

PROVIDER PAYMENT AND REPORTING RESPONSIBILITIES

Child Care Provider:

You are now listed with the Department of Education (LDE) as an eligible child care provider. LDE uses an electronic time and attendance process called Tracking of Time Services (TOTS) which automatically transmits to LDE the times of arrival and departure of each eligible child in your care. You must participate in TOTS to receive payments from LDE for child care services provided.

School Child Care Provider and In-Home Providers must use Interactive Voice Response (IVR) to keep track of attendance, while Family Child Care Providers, Type III Early Learning Centers and Military Child Care Centers use finger imaging (similar to that used in some school lunch programs) as the way to track attendance. A finger image is not a finger print. Finger imaging is a process that measures physical characteristics and converts these characteristics into a numeric code for use in personal identification.

When a child is determined eligible, you will receive a Provider Notice of Payment (CCAP 12) to inform you that the child is eligible, the maximum possible LDE payment amount (this amount will be different each month based on the child's attendance), and begin and end dates of payments. You must collect full payment from the parent/guardian if you have not received this letter. If you have not received the Provider Notice of Payment (CCAP 12), do not presume that the parent is eligible unless you have checked the Provider Portal under authorizations and find the child listed there.

PAYMENT IS MADE BASED ON TIME ATTENDED. PAYMENT WILL BE MADE FOR UP TO TWO (2) ABSENCES ONLY. The client will be responsible for payment of absences if that is the provider's policy; however, a CCAP provider can never charge a Child Welfare client for absences.

In order to receive an absence payment for the previous month, child must have been in care for at least one (1) day that month.

Once a Type III Early Learning Center, Family Child Care Provider or a Military Child Care Center becomes eligible to receive CCAP, a valid service authorization has been entered on the LDE system, and the Equipment Agreement (CCAP-14EA) is processed, the third party vendor will mail the equipment to you with instructions on how to install the equipment. If assistance is needed installing the equipment, contact the ACS Provider Help Desk.

Once a valid service authorization has been entered for a child in the care of an In-Home Provider or School Child Care Center Provider, the parent or Household Designee must use a landline, analog telephone at the child's home or school to record attendance. Cell phones cannot be used. The parent or Household Designee must call the TOTS IVR telephone number, 1-888-281-1093.

Parents or guardians, and persons they designate, Household Designees (HD), are responsible for checking children in and out of care each time care begins and ends. Children who leave and return during the day must be checked in and out of care each time.

An owner cannot be a Household Designee for a child in their center. An employee of the center cannot be a Household Designee for a child in the center other than their own child(ren). A Family Child Care Provider or In-Home Provider cannot be a Household Designee for a child he/she cares for.

LDE will not pay for any time that the child was in care when the child was not properly checked in and out of care or on or off of an approved child care vehicle.

The Provider Portal at www.latots.org gives you the ability to view authorization and attendance reports for your authorized children online. Your user ID needed to access the portal is your provider number. You were assigned a temporary password, which is/was to be changed at the first login. This password is/was your zip code. Once logged in, you have access to the authorization and attendance information. This information is secure, viewable only by entering your User ID and password. Instructions are provided on the website at the address shown above. You should review this information daily so that any errors found can be corrected within seven days (the current day plus the previous six days). Your payments are based on this information.

As a CCAP provider, you **must** maintain a daily attendance record **anytime** TOTS is unavailable or not used to track the arrival and departure time of a child in care. If you are a Type III Early Learning Center, you must maintain a daily attendance record at **all** times. For example, there is no current service authorization for the child, the provider drops off or picks up the child from school, or the Point of Service (POS) device is broken, etc. An attendance log (CCAP 15AL) is enclosed for your use. You may use this log or you may create your own log to document the daily attendance of CCAP children if your log includes all of the required information shown below. This record shall accurately reflect the children on the child care premises at any given time, if the child was not checked in using TOTS. Children who leave and return during the day shall be signed in/out each time, if TOTS is not used. For your own protection, these records must be kept for at least three years from the date of service. Any invoice or request for manual payment of attendance not tracked through TOTS must be accompanied by the corresponding attendance log(s).

Instructions for attendance log completion:

1. NAME OF PROVIDER – Enter your name or the name of your facility
2. DATE – Enter date child care is provided
3. CHILD’S NAME – First and last name of child eligible to receive care from you (enter one child per line)
4. ARRIVAL TIME – The exact time when the child is left in your care
5. DEPARTURE TIME – The exact time when the child leaves your care such as to board a school bus or the parent, caregiver, or HD picks up the child.
6. PERSON PICKING UP THE CHILD – The signature of the parent, caregiver, or HD who picks up the child. If the parent, caregiver, or HD does not sign, you or another child care worker must enter the first and last name of the person who picked up the child and complete #7.
7. CHILD CARE WORKER’S SIGNATURE – Enter your signature in the last column, if the parent, caregiver, or HD does not sign in number 6. By doing this, you are verifying that you observed that person picking up the child.

If transportation is provided by the provider, a daily transportation log must be used to track children during transportation. The log must be maintained on file with the daily attendance log whether the transportation is provided by the provider or by contract.

The child must be signed-out when leaving the facility to wait for or board the vehicle or school bus. If transportation is provided by the center/provider, the following must be recorded on the daily transportation log:

- The date the transportation is provided
- The first and last name of the child
- The first and last name of the driver/staff member
- The time the child was placed on the vehicle
- The time the child was released and the name of the person to whom the child was released
- The signature of the staff member who completed the log.

The driver must keep a current master transportation list in the vehicle. The list must include each child's first and last name, pick up and drop off locations and authorized persons to whom the child may be released. The provider must also have this information on file.

CO-PAYMENTS

You have agreed to charge CCAP eligible children no more than you charge other children for the same type of care and to charge the amount you entered on each CCAP child's CCAP Rate and Availability Verification form (CCAP 7B). **You agreed to charge and collect the difference between the Department payment and the amount you actually charge.**

ABSENCES

As a benefit, providers are paid for absences up to 10% of authorized days for each full-time child per calendar month. A day of closure is counted as an absent day. If a child authorized for full-time care attends child care less than four hours in one day, this will be counted as a half day absent and half of that child's daily rate will be paid. Absences will not be paid for part-time care.

For example, if a child is authorized for 22 days per month, you could be paid for up to 2 days of absences per month.

REPORTING RESPONSIBILITIES

Your reporting responsibilities as an eligible CCAP provider are also included in this packet. Carefully review these responsibilities and refer to them frequently so that you will be constantly aware of items which must be reported. You may call 1-877-453-2721 to report changes.

Providers determined eligible for CCAP payments must immediately report:

- permanent closure of Type III Early Learning Center or Family Child Care facility
- any rate change – provider may not charge the head of household any more than the amount shown on the CCAP Rate and Availability Verification Form (CCAP 7B) completed for each child; **provider must require the head of household to pay the difference (copayment) between the CCAP payment and the charge listed on the completed CCAP 7B.**
- any change in banking information that will affect Direct Deposit
- change of address, including date of change
- change in telephone number if an IVR is used for TOTS
- the removal of any CCAP eligible children from care
- any change in the type of care provided, the location where care is provided and date of change (example: from providing care in the child's home to caring for children at another location.)
- any name change reported to Social Security
- addition of any adult household members (Family Child Care and In Home providers only)
- any children who move into or out of the facility (Family Child Care and In-Home providers only)
- any change in persons employed by the provider at the location where care is provided or on the property where care is provided (Family Child Care and In Home providers only)
- sale of a Type III Early Learning Center including the date of the sale
- change in name of a Type III Early Learning Center including the date the name will be changed
- closure of a Type III Early Learning Center or a Family Child Care provider for an extended period of more than 2 consecutive days in a calendar month - **[days of closure count as absent days for CCAP eligible child(ren)]**
- inability of an In-Home provider to care for children for an extended period of more than 2 consecutive days in a calendar month - **[days that care is not provided count as absent days for CCAP eligible child(ren)]**
- change in number of days or hours that a CCAP eligible child is in care if the change is anticipated to last a month or longer
- suspected abuse of a child or children should be reported to Child Welfare.
- equipment problems of a Point of Service (POS) device or finger image scanner to the ACS Provider Help Desk and LDE within 48 hours of failure.
- inability for your parents or their Household Designees to check children in or out due to problems with the Interactive Voice Response (IVR) system to LDE within 48 hours of failure.
- change in current email address
- revocation of a Type III Early Learning Center or Military Child Care Center license