when you first begin participating in the Child Care Assistance Program. The reimbursement rates are also available on our website (dss.sd.gov/childcare). If you prefer, you may phone our office to receive a copy by mail.

Special CCS reimbursement rates available to providers

A Provider serving a child with special needs may need to make special accommodations. CCS does offer a higher rate for children with special needs to help offset any additional costs. CCS will make the final determination if the higher rate can be allowed. In order to determine this, the family must provide medical documentation of the child's condition, a written request that the special needs rate be allowed, and the provider must complete and submit a questionnaire relating to the enhanced services being provided to the child. Contact CCS for more information.

Higher reimbursement rates available for regulated providers

If you are interested in receiving a higher reimbursement rate, consider becoming a regulated family child care provider. A Child Care Licensing Specialist can speak with you about the benefits of becoming a regulated provider. Among the benefits include higher maximum reimbursement rates with the Child Care Assistance program and the ability to participate in the U.S. Department of Agriculture's Child and Adult Care Food Program.

To speak with a Licensing Specialist, please contact Child Care Services (CCS) at 1-800-227-3020 or visit the CCS website to find the phone number of the Licensing Specialist assigned to your county: dss.sd.gov/childcare/licensing/districts.aspx

What can be reimbursed by Child Care Assistance

The following are reimbursable through Child Care Assistance (CCA):

Actual hours of care provided while the eligible family is working/attending school

Note that these hours are 'actual' not 'scheduled' hours of attendance. Child Care Assistance is only available for the actual hours of care that you provide. The family is responsible for any payment not covered by Child Care Assistance.

In some cases, a provider may request payment for care provided when the parent experiences a permanent change in circumstances. The family must report these changes to Child Care Services (CCS) in order for this to be allowable. *(See page 6 for more information on these policies).*

Time provider transports a child

CCS considers the child in your care when you are transporting him/her.

In order to keep track of the number of hours of care that you provide, it may be helpful for you to record the time a child is in your care each day on attendance records. These records will also provide documentation, should you need to explain your payment requests to Child Care Services. Example attendance records are available on the Child Care Services (CCS) website at: dss.sd.gov/childcare. Or you may call and request attendance record examples from CCS.

Helpful tips to avoid payment errors:

- Only request payment for the actual hours of care that you provided.
- Do not request payment for more hours of care than you provide. You may be required to pay back funds obtained this way or face further penalties.
- Double-check your calculations before you submit each Request for Payment Form to make sure they are accurate.
- If you mistakenly request payment for more hours than what you actually provided, report it immediately to Child Care Services.
- Read all notices Child Care Services sends to you. The notices contain important information that may affect the Child Care Assistance for the eligible family you serve.

Requesting Reimbursement

In order to receive reimbursement for allowable care hours, you must request payment from Child Care Services (CCS).

CCS offers two different methods to request payment.

1. Request for Payment Form: *(see page 13-14 for an example)*

The Request for Payment forms are available directly from Child Care Services or on the website. (dss.sd.gov/childcare/childcareassistance) Information about each child must be entered on the form, and the form is signed and mailed to CCS. A faxed form cannot be accepted. A provider can bill once or twice a month with this form.

2. Online Payment Request: *(see page 15 for an example)*

A provider uses his/her provider identification number and pin number (provided by CCS) to enter an online billing website. Information about each child is already on the screen; provider must enter total care hours for billing period. A provider can bill once or twice per month with this method. Contact CCS to be signed up.

The CCS payment system runs each Monday night, including Holidays.

If CCS is closed on a Monday holiday, the payment system will still run for payment requests already entered in the system. However, staff will not be in the office to receive mail and enter requests on that day. For a list of days that CCS is closed, see page 21 of this guide. If you request payment online, you must enter your payment request by 6:00 pm Central Standard Time on Monday in order for it to run through the payment system that night.

A provider may request payment once per month or twice per month.

Once per month: 1st day through last day of the month.

Twice per month: 1st day through 15th day and 16th day through last day of the month.

A provider can only request payment AFTER care is provided.

You cannot request payment in advance for anticipated hours of care. However, if a family is no longer in care with you, or if a certificate ends early, you can request payment early for that family; you will need to include a note with your payment request explaining why you are billing early, otherwise, the payment request will be returned to you.

A provider can request payment up to 60 days past closed certificate.

Payment requests past 60 days will not be processed.

Requesting Reimbursement continued

Following payment, a Remittance Advice will be mailed to provider.

If CCS has your email on file, you will receive this notice by email only. The notice will provide detail about your payment. A copy of the notice will also be sent to the family.

How will you be paid?

Providers receive their payment reimbursement electronically through direct deposit or an electronic payment card.

When will you be paid?

According to the Administrative Rules of South Dakota 67:47:01:16, payment shall be made within 15 working days following receipt of a complete payment request. Generally, the reimbursement payment is available within two to three business days after payment is processed. You may call our toll-free number anytime to hear information about your most recent payment.

Tax information

Child care providers who receive \$600 or more in payment from Child Care Services (CCS) will be mailed a 1099 Miscellaneous Tax Form by January 31st of each year. The form summarizes all payments the provider received from CCS in that year.

If you make a mistake on your payment request

If you make an error on your payment request, please contact CCS right away. Staff can let you know what you will need to do to correct the error.

Complete payment requests are important

Please take the time to make sure that you enter the correct information on your payment requests including certificate numbers, child id numbers, etc. Payment requests that are not complete, or that have incorrect information will be sent back to you for corrections. An incomplete or incorrect payment request could delay payment to you.

Perjury Statement

Each Request for Payment Form requires your signature. By signing the form, you are declaring and affirming under the penalties of perjury that the claim form has been examined by you and to the best of your knowledge and belief is in all things true and correct.

Request for Payment Form Example

Follow the instructions below to complete a Request for Payment Form. You will need the Child Care Certificate to complete the form.

(A) - Provider Name

This is the name that is on your child care license or registration; either your name, or the name of your child care center. (example: Mary Smith, or Kidz Daycare).

(B) - Provider Number

Enter your state issued nine-digit provider number (located on the Child Care Certificate).

(C) - Provider Address

Enter your complete mailing address.

(D) - Billing Period

Check the box of the appropriate time period. You can only request payment for one time period per form. If you are billing for different time periods, you will need to use separate forms.

(E) - Month and Year

Fill in the month and year for the time period you want to request payment. (**Example:** It is now August 10th, but you are billing for the last part of July, the month you would use would be July.)

(F) - Child Name

List the full name of the child. If there is more than one child on a certificate, list them on separate lines. If you request payment from more than one certificate, please skip a line between certificates.

(G) - Child Care Certificate (CCC) Number

The certificate number links the assistance to the correct family, provider and time period. This number will change with each certificate issued for the family, so it is very important that you enter the correct certificate number on your Request for Payment. Double-check to make sure the certificate is valid for the time period you are requesting payment.

(H) - Child Identification Number

Each child is identified by their own unique identification number. This number will always remain the same even if the child is not continually receiving Child Care Assistance.

(I) - Total Hours Child Care Received

List the total number of allowable care hours for the time period.

(J) - Provider Signature: Sign your name.

(K) - Date: Write in the date that you complete the form.

Request for Payment Form Example

CHILD CARE SERVICES REQUEST FOR PAYMENT

DEPT OF SOCIAL SERVICES

CLEARLY PRINT ALL INFORMATION INCLUDING COMPLETE ADDRESS

PROVIDER NAME: <i>Jane Doe</i>	A	PROVIDER NUMBER: 444444444	B
PROVIDER ADDRESS: <i>123 Main St, Anywhere, SD 50000</i>		C	

BILLING INFORMATION

Request for Payment forms can be submitted for the following time periods: the 1st through the 15th of the month, the 16th through the 31st, or the 1st through the 31st. Please check ONE box.

THIS BILL IS FOR (check one)

D

- 1st DAY OF THE MONTH THROUGH THE 15TH
 16TH DAY OF THE MONTH THROUGH THE 31ST
 1ST DAY OF THE MONTH THROUGH THE 31ST

All billing information can be found on the child care certificate you received in the mail. If there are multiple children per certificate, please group families together.

IMPORTANT: Please leave a space between each grouping of claims (multiple families or certificates).

NOTE: Child Care Services will calculate the correct payment, based on the number of hours you record for each child.

To prevent delay, complete each box by following the example provided.

OFFICE USE ONLY CLAIM #	MONTH AND YEAR	CHILD NAME	CHILD CARE CERTIFICATE (CCC) NUMBER	CHILD ID NUMBER	TOTAL HOURS CHILD CARE RECEIVED
EXAMPLE	MARCH 13	Joe Smith	888888888	123456789	45
	MARCH 13	Jane Smith	888888888	234567890	45
	E	F	G	H	I

I declare and affirm under penalties of perjury that this claim has been examined by me and to the best of my knowledge and belief is in all things true and correct. I further agree to comply with the provisions of the Civil Rights Act of 1964 and regulations there under relating to non-discrimination in Federally assisted programs.

PROVIDER SIGNATURE

J

DATE

K

CCS cannot accept this form by fax!
PLEASE SIGN AND MAIL TO: CHILD CARE SERVICES
910 E. SIOUX AVENUE—PIERRE-SD-57501

Online Payment Request Example

Below is an example of an Online Payment Request Entry Screen. Notice that for this option the child name, certificate number, child identification number, eligibility date, and maximum allowed hours is already populated. In order to complete the payment request, enter the total care hours (highlighted in grey below) and complete the online submission.

ONLINE PAYMENT REQUEST ENTRY SCREEN

Please pay attention to the Fr Date and To Date for each line. Claims can be entered for each billing cycle the day after the billing cycle ends. Encoding errors may delay payment.

LAST NAME	FIRST NAME	CERT NUM	CHILD ID	FR DTE	TO DTE	HR MAX	HR ACT
Smith	Joe	999999999	123456789	09/01	09/30	200.00	
Smith	Jane	999999999	456789123	09/01	09/30	135.00	

I declare and affirm under the penalties of perjury that this claim has been examined by me and to the best of my knowledge and belief is in all things true and correct. I further agree to comply with the provisions of the Civil Rights Act of 1964 and regulations issued there under relating to non-discrimination in Federally assisted programs.

Save Invoice

Request for Payment Processing - Pro-rating allowable hours

The computer system that processes the Payment Requests is designed to process payments as efficiently as possible, while preventing system overpayments to providers. There are a couple of methods used by the computer system that may affect a reimbursement payment that you receive.

1. Allowable certificate hours are pro-rated by the number of days in the billing period.
2. The provider reimbursement payment is reduced by the family copayment.

1. Allowable certificate hours are pro-rated by the number of days in the billing period

Why does this happen?

The computer system pro-rates the maximum allowable certificate hours to ensure that a family's assistance is distributed and available as evenly as possible over each billing period in the month.

Who will this affect?

This pro-rating can affect providers that request payment twice per month. It can also affect providers if the end date of the certificate falls within a billing period.

How can this affect a payment reimbursement?

The system will only allow payment for a certain number of pro-rated hours for the billing period. If you enter more hours than the system allows, the system will adjust the hours you enter to not exceed the pro-rated total.

How does this work?

The number of days in the billing period differ depending on the number of days in the month. The number of days in the first billing period is always 15. The number of days in the second billing period varies. See directly below for an example.

	<u>1-15 billing period</u>	<u>16-end billing period</u>
28 day month	15 days	13 days
30 day month	15 days	15 days
31 day month	15 days	16 days

Request for Payment Processing - Pro-rating allowable hours

In order to figure out what the system will allow for the billing period, apply the following formula depending on the number of days in the month.

	<u>1-15 billing period</u>	<u>16-end billing period</u>
28 day month	54% x total cert hours	46% x total cert hours
30 day month	50% x total cert hours	50% x total cert hours
31 day month	48.3% x total cert hours	51.7% x total cert hours

Example:

The total allowable certificate hours is 190. You want to request payment twice per month for a 31-day month. Use the following formula:

	<u>1-15 billing period</u>	<u>16-31 billing period</u>
31 day month	48.3% x 190 = 92 hours available	51.7% x 190 = 98 hours available

What options are available to make pro-rating easier to plan for and calculate?

Pro-rating, generally, does not affect providers that request payment once per month. You may choose to submit a Request for Payment Form once per month or request to receive the Monthly Pre-Print Invoice of Service Form.

If you would like to request payment twice per month, using the online payment request system may be helpful for you. The system will calculate and list the pro-rated hours available to you on the screen. If you choose to use Request for Payment Forms and request payment twice per month, you can calculate the remaining hours available for the month by reviewing your Remittance Advice Notice for the first billing period of the month; subtract the hours paid from the total hours on the certificate for the entire month.

What if the family uses more hours (than pro-rated hours available) in the first billing period and not as many in the second billing period?

You may request payment during the second billing period for the additional care hours from the first billing period.

Example:

The total allowable certificate hours is 190. You want to request payment twice per month for a 31-day month. Due to pro-rating, you may request payment for 92 hours for the first billing period and 98 hours for the second billing period.

During the first billing period, a child attends 100 hours. The system will only allow reimbursement for 92 hours. That leaves a difference of 8 care hours unpaid from the first billing period.

During the second billing period, the child attends 80 hours. You may include the 8 unpaid care hours from the first billing period, and request payment for 88 hours.

Request for Payment Processing - Family Copayment

2. The provider reimbursement payment is reduced by the family copayment

An eligible family may be responsible for a portion of the Child Care Assistance; this portion is referred to as the **copayment**. Basically, the copayment is a 'cost-share' of the total assistance between Child Care Services (CCS) and the family. If the assistance paid by CCS, and the family copayment, does not cover the family's total child care bill, the family is responsible to pay the remaining balance of the child care bill.

The copayment amount is calculated based on the household size and income of the family. A change to the family's household size or income can result in a change to the copayment amount on the next Child Care Certificate. If a family is using more than one provider for the same child(ren), the copayment will apply to the certificate with the highest child care need.

The Child Care Certificate will list the copayment for the family. (*See example certificate on page 8*) You are responsible to collect the copayment from the family. You can choose how you would like to receive this from the family: once per month, twice per month, etc.

The copayment will be automatically subtracted from your reimbursement payment.

- If you request payment once per month, the entire copayment will be subtracted from your reimbursement.
- If you request payment twice per month, half of the copayment will be subtracted from your reimbursement.

If you request payment, but the family copayment is more than the assistance total, your reimbursement payment will be \$0.

- The family will be responsible for the child care bill. You can request payment even though you may anticipate a \$0 reimbursement payment. Doing so will allow you or CCS to provide proof that you did request reimbursement, should a family ask.

The copayment is not pro-rated by the number of days in the billing period.

- If a family has a copayment of \$100 a month, the copayment will remain the same even though the month has more or less billing days than the previous month. It will remain the same as well if the certificate ends early.

Child Care Assistance Fraud

You may only bill the department for ACTUAL HOURS of child care that you provide.

Anyone that intentionally obtains benefits and is not entitled to them is committing fraud; this includes submitting incorrect reimbursement requests.

Any person who knowingly and willingly commits fraud against the department will be subject to criminal prosecution.

Child Care Services may also impose an Intentional Program Violation (IPV). An IPV can result in the following penalties:

- 1st Offense IPV—Disqualification from receiving any monies or assistance from Child Care Services for a period of one year.
- 2nd Offense IPV—Disqualification from receiving any monies or assistance from Child Care Services for a period of two years.
- 3rd Offense IPV—Permanent disqualification from receiving any monies or assistance from Child Care Services.

Welfare fraud is a crime.

If you suspect that someone is committing welfare fraud, please call the Welfare Fraud Tip Hotline at 1-800-765-7867. You will not be required to provide your name and all information will be kept completely confidential.

Helpful tips to avoid payment errors/fraud:

- Only request payment for the actual hours of care that you provided.
- In order to keep track of the number of hours of care that you provide, it may be helpful for you to record the time a child is in your care each day on attendance records. These records will also provide documentation, should you need to explain your payment requests to Child Care Services
- Do not request payment for more hours of care than you provide. You may be required to pay back funds obtained this way or face further penalties.
- Double-check your calculations before you submit each Request for Payment Form to make sure they are accurate.
- If you mistakenly request payment for more hours than what you actually provided, report it immediately to Child Care Services.
- Read all notices Child Care Services sends to you. The notices contain important information that may affect you or the family with children in your care.

Frequently Asked Questions

Q. I received my Child Care Assistance (CCA) reimbursement for a family in my care, and it does not cover their entire child care bill. The family has a Child Care Certificate with a \$0.00 copayment. Who is responsible for the remaining bill?

A. If the Child Care Certificate states that family has a \$0.00 copayment, that means that Child Care Services has determined that the family will not need to ‘cost-share’ a portion of the assistance. However, the family is still responsible to pay the child care provider if the Child Care Assistance does not cover the whole child care bill.

Q. A family in my care told me that their past provider requested payment for maximum allowed hours each month so that the State payment would cover their whole child care bill, even though their child was not in care for all of the hours. This doesn’t seem right.

A. You are right. By intentionally requesting extra money, the provider is committing fraud. Please report this type of information to Child Care Services so that we can ensure the provider understands how to properly comply with the CCA program. It is important for all providers to request payment appropriately so that we can ensure that funds are available for those who need assistance.

Q. The payment I receive from Child Care Services (CCS) is often not enough to cover the child care bill for the family. Who pays the rest of the child care bill?

A. Child Care Assistance is meant to pay a portion of child care costs for eligible families. If the assistance paid by CCS and the family copayment (if applicable) does not cover the family’s total child care bill, you may charge the family the remaining balance of the child care bill.

Q. What should I do if a family participating in Child Care Assistance (CCA) is not paying the rest of the child care bill that is owed to me?

A. If a family receiving CCA does not pay the child care bill, you have the right to use your policy for non-payment just as you do for private-pay families.

Q. Since Child Care Services (CCS) reimburses with an hourly rate, do I have to charge families in my care an hourly rate?

A. No. You can choose to bill families in your care in whatever rate format you would like. Regardless of how you charge families in your care, the family is responsible for the portion of the child care bill that is not paid by CCS.

Child Care Services Office Closure Dates

Child Care Services will be closed on the following holidays:

- New Year's Day January 1
- Martin Luther King Jr. Day Third Monday in January
- President's Day Third Monday in February
- Memorial Day Last Monday in May
- Independence Day July 4
- Labor Day First Monday in September
- Native American Day Second Monday in October
- Veteran's Day November 11
- Thanksgiving Day Fourth Thursday in November
- Christmas Day December 25

When a holiday falls on a Sunday, Child Care Services will be closed on the following Monday.

When a holiday falls on a Saturday, Child Care Services will be closed the preceding Friday.

Additional days may be proclaimed as a legal holiday by the Governor of South Dakota or the President of the United States. In the event of such an occurrence, Child Care Services will be closed.

