

FREQUENTLY ASKED QUESTIONS

Payments

1. When and for how much was my last payment?

Payments are made on a weekly basis. Payments are processed on Tuesday night. Deposits are usually available within 2 business days.

A Remittance Advice is printed and mailed each week that a payment is made. The remittance advice indicates the amount of the payment, the service begin and end dates, whether payment is for full-time regular care, part-time regular care or absences, and the number of units paid for each child.

2. When will my payments begin?

When a child is determined eligible, you will receive a Provider Notice of Payment (CCAP 12) to inform you the child is eligible, the maximum payment amount, and the begin and end date of payments. Provided that proper check in and out procedures are followed, payments will be made weekly, two weeks after care is provided. Payments are processed on Tuesday night. Deposits are usually available within 2 business days.

3. Will I get paid for the months I have been keeping the children?

You will not be paid for any time prior to the date you became a certified CCAP provider.

4. What are the ways I can receive payment for providing child care?

If you are a Class A Center, Class M Center or a school-based provider, you must have your payments made by direct deposit into a corporate checking or savings account. If you are a Family Child Care Home provider or an In-Home provider, you have the choice of receiving your payments by direct deposit into a checking or savings account or receiving payments on a bank debit card also called a Stored Value Card (SVC).

5. How do I change my Direct Deposit information?

You must print a direct deposit authorization form from www.louisianabelieves.com. Return the completed form along with an imprinted voided check or statement from your bank verifying your account number and routing numbers to CCAP Provider Certification, P.O. Box 2510, Baton Rouge, LA 70821.

6. Who do I call when I have questions or problems with my Direct Deposit?

You should contact your personal banking institution to resolve any problems. If you still have problems, contact CCAP Provider Certification at 1-877-453-2721.

7. How long will it take to receive my SVC?

You should receive your SVC in the mail from Chase Bank within 2-5 working days.

8. Do I have to activate my SVC?

Yes. You must activate your SVC before any money can be deposited to the SVC account.

9. Who do I call to activate my SVC?

Call Chase Bank toll-free at 1-866-795-5927 to activate your card. The number to call is located on the back of the card.

10. Who do I call when I am having problems with my SVC?

Call Chase Bank toll free at 1-866-795-5927

11. How do I change my method of payment?

If you would like to begin using direct deposit or change direct deposit account information, you must print a Direct Deposit authorization form from www.louisianabelieves.com. Return the completed form along with an imprinted voided check or statement from your bank verifying your account number and routing numbers to the CCAP Provider Certification, P.O. Box 2510, Baton Rouge, LA 70821.

If you are a Family Child Care Home provider or In Home provider and would like to receive your payments by SVC, send a written request to the LDE Provider Certification, P. O. Box 2510, Baton Rouge, LA 70821.

12. My SVC has been lost or stolen. How can I get a replacement?

You must contact Chase Bank toll free at 1-866-795-5927.

13. When will my payment be on my SVC?

Provided that proper check in and out procedures are followed, payments will be made weekly, two weeks after care is provided. Payments are processed on Tuesday night. Deposits are usually available within 2 business days.

14. When will my payment be in my checking or savings account?

Provided that proper check in and out procedures are followed, payments will be made weekly, two weeks after care is provided. Payments are processed on Tuesday night. Deposits are usually available within 2 business days.

15. What do I do if the client cannot afford to pay the co-payment amount?

You must collect the co-payment amount from the client. If you fail to collect a co-payment, your eligibility to receive CCAP payments will end and your CCAP will be terminated for violation of the terms of the Provider Agreement.

16. How do I change the rates I am charging?

A Provider Rate Agreement (CCAP 15R) form indicating the new rates you wish to charge must be completed and mailed to the LDE Provider Certification along with verification of the rate increase. You must print the Provider Rate Agreement Form from www.louisianabelieves.com. Return the completed form to the CCAP Provider Certification, P.O. Box 2510, Baton Rouge, LA 70821.

17. If I do change my rates, when will the new rates become effective?

The new rate will be effective the first month after the new Provider Rate Agreement form and verification are received.

18. I would like to check payments received.

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19. I would like to report a payment discrepancy.

Contact CCAP Provider Certification at 1-877-453-2721.

20. How can I obtain a copy of a 1099?

Contact CCAP Provider Certification at 1-877-453-2721.

21. Who do I need to speak with concerning a tax levy?

Contact CCAP Provider Certification at 1-877-453-2721.